

# Mover Vetting Questions

The 10 questions that separate a real carrier from a broker scam. Verify USDOT/MC on FMCSA SAFER. Survey can be virtual; blind quotes can't.

- 1 What's your USDOT number and MC number?**  
*Verify both at [fmcsa.dot.gov/safety](https://www.fmcsa.dot.gov/safety). Inactive authority is a red flag. No MC number for an interstate move is a hard stop.*
- 2 Are you a carrier or a broker?**  
*Brokers don't move you — they sell your job to whoever bids lowest. Brokers can be legitimate, but you want to know what you're paying for.*
- 3 Will you do a binding written estimate after surveying the home?**  
*In-home, FaceTime, or photo-based surveys are all fine. Anyone quoting blind — without seeing the home in some form — is guessing.*
- 4 What's your deposit policy?**  
*Standard deposits are 10–30%. Anyone asking 50%+ upfront — especially in cash, gift cards, or wire transfer — is running a scam.*
- 5 Can you provide a Certificate of Insurance?**  
*Required by most apartment buildings. Carriers do this routinely. If they balk, walk.*
- 6 Difference between full-value and released-value protection?**  
*Released-value is \$0.60/lb. Full-value pays replacement cost. If they can't explain this, they don't know their own product.*
- 7 What's your process for damage claims?**  
*Federal interstate moves get 9 months under 49 USC 14706. Local moves vary by state. Carriers should know this cold.*
- 8 Do you carry workers' comp on every crew member?**  
*If a mover is injured on your property and the carrier lacks comp, your homeowner's insurance pays. Get a yes in writing.*
- 9 Will the truck be branded with your company name?**  
*Unmarked rental trucks suggest the move was sub-contracted to whoever showed up. Branded trucks indicate stable operations.*
- 10 Can you give me three recent customer references?**  
*Not Yelp screenshots. Real names and phone numbers from the last 60 days. Call all three.*