



# identifying a safe moving & storage company

MAKE A GOOD MOVE

**Moving is stressful – but you can reduce some of the pressure by taking time to choose a safe moving and storage company you can trust.**

How can you tell that a company is safe? Ask about its safety-related business practices. Do your homework and you won't be disappointed.



**Visit the Better Business Bureau or the Canadian Association of Movers (CAM) online for consumer complaints.**

Reputable moving and storage companies often belong to one or both of these organizations. Check a mover's website for affiliation.

**Ask to see proof of the company's insurance.**

The mover's insurance doesn't cover your goods, but why work with a company that doesn't invest in adequate coverage for its own vehicles and staff?

**Visit the company's premises.**

Are they organized and well kept? Is the staff courteous and helpful? How do the vehicles look? What about the storage facility, if there is one? Be wary of companies that can't or won't give you a street address.

**Ask about the company's vehicle maintenance procedures.**

Some companies have their own maintenance facilities, while others may work with an outside facility. Ask who completes the inspections and what's involved.

**Request a WorkSafeBC clearance letter for the company online.**

A clearance letter proves the company is registered with WorkSafeBC and up to date on payments and that employee injuries during a move are covered. Visit [www.worksafebc.com](http://www.worksafebc.com) for instructions.

**Ask for references.**

Take the opportunity to contact previous customers for their opinions.

**Does a long-distance mover have national or international affiliation?**

For a long distance move, you want a representative on hand at your destination to help in case of problems. No affiliation means trying to deal with the mover in the city you just left.