



## **MEDIA ADVISORY**

May 5, 2011

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## **Texans being taken in by online moving company scams, experts offer advice on how to protect yourself when you move**

AUSTIN - The Texas Department of Motor Vehicles (TxDMV) is teaming up with Southwest Movers Association (SMA) to warn Texans of a proliferation of online moving company scams. Representatives from TxDMV and SMA are available for interviews in May as part of National Moving Month to offer consumer tips on how to avoid being taken in by these unregistered operators.

In fiscal year 2010, the TxDMV investigated 272 complaints against unregistered movers. The TxDMV estimates 80 percent of these complaints were the result of consumers using rogue operators they found online. Currently, the legislature is considering a bill to assess stiffer penalties on unregistered movers.

As a first line of defense to protect Texans, TxDMV and SMA are diligently educating consumers on how they can avoid falling victim to online deals that are too good to be true.

Our experts can explain:

- How to select a moving company.
- How to understand a moving company contract.
- What your rights are when hiring a moving company.

There are more than 700 registered movers in Texas.

The TxDMV, which regulates the moving industry in Texas, does not endorse any moving company. The TxDMV is a great resource for consumer protection, and investigates complaints lodged against moving companies. You can find out more at: [www.TxDMV.gov](http://www.TxDMV.gov).

SMA, a non-profit trade association, represents a membership of professional moving companies throughout the state of Texas. The association is dedicated to promoting a safe and reliable moving industry that includes adherence to state laws and ethical standards. To learn more, visit: [www.mytexasmover.com](http://www.mytexasmover.com).

**Interviews are available with:**

Bill Harbeson  
Enforcement Division Director  
Texas Department of Motor Vehicles

John D. Esparza  
Executive Director  
Southwest Movers Association

**To schedule interviews with these experts and/or others throughout the state, contact:**

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**Attn Morning Show Producers:** Experts are available for in-studio interviews.

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