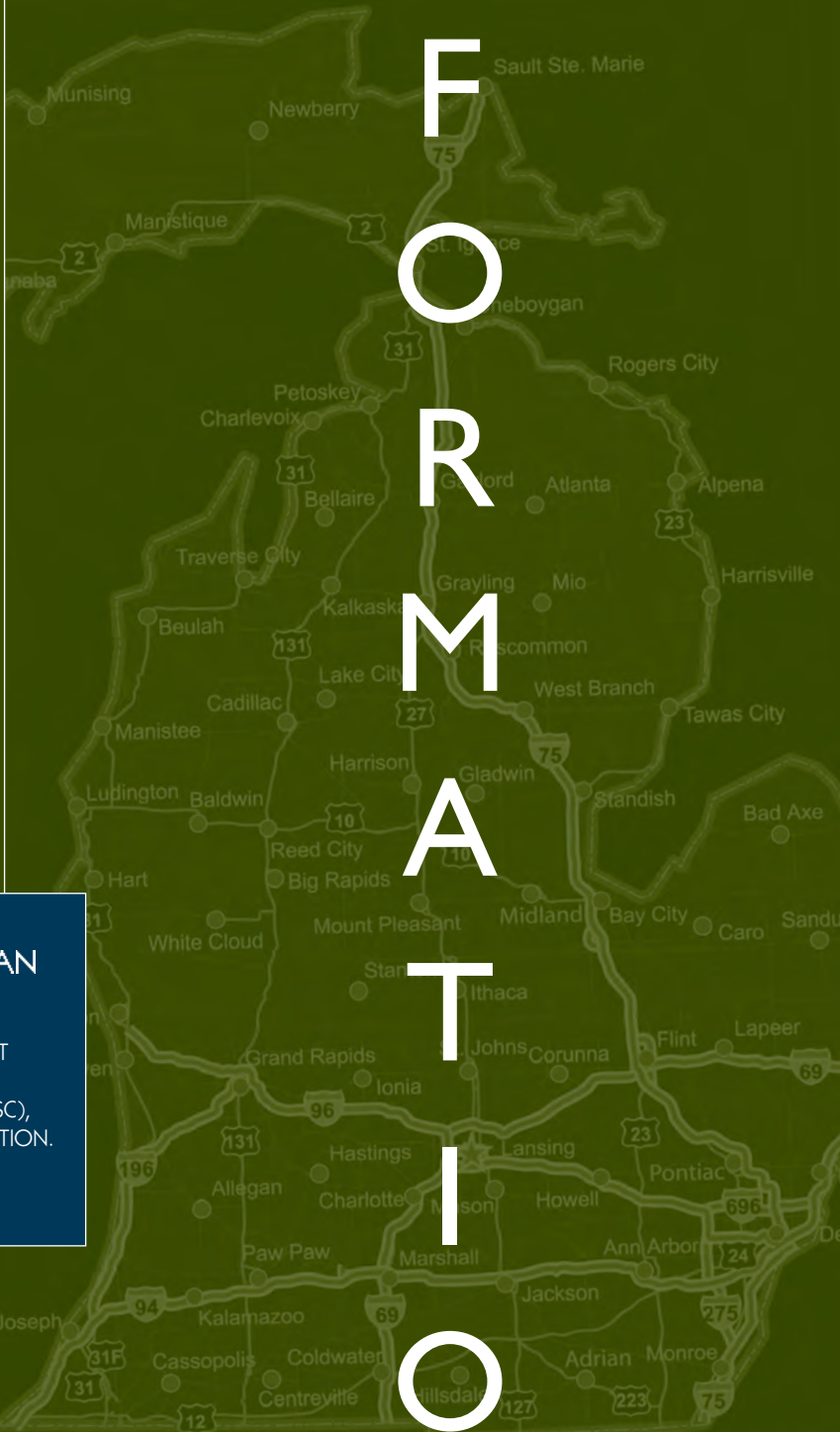


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MOVING HOUSEHOLD GOODS IN MICHIGAN

INTRASTATE COMMERCE

ALL HOUSEHOLD GOODS MOVING COMPANIES IN MICHIGAN MUST HAVE A HOUSEHOLD GOODS (HHG) LICENSE APPROVED BY THE STATE OF MICHIGAN, MICHIGAN PUBLIC SERVICE COMMISSION (MPSC), REGARDLESS OF THE DISTANCE FROM POINT OF ORIGIN TO DESTINATION.

