

Moving Authority Household Goods Arbitration Program Fee Schedule:

Claim Amount	Shipper Administrative Fee
\$10,000 or less	\$290.00
\$10,000 - \$20,000	\$315.00
\$20,000 - \$30,000	\$340.00
\$30,000 - \$40,000	\$365.00
\$40,000 - \$50,000	\$390.00
\$50,000 and up	*\$390.00 plus 1/2 of 1% of the amount over \$50,000

For example, if the amount of the dispute is \$7,500, the applicable Administrative Fee would be \$625. This fee would be shared between the parties with the Carrier paying \$335 and the Shipper/Claimant paying \$290. If the Claim in dispute is higher, \$75,000 for example, a \$825 fee would apply plus 1% of the amount over \$50,000. In this example, the fee to be shared by the parties would be 1,075 (\$825 plus 1% of \$25,000); the fee for each party would be \$515 from the Shipper/Claimant and \$560 from the Carrier.

MOVING AUTHORITY HOUSEHOLD GOODS ARBITRATION PROGRAM

Consumer Information for Resolving Disputed Claims Involving Interstate Household Goods Shipments



Your claims and arbitration experts

WE MAKE FILING ARBITRATION CLAIMS EASY

Phone (800) 605 6182

Arbitration is a means of settling a dispute between a customer and a carrier without utilizing the assistance of the courtroom. Every interstate (long distance) moving company is required by law to participate in an arbitration program. Customers may only request arbitration through the program that the movers have an active membership with. Before you can proceed with arbitration, the law requires that you must first file a claim with the carrier or their chosen third party claims company.

Although the majority of disputed interstate household goods relocation claims qualify for arbitration, only certain disputes can be addressed by our panel of arbitrators. Disputes regarding loss or damage to the household goods and whether the charges assessed by the carrier must be paid by the shipper are the only types of disputes that can be addressed under our arbitration program.

If the disputed claim cannot be resolved between you and the carrier, you have the right to request arbitration. However, you must first exhaust all remedies through the moving company's regular claims process and verify that the mover has issued a final settlement offer. Per federal regulations, any and all claim for lost or damaged items must be filed with the carrier or their third party claims company within nine months from the date of delivery. Your carrier is required to notify you that they have received said claim within 30 days after the filing date and must pay, provide explanations for denying the claim or make a settlement offer for your claim within 120 days after the claim has been received. If you are in need of filing a claim for the dispute of the charges assessed, you must do so within 180 days after receiving an invoice from the carrier. Any claims of another nature can only be addressed if both parties (yourself and the moving company) agree.



Because arbitration for consumers is not required, you should carefully consider the effects of proceeding with arbitration. Federal Regulation 49 USC 14708 provides details regarding the dispute settlement program requirements which will assist you in making an informed decision regarding your participation in arbitration. A significant number of customers decide to participate in arbitration so they can avoid the potential fees associated with a lawsuit. Furthermore, on average, arbitration cases are able to be settled in less time than cases appearing before a judge in a courtroom.

Arbitration for carriers is only mandatory if the total amount of the disputed claim is less than \$10,000.00. If you file an arbitration claim for more than \$10,000.00, the carrier has the right to decline your request for arbitration. Claims consisting of more than \$10,000.00 can only be processed if both parties agree to proceed. Once there is an agreement to proceed with arbitration from yourself and the moving company, and both parties have signed the required paperwork, those can be sent to Moving Authority for a review prior to an official filing with NAM (National Arbitration and Mediation). Moving Authority will attempt to negotiate a resolution that is satisfactory for both parties. If this attempt is unsuccessful and the claim is still being disputed, the forms will be submitted to NAM to be assigned to the arbitrator who will issue an order regarding the claim. This order is legally binding for both yourself and the moving company and is able to be upheld in any court, provided the jurisdiction of the dispute belongs to that court.

The arbitrator can only issue an award or order if it does not exceed the carrier's maximum liability as shown on the Bill of Lading governing your move. An exception to this rule is regarding a dispute of the charges or a dispute of additional charges billed after the delivery date. The arbitrator is not permitted to consider any other claims including but not limited to personal injury, loss of wages, mental anguish, suspected fraud or violations of law, etc. Customers should also note that the coverage selected at pickup on the Bill of Lading must still be upheld during the arbitration unless circumstances make the determination invalid.



To obtain arbitration forms or information, please:

- Call: (800) 605-6182
- Email: arbitration@movingauthority.com

This request must be submitted no more than 90 calendar days after the carrier has either made a final settlement offer or issued a denial of the claim to you in writing. You must be able to provide all of the following information:

- The name of your moving company
- The moving company's license number (DOT #)
- The shipment id number (Job # or Reference #)
- The actual Shipper's Name
- The pickup date and location
- The delivery date and location
- The total amount you are planning to request through arbitration
- A brief explanation of the disputed claim
- Your opinion as to why the claim was unable to be resolved outside of the arbitration process.

NOTE: You should not send the administrative fee or supporting documentation when you submit your initial request. This will be collected from you at a later date because a significant number of disputed claims are able to be settled prior to the arbitration hearings.

Once your forms are received, Moving Authority will notify the moving company of your demand. If your carrier is in agreement with participating in the arbitration process, we will send you our program's rules along with the required arbitration forms. You will be allowed up to 30 calendar days to return the forms, supporting documentation and administrative fees. Your moving company will also need to submit their documentation and administrative fees at which time the arbitration process will begin. The typical arbitration case can be settled by the arbitrator within 30 calendar days after all of the documentation and fees have been received.



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