



**TWO MEN
AND A
TRUCK®**

“Movers Who Care®”



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NEW HOMES & CONDOS

TWO MEN AND A TRUCK takes a stand

Moving firm's bill of rights would protect customers from fraudulent practices perpetrated in Toronto and area

Two Men And A Truck — a franchised moving firm — is introducing a moving customers' "Bill of Rights" to guarantee the best possible level of service for its clients and protect Canadians from movers who use questionable tactics with consumers.

“This isn't just good news for customers or for the moving industry, we think it's the right thing to do,” said Two Men And a Truck Canada's chief operating officer Dan Hopkins at a recent media briefing.

A recent police crackdown on alleged moving fraud perpetrated in the Toronto area by companies using a variety of illegal tactics—from overcharging customers and changing estimates mid-move, to holding goods ransom until customers pay up to triple the amounts quoted in estimates — highlighted the need to provide moving customers with basic service standards, the company says.

According to the Canadian Association of Movers, approximately 4.4 million Canadians moved last year, with nearly one in four professional moves resulting in a customer complaint. The Canadian Council of Better Business Bureaus ranked mover-related grievances in its top 10 consumer complaints for 2009.

Two Men And a Truck Canada is taking the lead and urging other reputable firms to adopt similar standards. The company's goal is to use the Bill of Rights as a foundation to promote internal service standardization and help consumers identify what they should expect and demand of their movers.

The Bill of Rights will provide consumers with the following guarantees:

- Customers can request a written quote outlining the scope, cost per hour and have both parties' legal rights and responsibilities explained to them in advance of a move.
- Movers adhere to the pre-move estimate and the terms provided, while also supplying an itemized invoice upon completion of the move when requested.
- Customers can request that movers are bonded and properly trained to meet their needs — including adhering to the highest safety standards.
- Franchisees will carry all necessary insurance for the customer's protection.
- All moving equipment will be in safe working order.
- Customers will be provided with advance notice of any unreasonable delays in pick-up or arrival of goods.
- Accurate pricing information will be used in advertisements and marketing materials.

“It's heartbreaking to see consumers who have been defrauded by unscrupulous moving firms,” said Hopkins. “We believe our strong code of ethics can help stand as a model to others in the industry as we work to defend the integrity of honest movers to help stamp out immoral and illegal activities.”

Currently, Two Men and A Truck Canada has 11 franchises serving Central and Southern Ontario, with future plans for the development of up to 50 franchises across Canada.

— Special to QMI Agency