(As prescribed by the Michigan Public Service Commission in its Order T -700)



If you are planning to use a moving company to transport your household goods (“HHG”) between two locations in Michigan called intrastate, be aware that it can be a challenging and sometimes confusing task. This brochure is provided to answer some of your questions and help in planning your move with a regulated motor carrier of household goods, commonly referred to as a “mover”. All intrastate HHG movers in Michigan must have authority from the Michigan Public Service Commission (“MPSC”), for moves of any kind. This authority is not required if you are moving into or out of Michigan, because those moves are governed by the Federal Motor Carrier Safety Administration (“FMCSA”).

Rates charged by movers in Michigan are only regulated by the MPSC on shipments of more than 40 miles. For such moves, movers must use official tariffs, a schedule containing the mover's rates, charges, rules and regulations pertaining to household goods movements. Special provisions, including packing, additional pickups and deliveries, elevator usage, flight or distance carry services, terminal services, special services, and other additional services, for which there are additional charges, are also included in the tariff. The mover's tariff may be reviewed at its office or at the MPSC. Rates on movements of 40 miles or less from point of origin to point of destination as determined by actual miles traveled by the motor carrier are not regulated by the MPSC. Such rates may be obtained from the mover at its office.

Questions may also be directed to the MPSC at (517) 241-6030 or (800) 292-9555.

The information in this Guide is applicable to shipments where the Michigan Public Service Commission regulates the rate, i.e., those movements of more than 40 miles from point of origin to point of destination as determined by actual miles traveled by the motor carrier. However, this general information is helpful also to those moves where rates are not regulated, i.e., those movements on shipments of 40 miles or less, within the State of Michigan, and you should be familiar with those general suggestions as they will be helpful to you in preparing for any move. This is because moving companies may offer the same or similar pricing on shipments where the Michigan Public Service Commission does not govern rates. Similarly, you may wish to avail yourself of the special services offered by moving companies such as storage services, whether or not a shipment is rate-regulated by the Michigan Public Service Commission.

Also, you may wish to contract with the mover on a non-rate-regulated shipment to transport your shipment at declared value protection, released value protection, or replacement value protection, as explained on the next page of this Guide in the case of rate-regulated shipments. Whether a move is rate regulated or not (i.e., whether the household goods shipment is 40 miles or less, not rate-regulated, or more than 40 miles, rate-regulated by the MPSC), you should contact your homeowner's insurance agent to determine what coverage would be provided by your own insurance policy should any of your possessions be lost or damaged while being transported and stored, where applicable, by the mover. In the non-rate-regulated moves, the mover may offer you a variety of terms including a binding estimate. You may negotiate all of the costs you pay on a local move (under 40 miles). On rate-regulated moves (over 40 miles), you will only receive a non-binding estimate based on regulated rates, terms and conditions.

PREPARING TO PACK

You will need to decide what items you will pack yourself, and what items you are leaving for the movers to pack. You should also decide what items are to be sold, given away or discarded.

BEFORE THE MOVERS ARRIVE TO PROVIDE AN ESTIMATE FOR IN-STATE MOVES OVER 40 MILES

There are a number of conditions and services that can add to the cost of your move. By first identifying the items to be moved and the services to be provided by the mover, you can assist the mover in preparing an accurate estimate of your moving cost. Determine your:

- (1) **TOTAL WEIGHT OF THE ITEMS TO BE MOVED** - Shipments of less than 500 pounds will be billed at the rate for 500 pounds. For example, if your total shipment weighs 220 pounds, you will be billed at the rate established for a shipment weighing 500 pounds.
- (2) **ITEMS TO BE MOVED BY THE MOVER AND DISPOSAL/RETENTION PLAN FOR ITEMS NOT TO BE MOVED** - Items which are not included in the estimate but are moved can result in an increased moving cost.
- (3) **SPECIAL SERVICE REQUIREMENTS** - Items such as electrical equipment (i.e., stove, refrigerator, washing machine, computer equipment, freezer, etc.), window trims (i.e., blinds, cornices, draperies, etc.), tacked down carpets and rugs, and accessories (i.e., mirrors, wall trims, etc.) may require special services to prepare them for movement. **These services are not included** in the transportation charge and will be performed or arranged for by the mover only at **extra charge**.
- (4) **LOCATION(S) WHERE ITEMS TO BE MOVED WILL BE PICKED UP FROM AND THE LOCATION(S) TO WHICH THE ITEMS WILL BE DELIVERED** - Extra charges may be assessed for moves that involve multiple pick-up and/or delivery locations.
- (5) **STORAGE NEEDS BETWEEN PICK-UP AND DELIVERY** - Many movers provide storage service. The length of time a shipment may be stored

in transit is limited by the mover's tariff and involves additional fees.

