

MOVING FRAUD

*Every year about 3,000 Americans experience moving fraud.*



DON'T LET IT HAPPEN TO YOU.

*Use Wheaton World Wide Moving, one of the most experienced and trusted van lines in the country. We've been moving customers since 1945, and each year we move about 30,000 households.*

When it comes to moving, consumers have rights, and Wheaton wants to ensure you understand them before choosing your mover. We'll give you copies of the Federal Motor Carrier Safety Administration's helpful documents – *Your Rights and Responsibilities When You Move* and *Ready to Move?* – and include links to them from our website's homepage.

But it's not enough to hand over the literature; our expert move consultants are happy to help customers by explaining the key things they need to know, like telling them they should never sign a blank document. We encourage customers to research, get estimates from at least two other companies, and – above all – ask questions.

## HERE ARE SOME OTHER THINGS TO KEEP IN MIND:



**1** Your moving company should always do a visual survey of your household goods. That can be in-person or virtual using your smart phone. Either way, it's a must.

**2** Ask your salesperson about Full Replacement Value Protection (FRVP) — this is the agreement with the van line as to how much your household goods are worth and what will happen if items are damaged during the move. Moving without FRVP coverage means your household goods are only worth 60 cents per pound, per item. Your expensive television that weighs only 30 pounds would be worth less than \$20. Yes, FRVP will cost more, but it's worth the peace of mind. Make sure your salesperson explains FRVP — and if a company doesn't offer it, walk away.

**PROTECTING Your Household Belongings**

Valuation protection is the value you declare for your possessions. It is not insurance. It determines your coverage if your belongings need to be repaired or replaced after a move.

**CHOOSE YOUR COVERAGE:**

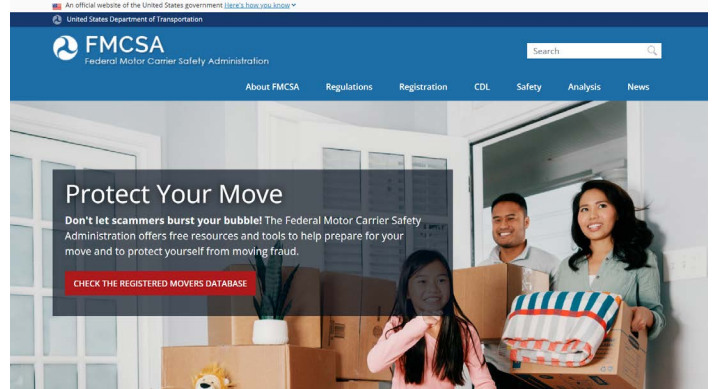
| FRVP: FULL REPLACEMENT VALUE PROTECTION                                                                     | LIMITED LIABILITY                                                                          |
|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Based on declared shipment value and deductible.                        | <input checked="" type="checkbox"/> No Charge.                                             |
| <input checked="" type="checkbox"/> Damaged goods repaired.                                                 | <input checked="" type="checkbox"/> Basic Coverage.                                        |
| <input checked="" type="checkbox"/> Can't be fixed? Goods compensated at declared value (minus deductible). | <input checked="" type="checkbox"/> Reimburses your items at 60 cents per pound, per item. |

**Wheaton**  
We move your life®

**EXAMPLE**  
A 50-pound TV has a declared value of \$1,000.  
**HOW WOULD IT BE COMPENSATED?**

|                                      |                         |
|--------------------------------------|-------------------------|
| FRVP: \$1,000 (minus the deductible) | LIMITED LIABILITY: \$30 |
|--------------------------------------|-------------------------|

**Items of extraordinary value?**  
Your local Wheaton agent can provide you with complete information about high-value inventory items.



**3** You can always check out prospective movers at [www.protectyourmove.gov](http://www.protectyourmove.gov) to make sure everyone you consider is in the registered movers database.

Wheaton is a certified ProMover through the American Trucking Association and upholds the ethical and professional standards of the organization, which provides customer service agents to help resolve any disputes involving ProMovers. Whether you choose to move with Wheaton or not, we want you to work with a trusted professional.



Visit [ProtectYourMove.gov](http://ProtectYourMove.gov) for more suggestions when it comes to researching moving companies.

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