



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

# NEWSRELEASE

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## **BUREAU OF HOUSEHOLD GOODS AND SERVICES TARGETS UNLICENSED MOVERS IN BAY AREA, SOUTHERN CALIFORNIA**

*Bureau issues 30 citations totaling more than \$100,000*

SACRAMENTO — Ahead of the peak summer moving season, the Bureau of Household Goods and Services (BHGS) is taking action to protect consumers through targeted sweeps.

Following consumer complaints, BHGS last month conducted an enforcement operation in the Bay Area and Southern California targeting household moving companies operating without a license and/or proper insurance. The operations resulted in 30 business citations totaling \$110,230, including two federal citations at \$39,615 each.

The Bureau routinely conducts such operations, also known as sweeps, to protect California consumers from predatory businesses. During a sweep, investigators conduct unannounced inspections of companies believed to be violating laws and regulations, educating them on current requirements and issuing citations to those out of compliance.

This sweep was held in partnership with the Federal Motor Carrier Safety Administration (FMCSA), from which BHGS receives tips, FMSCA licensing information, and the authority to issue federal citations. Fees collected from federal citations BHGS issues go to BHGS.

In California, movers must be licensed by BHGS if they transport goods within the state or if they handle moves that originate or end in California. Hiring an unlicensed and/or uninsured

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mover puts consumers at higher risk of fraud, unexpected price increases, and loss or damage of belongings.

Before hiring a household mover, BHGS encourages consumers to:

- Always verify the company's license [online](#).
- Get a visual inspection, where the moving company reviews and documents items to be moved, in person.
- Get all estimates and agreements in writing before the move.

When preparing for a move, consumers can find helpful resources on the BHGS website:

- Helpful Tips When Moving Within California: [English](#) | [Spanish](#) | [Video](#)
- Helpful Tips When Moving Into or Out of California: [English](#) | [Spanish](#) | [Video](#)

Should a problem occur during a move, consumers are encouraged to [submit a complaint online](#).

# # #

**ABOUT THE BUREAU OF HOUSEHOLD GOODS AND SERVICES:** The Bureau of Household Goods and Services (BHGS) licenses and regulates businesses in the following industries: household movers, home furnishings, thermal insulation, electronic and appliance repair, and service contracts/protection plans.