- (6) **EXCLUSIVE USE NEEDS** - If you wish to have only your goods loaded into the moving vehicle(s), you must inform the mover that you are requesting exclusive use of the vehicle(s). This will prevent household goods belonging to someone else from being placed with yours in the same vehicle. Additional charges are associated with this service.
- (7) **EXPEDITED SERVICE NEEDS** - You may request a specific amount of van space, reserved for your exclusive use, for service on a specified date or dates. Charges for expedited service are usually based upon weight and usually are greater than charges for movements conducted at the mover's convenience.

IMPORTANT

An intrastate household goods mover providing moves within Michigan is required to issue a receipt or bill of lading for property. The liability of the carrier is for the actual loss or damage to the property caused by the carrier, unless you have contracted with the carrier to transport the property at a released value, as explained below, and as set forth in the carrier's tariff. Failure to issue a receipt or bill of lading does not relieve the carrier of this liability.

DO YOU NEED ADDITIONAL LOSS OR DAMAGE COVERAGE?

Contact your homeowner's insurance agent to determine what coverage would be provided should any of your possessions be lost or damaged while being transported and stored (where applicable) by the mover. This is especially important if you are moving particularly valuable objects such as antiques! The cost of your move will be affected by the type of mover responsibility for loss or damage selected by you, the shipper. In many instances, the official tariff provisions, declared value protection, and released value protection are not adequate compensate you for the actual loss or damage to the property. The tariff provides the following options which can be supplemented with your own insurance:

RELEASED VALUE PROTECTION is the actual loss or damage, based on appreciated value, and requires that you declare a lump sum value for your possessions being moved. A charge, specified in item 150 of the mover's tariff, per \$100 of declared value, will be charged. Selection of and payment for this option results in the mover being liable for the depreciated value for loss or damage to any item, up to the amount of your declared value for loss or damage to any articles unless due to an excepted cause as provided in the mover's tariff or bill of lading. If your declared value equals less than \$1.50 for each pound of weight in the shipment, your declared value will automatically be increased to an amount equal to your total shipment weight multiplied by \$1.50 per pound.

REPLACEMENT VALUE PROTECTION, WITHOUT REGARD TO DEPRECIATED VALUE REQUIRES THAT YOU DECLARE A LUMP SUM VALUE for possessions that are being moved. An extra charge, specified in item 151 of the mover's tariff, per \$100 of requested value will be charged. Selection of this option results in the carrier being liable for costs not to exceed the replacement cost of that item.

WHEN YOU MEET WITH THE MOVER (MOVES OVER 40 MILES)

Their representative will likely go through each room and ask questions about what items are to be moved. They will prepare a non-binding estimate, which is simply a summary of what is to be moved, the services to be provided, and the expected cost of the move. You should receive a copy of this estimate for your records. Remember, the estimate you receive is based on how thoroughly you explain what is to be moved. If you add items later, or forget the contents of a shed or garage, you will face a higher fee when the actual weight, services, and charges are determined on the day of the move. If you received a quote by telephone, you should request the mover fax or e-mail the estimate to you prior to the move.

PREPARING TO MOVE

Complete any yard sales, recycle drop offs, or other disposal plans before the move. Any items that you, not the mover, are responsible for packing should be packed in advance of the move so the movers are not waiting for you while you finish this task. If possible, photograph or videotape valuable furniture or other items that could be disputed as to their value if damaged. Remember, if your preliminary packing changes significantly, it could change the price you pay on the date of delivery!!

