



If you plan on performing a personally procured move (PPM) by hiring a commercial moving company, please be cautious of "rogue operators" who know military families are moving. Although there are numerous reputable moving companies, there are some movers that are rogue in that they may seek to take advantage of you and your family for financial gain.

These rogue operators may entice you by underbidding your move, or they may increase prices after picking up your property, or hold your property hostage until you pay prior to performing delivery. You don't want to get caught in this situation, so be sure to do your research on any company you might hire to help you move. Below are some suggested ways to assist you with this.

1. We recommend utilizing a mover registered with the Federal Government. You can find a list of companies on the Federal Motor Carrier Safety Administration's website at <https://www.fmcsa.dot.gov/protect-your-move>.
2. You may also contact your state movers association to assist with finding a reputable moving company. The FMCSA link above has a list of state movers associations and their contact info.
3. Go to the Better Business Bureau's website to read the moving company's online customer reviews at www.bbb.org.

Below are "red flags" that may suggest a moving company is a rogue mover.

1. Lowball quotes.
2. If you are contacted by a moving broker, not the actual moving company.
3. Requiring cash or electronic bank deposit as a down payment prior to your move.
4. Moving personnel not wearing company uniforms and moving truck with nothing identifying the company when they come out to provide you a bid.

Note: Be sure to protect yourself and your family by researching all information regarding binding and non-binding estimates or contracts. Read everything in your moving contract or estimate so you understand what you're getting yourself into.

WHO TO CALL FOR HELP

1. Local TO:

<https://installations.militaryonesource.mil>

2. Branch of Service:

Army (800) 521-9959 (253) 967-5093	Marine Corps & Navy (855) 444-6683
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3. USTRANSCOM Customer Support Center:

Toll Free: (833) MIL-Move (645-6683)

Air Force
(210) 652-3357

Coast Guard
Contact your local TO.