



## Interstate Moves

**Interstate moves are regulated by the US Department of Transportation, Federal Motor Carriers Safety Administration.**

If you require assistance or have a complaint against an interstate mover, a complaint can be filed against the mover by:

- Calling FMCSA's consumer complaint hotline (1-888-368-7238) between the hours of 10:00 a.m. and 6:00 p.m. eastern time, Monday through Friday, or
- Accessing the FMCSA's Web site at [www.1-888-dot-saft.com/CC\\_main.asp](http://www.1-888-dot-saft.com/CC_main.asp)  
The complaint may trigger a Federal enforcement investigation against the mover.
- FMCSA does not have authority to resolve loss and damage claims against a moving company.
- Appropriate settlement remedies, include:
  - Use of mover's dispute settlement program
  - Litigating in the appropriate civil court

For more information on interstate moving and interstate moving company compliance, visit Protect Your Move at:

<http://www.protectyourmove.gov/>