



REQUEST FOR ARBITRATION

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.

First and Last Name			
Street Address			
City, State, ZIP			
Telephone Number			
Email Address			
Name of Moving Company			
Moving Company's DOT/Motor Carrier Numbers	DOT-		MC-
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?	Yes	No	
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?	Yes	No	
If No, whose Name did the Shipment Move Under?			

WHAT TYPE OF DISPUTE are you seeking to arbitrate? Please check box(s) 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 your web browser does not support filling out forms, save the file to your computer, complete form and submit via email to ConsumerHelp@moving.org, or print and fax to (703) 683-7524.

Questions? Contact AMSA at (703) 683-7410.