ON THE DAY OF PICK-UP

- (1) **DETERMINING THE WEIGHT OF YOUR SHIPMENT** - Transportation charges are determined on the basis of the weight of your shipment. The mover will weigh its empty or partially loaded vehicle on a certified scale prior to loading and again after loading your goods to determine the weight of your shipment. If there are no scales available or sufficient to weigh the shipment, the weight will be determined by multiplying the cubic feet properly loaded of van space occupied by 7 pounds per cubic foot.
- (2) **WHEN PACKING, UNDER NO CIRCUMSTANCES SHOULD YOU PACK** - jewelry, money, valuable papers, matches, inflammables or other dangerous articles with your belongings.
- (3) **INFORMATION/DOCUMENTS NEEDED BEFORE THE MOVER LEAVES YOUR PICKUP LOCATION**
Mover contact information - Obtain the complete and correct name, home address, and telephone number of the mover transporting your shipment.

Provide the mover with your contact information - Keep the mover informed as to how and where you may be reached at all times until the shipment is delivered. Shipment bill of lading - Obtain from the mover a bill of lading, signed by you and the mover, showing the date of shipment, names of who is shipping (consignor) and receiving (consignee), points of origin and destination, a description of the goods, and the declared, released or full valuation of your goods.

- (4) BE PRESENT!! You should plan to spend whatever time it takes to supervise the move, answer questions and make sure nothing is left behind. If you cannot be present, designate someone to act on your behalf and inform the mover that they can make decisions on your behalf. Always, always, always alert the mover if something unexpected comes up which could affect the cost or timing of the move!

ON THE DAY OF DELIVERY

- (1) HOURS OF DELIVERY - Deliveries are made between 7:00 a.m. and 6:00 p.m., except, and if by mutual agreement between the mover and shipper or consignor, other hours are specified. Vehicles arriving before 6:00 p.m. must be allowed to complete loading or unloading of the entire shipment.
- (2) BE PRESENT!!! Save time by telling the mover where you want items placed upon delivery. Tell the mover where you want items placed upon delivery, and save time. If you appoint someone else to act on your behalf, make sure they know where you want the delivered items placed.
- (3) RECEIPT OF BILLING: ESTIMATED AND ACTUAL - Regardless of any prior estimate of charges received by you from the mover of your shipment, you will be required to pay transportation charges based on the actual weight and charges for other additional services, computed in accordance with the mover's approved current tariff which is on file with the Michigan Public Service Commission. The total charges you will be required to pay may be more, or less, than the estimate received from the mover.
- (4) PAYMENT OF CHARGES - When the shipment arrives at destination, you should be prepared **to make payment of charges (up to 110% of the total specified on the estimate)** in cash, by money order, by certified check, or by traveler s check, **before your shipment will be unloaded.** If the actual charges do not exceed the estimate

plus 10 percent (10%), you must pay the actual charges prior to unloading your goods. However, when the total actual charges exceed the estimate by more than 10 percent (10%), the mover is required, upon your request, to deliver your goods upon payment of the estimated charges plus an additional 10 percent (10%), and you have 30 days following the delivery in which to pay the balance. After 30 days an interest rate of one and a half percent (1_ %), per month (annual interest rate of 18 percent) or fraction thereof shall apply on the unpaid balance.

Remember, if you ask the mover to make two or more delivery stops, it will add to your costs. If the mover faces an unusually narrow road for delivery, you could incur shuttle charges. Unanticipated road construction could affect the delivery timing or date. Whenever possible, watch for these conditions which could affect the move!!

LOST OR DAMAGED GOODS IDENTIFIED AT THE TIME OF DELIVERY - Have the driver place appropriate notations of any loss/damage on the freight bill.

REVIEW THE FREIGHT BILL PREPARED BY THE MOVER - This document will contain information of the total billing, including the weight of your shipment, the mileage and charges for transportation, additional protection, and any accessorial services performed. **Obtain a copy of the completed freight bill for your records.** An offer of compromise by the carrier shall not constitute a disallowance of any part of the claim unless the carrier, in writing, informs you that such part of the claim is disallowed and provides you reasons for such disallowance.

MOVE

All claims for loss or damage must be filed with the mover in writing. The mover will normally be liable for the declared, released, or replacement value protection as contracted by you. You have three months to file a claim for damages done by the movers. No claim for cargo damage can be paid until the transportation charges are paid in full. You have two years from the date that you receive notice that a carrier has disallowed any part of a claim specified in notice to bring a civil action against the mover.



Questions, comments, compliments or complaints?

Contact the Michigan Public Service Commission at 517-241-6030 or 800-292-9555.