



## Rogue Mover/Hostage Load Reference Guide For Consumers, Shippers, and Moving Customers

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### **FOR MOVES STARTING AND ENDING IN ARIZONA**

Contact the AZ Department of Public Safety Non-Emergency at 602-223-2000.

You may also contact the Federal Motor Carrier Safety Administration (FMCSA) and the Arizona Moving Association (AZMA) for assistance and guidance during local and/or long-distance moves.

#### **FMCSA**

Website: [protectyourmove.gov](http://protectyourmove.gov)

Phone: 1-800-832-5660

#### **AZMA**

Website: [moversaz.org](http://moversaz.org)

Phone: 480-359-5656

### **Contact the FBI to report moving fraud at 1-800-CALL-FBI.**

#### **Attorney General Mayes encourages consumers to follow these tips to reduce the chances of being scammed during an in-state move:**

- Thoroughly research moving companies before signing a contract. Before hiring a company, check the company's complaint history and reputation with organizations such as the Better Business Bureau and read any online reviews. Arizona has no registration law or professional licensing requirement for movers.
- Get moving quotes in writing. Before moving, obtain at least three written estimates. In-state moves are usually based on hourly charges.
- Before securing your date, some reputable companies may require a deposit; make sure to obtain the deposit amount in writing.
- Move valuable items yourself: Cash, electronics, jewelry, medication, medical equipment, and bank records.
- Be present during the move. Ask questions, give directions and ensure nothing is left behind.
- Do not sign any contract that has blank or incomplete lines and get copies of everything you sign.

#### **CURRENT AZ LEGISLATION REGARDING HOUSEHOLD GOODS MOVERS: HB 2145, A.R.S. Section 44-1611 - 44-1616, 44-1613**

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AFTER TAKING POSSESSION OF A CONSUMER'S HOUSEHOLD GOODS, A HOUSEHOLD GOODS MOVER MAY NOT REFUSE TO DELIVER A CONSUMER'S HOUSEHOLD GOODS OR ENFORCE, OR THREATEN TO ENFORCE, A CARRIER'S LIEN AGAINST A CONSUMER'S HOUSEHOLD GOODS WHEN PROVIDING HOUSEHOLD GOODS MOVING SERVICES FOR AN INTRASTATE MOVE.