

Arbitration - Loss and Damage Claims

Need assistance? Contact us at www.movingaheadservices.com

The Arbitration Program ensures that our members comply with the federal requirement that they must have a formal arbitration program available to resolve their customers' disputes regarding loss and damage claims.

If you have a dispute with your mover regarding loss or damage that occurred to the articles in your shipment, you should **first file a claim with your mover**. Then, if your mover denies your claim or provides a settlement offer that you are not satisfied with, you may elect to use arbitration to have your claim resolved.

The arbitration program operates under federal guidelines and is limited in the type of cases that may be arbitrated. Under the program, disputed loss and damage claims up to \$10,000 are subject to mandatory arbitration if no settlement can be reached; claims over \$10,000 may be arbitrated if your mover agrees to do so.

The National Arbitration Forum (FORUM) administers our arbitration program. FORUM is an independent, non-governmental organization that is not affiliated with AMSA or with any household goods moving company. FORUM maintains a panel of independent and neutral arbitrators that include law professors, attorneys and former state and federal court judges to resolve the disputes. FORUM will charge an administrative fee to arbitrate your case. The administrative fee, which is divided between the parties on a prorated basis (unless your mover agrees to pay all or a portion of your share of the fee), is paid to FORUM; AMSA does not receive any portion of the administrative fee. The parties to your proceeding will be you and your mover with FORUM acting as the neutral program administrator. Neither AMSA nor any of its employees takes any role in the arbitration proceeding or has any influence in the outcome of the arbitrator's decision. (AMSA serves only as a clearinghouse to make sure that your mover properly addresses your initial request for arbitration as required by the Federal statute.)

The decision of the Arbitrator that you receive from the National Arbitration Forum will be kept confidential. Federal law (Section 14908, Subtitle IV, Title 49 United States Code) specifically prohibits an interstate carrier or its agent from disclosing any information about your shipment without your permission, except in response to legal process issued under authority of a court of the United States or a State or to an officer, employee, or agent of the United States government. Therefore, AMSA respects your right to privacy in such matters and will keep the results of your arbitration case confidential.

The American Moving and Storage Association operates its Dispute Settlement Program pursuant to the guidelines provided at Section 14708 of Title 49, United States Code, as amended, under authority of the US Department of Transportation.

Use this form to request arbitration if you have a dispute with your mover that you have not been able to resolve, regarding 1) articles in your shipment that were lost, damaged or destroyed during your move, or 2) additional charges that were billed to you by your mover after your shipment was delivered.

Under the rules of the program, your request must be submitted in writing. Use this form to submit your request for arbitration and to provide us with the information that we will need to process your request. Be sure to complete both pages of this form. If you choose to put your request for arbitration in the form of a letter, take care to include all of the information that we have requested on this form.

Date:

Your name:

Your address:

City/State/ZIP:

Your telephone number:

Your e-mail address:

Name of your moving company:

Mover's address:

If mover is an agent for a van line, which one?

What is the amount in dispute?

Did the mover offer a settlement?

If yes, how much?

City and state you moved from:

City and state you moved to:

Date your shipment was picked up:

Date your shipment was delivered:

Shipment or Bill of Lading number:

Did the shipment move under your name?

If no, whose name did the shipment move under?

WHAT TYPE OF DISPUTE are you seeking to arbitrate? Please check below.

LOSS OR DAMAGE to the articles that were transported in your shipment.

DISPUTED CHARGES — Charges your mover billed to you after your shipment was delivered.

(Charges for services that your mover collected when your shipment was delivered are not subject to the mandatory arbitration provisions).

How much does arbitration cost? To maintain a fair and neutral position, our program is administered by the National Arbitration Forum (Forum). The Forum is a completely independent, non-governmental organization that is not affiliated with either the American Moving & Storage Association or with any household goods moving company. The Forum currently charges a fee of \$650 to arbitrate most cases. As the party instituting the case, you will be asked to pay a portion of the fee - \$300 – when your case proceeds to arbitration (unless your mover agrees to pay your share of the fee). Disputes over \$10,000 are subject to an additional fee based on the amount in dispute.

Because many disputes are settled before arbitration, DO NOT INCLUDE the administrative fee or detailed documents supporting your position with your initial request. Instead, AMSA will request this information from you later if your dispute cannot be settled and your case proceeds to arbitration with the FORUM.

Describe your dispute – including how you believe your claim could be resolved by your mover(attach additional sheets if necessary):

If you prefer to provide a hard copy of your complaint, and/or have documentation you wish to include, you may print form and fax to (703) 683-7524, or e-mail it to consumerhelp@moving.org, or mail it to:

AMSA Dispute Resolution
1611 Duke Street
Alexandria, VA 22314

Please be sure to include COPIES of your documentation and NOT originals. None of the information provided to AMSA can be returned to you.
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