

COMPLAINT FORM – HHG Movers

This form may be used to submit a complaint against a household goods mover involving damages to items transported as well as differences between the estimated costs and the amount requested by the carrier to unload. While the NC Utilities Commission (Commission) does not have the authority to award damage claims, the Commission has defined a carrier's maximum liability for damages to cargo. The Public Staff's Transportation Rates Division will attempt to assist customers in the resolution of their problems by investigating the carrier's compliance with the Commission's Rules and Regulations, the NC General Statutes, and the Maximum Rate Tariff issued by the Commission.

INSTRUCTIONS: Please fill out this form as completely and legibly as possible. Attach to it **copies** (not originals) of any and all documents pertaining to the move and the complaint or damage claim. These documents may include the Bill of Lading, the Addendum to the Bill of Lading, and the Estimated Cost of Services (and any amendments to it) as well as any repair/replacement appraisals, correspondence, email messages, etc. Do not send a copy of the "Moving in North Carolina" brochure you should have received from the carrier. Once you have prepared the complaint, please mail it and its attachments to the Transportation Rates Division, Public Staff – NC Utilities Commission, 4326 Mail Service Center, Raleigh, NC 27699-4326. You may also fax the documents to 919/715-3705 if you believe they will be readable. If you have questions about filling out the form, please call 919/733-7766.

COMPLAINANT: _____
Last Name First Name

CONTACT PHONE NUMBER/S: Home: _____ Work: _____

Cell: _____ Email: _____

ORIGIN ADDRESS: _____

DESTINATION ADDRESS: _____

DATE OF PICK-UP: _____ DATE OF DELIVERY: _____

NAME OF CARRIER: _____

CARRIER REPRESENTATIVE(S) FAMILIAR WITH THE SITUATION: _____

COMPLAINT: (You may complete this section or prepare a separate document and attach it.)

