



Are You Planning to Move Somewhere else in Texas?

The Texas Department of Motor Vehicles (TxDMV) can help make your move a bit easier.

Make Sure the Moving Company you Want to Hire is Licensed to Move You.

Go to: www.TxDmv.gov and use our Truck Stop database.

We make it easy for you. Just enter your mover's information using any one of the options shown and search.

Welcome to Truck Stop

Use this search tool to find out if a motor carrier business (moving, trucking or bus company) is properly licensed in Texas. Simply type in the search criteria below and click the search button. Never hire an unlicensed business.

Company Name:	<input type="text"/>	?	DBA:	<input type="text"/>	?
US DOT #:	<input type="text"/>	?	TxDmv #:	<input type="text"/>	?
VIN:	<input type="text"/>	?	City:	<input type="text"/>	
Zip Code:	<input type="text"/>		Carrier Type:	Choose an option ...	?

RED FLAGS to look out for:

- ◆ **Low Cost Moves**—If it's too good to be true, it probably is. Unlicensed movers use this to get your items on their truck then increase the price before they are willing to unload.
- ◆ **Generic Contact Information**—Unlicensed movers typically have no local business address, use cell phones as their business phone or answer with vague terms as “movers” or “moving company” when you call. Ask for their TxDMV number and search it in the Truck Stop database.
- ◆ **Unmarked Trucks**—Unlicensed movers typically show up using rental trucks or trucks with no markings showing their required name and TxDMV number. Always ask for the mover's TxDMV number.
- ◆ **No Paperwork**—A licensed mover will provide you with a proposal and contract PRIOR to loading your items on their truck.

Our database will immediately show you if the mover you're looking for is licensed to operate.

A Licensed Mover will give you a THUMBS UP.



An Unlicensed or Uninsured Mover will give you a THUMBS DOWN.



Do Your Homework

Be wary of unlicensed moving companies. The lowest price may not be the best deal if the mover has no liability to respond to you after the move. Don't be afraid to ask questions and get everything in writing.

DON'T RELY ON VERBAL AGREEMENTS.

A licensed mover will have all the proper insurance on file and will provide you with the right moving documents required for your move.

Complaints

You may file a complaint with TxDMV via the Truck Stop database online if you believe your mover is not complying with the regulations set out by the department. You have the ability to file your complaint electronically using the link provided at the bottom of the page. Make sure to save any documentation regarding your move as it may be requested by an assigned investigator.

REMEMBER: “Don't Make a Move Without Us!”

www.TxDmv.gov/MoverComplaints



Are you moving out of state?



Useful Tips for a Successful Interstate Move

While we're sad to see you leave, here is some helpful information you can use when searching for a moving company you want to trust to move you to your new home. Please consider using the Federal Motor Carrier Safety Administration's (FMCSA) website www.protectyourmove.gov to research your mover, learn about moving fraud and understand what you need to know and do during each phase of your moving process.

Tips for a Successful Move

- ◆ **Know your Rights and Responsibilities Before Selecting a Mover**—Movers are required to give you the booklet entitled: “[Your Rights and Responsibilities When You Move](#)” PRIOR to starting your move. This booklet helps you understand what documents the mover will ask you to sign.
- ◆ **Verify That Your Mover is Registered with FMCSA**—Interstate moving companies are required to have a valid USDOT number along with proper operating authority to transport household goods in interstate operations. Search the mover database at: www.protectyourmove.gov



- ◆ **Read and Understand all Information Provided by the Mover**—The mover is required to provide you with the following documents:
DO NOT SIGN BLANK OR INCOMPLETE DOCUMENTS.
 - * **A Written Estimate**—Do not accept verbal estimates.
 - * **An Inventory List**—Show each item shipped and the condition.
 - * **Order For Service**—List all the services the mover will perform and dates your items will be picked up and delivered.
 - * **Bill of Lading**—Is the contract between you and the mover and a receipt of your belongings.
- ◆ **Understand the Type of Liability You Agree to**—Your mover must offer you the option of Full Value Protection or Released Value of 60 cents per pound. You can also purchase insurance on your own.
- ◆ **Supervise the Process**—Supervise the loading and unloading of your items.
- ◆ **Spot the Red Flags of Moving Fraud**—Go to: www.protectyourmove.gov to learn more and to file interstate mover complaints.