

Rogue Operator Victim Checklist

If you suspect you have become victim of a rogue operator scam and need assistance, please contact the following entities to report and get aid on resolution.

State Resources

◆ State-Level Enforcement Agencies

Below is a list of each state level enforcement agency/contact organization. Please note you can contact the state level enforcement agency/contact organization of any state where the company is incorporated or where the items were picked up.

State-Level Enforcement agencies can be found [here](#)

◆ State Attorney General's Office

Contacting your state's Attorney General Office can start the process of having the Attorney General review the carriers state registration that allows them to do business in the state. Please note your best bet is to contact the Attorney General of any state where the company is incorporated, though you may also try where the items were picked up.

Each state's Attorney General's office website can be found [here](#).

Federal Resources

◆ Department of Transportation/Federal Motor Carrier Safety Administration

This complaint will begin the process of having a Department of Transportation agent review not only your situation but also the validity of the carrier/broker's license. This is effective to get the company shutdown or suspended but this is a slow process that often takes two to three weeks.

Please note that after filing a complaint with the DOT/FMCSA an automated message will be sent to the company involved with your information letting them know that you have filed a complaint against them.

To file a moving fraud complaint, click [here](#).

◆ Federal Motor Carrier Safety Administrations (FMCSA) Field Offices

Regional agents can likely provide a more individual approach to moving situations due to familiarity with fraudulent companies in the region.

To find your Field Office Contact click [here](#).

◆ Federal Trade Commission

This allows you to report any fraudulent and bad business practices used by the company involved in your moving situation.

Federal Trade Commission Consumer Report Center can be found [here](#).

Industry Resources

◆ MoveRescue

MoveRescue is a free consumer advocacy program that focuses on educating consumers about the moving industry and helps provide support and guidance to consumers that are involved with fraudulent entities.

MoveRescue Website: <https://www.moverescue.com>

MoveRescue Phone Number: (800) 832-1773

