



Are You Planning to Move Somewhere in Texas?

The Texas Department of Motor Vehicles can help simplify the process.

Make sure the moving company you want to hire is licensed.

Go to: www.TxDMV.gov and use our Truck Stop database to verify.

The process is simple. Enter the mover's information using one of the options shown and click 'Search'.

RED FLAGS

- ♦ **Low Cost Moves** - If it sounds too good to be true, it probably is. Unlicensed movers use low costs to get your items on the truck, then increase the price before they are willing to unload.
- ♦ **Generic Contact Information** - Unlicensed movers typically have no local business address, use cell phones as their business phone, or answer with vague terms such as "movers" or "moving company" when you call. Ask for their TxDMV number and search the Truck Stop database.
- ♦ **Unmarked Trucks** - Unlicensed movers typically show up using rental trucks or trucks with no markings detailing their required name and TxDMV number. Always ask for the mover's TxDMV number.
- ♦ **No Paperwork** - A licensed mover will provide you with a proposal and a contract PRIOR to loading your items on the truck.

Our database will provide confirmation if the mover you're searching is properly licensed to operate.

A Licensed Mover will return a THUMBS UP.



An Unlicensed or Uninsured Mover will return a THUMBS DOWN.



Do Your Homework

Be wary of unlicensed moving companies. The lowest price may not be the best deal if the mover has no liability or obligation to communicate after the move. Don't be afraid to ask questions and get all of the terms of the agreement in writing.

Do not rely on verbal agreements

A licensed mover will have all the proper insurance on file and will provide you with the correct moving documents required for your move.

Complaints

You may file a complaint with TxDMV via the Truck Stop database online if you believe your mover is not complying with the regulations set out by the department. You have the ability to file your complaint electronically using the link provided at the bottom of the page. Make sure to save any documentation regarding your move as it may be requested by an assigned investigator.

REMEMBER - Don't Make A MOVE Without Us!

www.TxDMV.gov/MoverComplaints





Moving Out of State?



Tips for a Successful Interstate Move

While Texas is sad to see you leave, we would like to provide information you can use to locate potential companies for your move. Visit the Federal Motor Carrier Safety Administration's (FMCSA) website at www.protectyourmove.gov to research movers, learn about moving fraud, and to understand what you need to know and do during each phase of the moving process.

- ♦ **Know your Rights and Responsibilities Before Selecting a Mover** - Movers are required to give you a booklet entitled: "[Your Rights and Responsibilities When You Move](#)" PRIOR to beginning your move. This booklet will help you understand the documents the mover will ask you to sign.

- ♦ **Confirm the Mover is Registered with FMCSA -**

Interstate moving companies are required to have a valid USDOT number along with proper operating authority to transport household goods in interstate operations. Search the database at: www.protectyourmove.gov



- ♦ **Read and Understand all Information Provided by the Mover** - The mover is required to provide you with the following documents: **DO NOT SIGN BLANK OR INCOMPLETE DOCUMENTS**

- ❖ **Written Estimate** - Signed and dated by both the shipper and the mover.

DO NOT ACCEPT VERBAL ESTIMATES

- ❖ **Inventory List** - Details each item shipped and the condition.

- ❖ **Bill of Lading** - Contract between you and the mover and a receipt of your belongings.

- ♦ **Understand the Mover's Liability** - Your mover must offer you the option of Full Value Protection or Released Value of 60 cents per pound. You can also purchase insurance on your own.

- ♦ **Supervise the Process** - Supervise the loading and unloading of your items.

- ♦ **Spot the Red Flags of Moving Fraud** - Visit the FMCSA website: www.protectyourmove.gov to learn more and to file interstate mover complaints.