IN CASE OF A PROBLEM

If you have any disputes during the terms of your contract, you may report them to the Arkansas Department of Insurance (TDI).

DEFINITIONS

Additional information regarding your move is available online at www.idb.arkansas.gov. You can access your move’s history by signing into your account. You can retrieve your move’s status and current location by entering your move’s number in the search box.

CHOOSING A LICENSED MOVING COMPANY

Important: Your mover does not deliver the claim within 30 days of delivery, you can report it as a missing item.

Contact information for your claim can be found on your contract. You must report your claim within 30 days of delivery or receipt of the goods.

CARRIER:

The carrier is responsible for any damage or loss to the goods while in transit. Your claim must be filed within 60 days of delivery.

For more information, please visit the website of the Arkansas Department of Insurance (www.idb.arkansas.gov).

INFORMATION FOR MOVING SERVICES

You can also contact the Better Business Bureau (www.bbb.org) for more information about moving companies in your area.

Moving Services Contractor

Ensure that the mover has the necessary qualifications and experience to perform the job. Ask for references and check them.

Preparing Your Move

Before scheduling your move, make sure all documents are complete and accurate. If you have any questions about the mover’s qualifications, contact the Arkansas Department of Insurance (www.idb.arkansas.gov).

Packing and Delivery Dates

A written packing and delivery plan is essential for coordination with the mover. If you need to make changes to the plan, contact the mover immediately.

Choosing Your Mover

If you are considering hiring a mover, do your research. Look for movers with a good reputation and experience.

Transportation

Ensure that the mover has the necessary permits to transport your goods. Check with the Arkansas Department of Insurance (www.idb.arkansas.gov) to verify the mover’s credentials.

Additional information on www.idb.arkansas.gov.

You can also contact the Arkansas Department of Insurance (www.idb.arkansas.gov) for more information about moving companies in your area.