

**AMERICAN MOVING AND STORAGE ASSOCIATION  
DISPUTE SETTLEMENT PROGRAM**

**USE THIS FORM TO REQUEST ARBITRATION**

The American Moving and Storage Association operates its Dispute Settlement Program pursuant to the guidelines provided at Section 14708 of Title 49, United States Code, as amended, under authority of the US Department of Transportation.

**Use this form to request arbitration if you have a dispute with your mover that you have not been able to resolve, regarding 1) articles in your shipment that were lost, damaged or destroyed during your move, or 2) additional charges that were billed to you by your mover after your shipment was delivered.**

Under the rules of the program, your request must be submitted in writing. Use this form to submit your request for arbitration and to provide us with the information that we will need to process your request. **Be sure to complete both pages of this form.** If you choose to put your request for arbitration in the form of a letter, take care to include all of the information that we have requested on this form.

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Your Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Your Telephone Number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

**→ To expedite your request, please provide us with the information requested below:**

Name of Your <b>MOVER</b> (Company):	If Available, the Shipment or Bill of Lading Number:
What is their <b>ADDRESS</b> ?	If your mover is an agent for a van line, <b>what is the name of the VAN LINE?</b>
What is the <b>AMOUNT IN DISPUTE</b> that you are seeking to recover through arbitration? \$	If your mover offered a settlement, what was the amount of their offer?
City & State You Moved <b>FROM</b> :	City & State You Moved <b>TO</b> :
Date Your Shipment Was <b>PICKED UP</b> :	Date Your Shipment Was <b>DELIVERED</b> :
Did the shipment move under your name?  Yes      No	If not, whose name did the shipment move under?

**USE THE 2<sup>ND</sup> PAGE OF THIS FORM TO DESCRIBE YOUR DISPUTE.**

**WHAT TYPE OF DISPUTE are you seeking to arbitrate?** Please check box(s) below.

**LOSS OR DAMAGE** to the articles that were transported in your shipment.

**DISPUTED CHARGES** — Additional charges that your mover **billed to you after your shipment was delivered.**

(Charges for services that your mover collected when your shipment was delivered **are not subject to the mandatory arbitration** provisions).

**DESCRIBE YOUR DISPUTE BELOW - including how you believe your claim could be resolved by your mover (attach additional sheets if you need more room):**

**How much does arbitration cost?** To maintain a fair and neutral position, our program is administered by the National Arbitration Forum (Forum). The Forum is a completely independent, non-governmental organization that is not affiliated with either the American Moving and Storage Association or with any household goods moving company. The Forum currently charges a fee of \$500 to arbitrate most cases. Disputes over \$10,000 are subject to an additional fee based on the amount in dispute. As the party instituting the case, you will be asked to pay \$250, or half the cost of the proceeding (unless a different amount is agreed to by you and your mover), when your case proceeds to arbitration.

Because many disputes are settled before arbitration, **do not enclose the fee at this time.** Also, extensive supporting documentation **need not be sent at this time,** but kept for use later when your case proceeds to arbitration, if your dispute cannot be settled.

Return the completed form to the: **American Moving and Storage Association**  
**Attention: Dispute Settlement Program, 1611 Duke Street, Alexandria VA 22314-3482**  
**Fax Number (703) 683-7524**

More information on this program, including the current schedule of fees, is available on our web site at:

**WWW.MOVING.ORG**