

TV-131603

Declaration of Facts

October 6, 2013

Chana Green, Owner
Great American Moving & Storage
1826 112th St East, Suite D, Tacoma WA 98445
800-557-7419

2013 NOV -1 PM 1:30

I, Chana Green, state:

1. I am the owner of Great American Moving & Storage.
2. This declaration is being written to rebut the accusations brought against my company (Great American Moving & Storage).
3. This is in reference to the Matter of Determining the Proper Carrier Classification of, and Complaint for Penalties, Docket TV-131603 (Order 01) filed on September 3rd, 2013 before the WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION.
4. On or about the 09/03/2010 I was licensed by the Department of Transportation to legally conduct **interstate** moves within the United States. Since then, I have only advertised, solicited, offered, and entered in binding agreements to transport household goods for **interstate** moves only.
5. On or about June 2013, Mrs. Lauren McCloy conducted an investigation against my company because another company contacted her to report that Great American Moving & Storage were conducting intrastate moves. This is very concerning to our company because the anonymous company never provided any evidence to their claim. Nevertheless, Mrs. Lauren proceeded to conduct a thorough investigation from 'hearsay'. I have yet to be presented with this evidence for my review. The facts revolving the anonymous company's claim is presently inadequate although Mrs McCloy proceeded with her investigations.
6. Mrs. McCloy submitted within her investigation report the history log of my Intrastate License process. Denial of an Intrastate Carrier License is not evidence that we did not adhere to the rules and regulations set before us by the Washington State Utilities and Transportation Commission. Denial of an Intrastate Carrier License does not support these claims brought against Great American Moving & Storage.

7. On May 13th, 2013, Mrs McCloy conducted an Internet search for advertising for Great American Moving & Storage. She claims that she found various advertisements that states that we perform intrastate moves. We are very aware of the language within our websites and social media. None of which appears to show language that alludes to Great American Moving & Storage advertising for intrastate moves. These allegations also concerned me because Mrs. McCloy failed to highlight the specific language that gave her an inclination that we were advertising for intrastate moves via websites and social media. (See Exhibit A) There is no language via our websites or social media that advertises for intrastate moves.

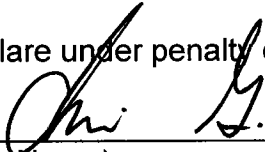
8. On June 19th, 2013, Mrs. Lauren McCloy claims that she called 1-800-557-7419, and spoke to "Amber", and requested an estimate for a move from a two-bedroom house in Lakewood, WA to a two-bedroom house in Olympia, WA. I am currently unable to review the evidence because Mrs. McCloy did not provide me with any evidence that supports her claim. I have not received any recordings or transcripts. Thus, there is no evidence to support this claim. Consequently, I am unable to review the facts to support this claim. If there is no evidence then there is no claim.

9. This entire ordeal have brought extreme concern to my subordinates and I because we have yet to see, hear, or have in our possession any sufficient evidence from Mrs Lauren McCloy regarding her investigation. This investigation that she conducted does not show that I advertised, solicited, offered, and entered in binding agreements to transport household goods for intrastate moves. We are under the assumption that there is no evidence because we only conduct **interstate moves**.

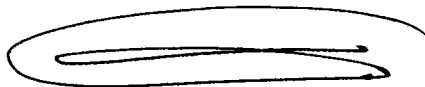
12. I am respectfully requesting for the commission to dismiss these erroneous allegations to avoid further injuries to my business.

Executed October, 30th, 2013 Houston, TX

I declare under penalty of perjury that the foregoing is true and correct.



(Your Name)



Notary Public Signature





1800-667-7419

Great American Moving & Storage
US DOT: 2029028 ICC MC: 712861

Search



Moving Storage Boxes Services Advisor Reviews About Contact

Home > Local > Washington moving

WASHINGTON CITIES

Seattle Moving
Tacoma Moving

WASHINGTON MOVING

Like 0

Moving to and from Washington State is a considerable process, and one that hundreds of people make every single day. Cities like Seattle and Bellevue draw in thousands of new residents every day, while those in Washington often leave the state for new experiences across the rest of the US.

It can be difficult for homeowners to move to and from Washington. Indeed, moving in Washington State moving can be a hassle even if you only move a few blocks. Rather than complete the tasks yourself, you should consider movers that have the necessary expertise.

Moving In?

At Great American Moving, we've provided comprehensive moving services to those all over the country, moving their belongings with expert care and efficiency.

Moving Out?

As Washington State movers, we're happy to help you transport any and all of your goods out of Washington to your new place of residence.

Staying Put?

Our goal is to provide you with quality Washington State moving services at costs that you can afford, and we're happy to show you why we've developed a reputation as a customer-first leader in moving and related services. Contact us today to find out more.

From zip

Select Service

SEND



Exhibit A



1800-567-7419

Great American Moving & Storage
US DOT: 2029028 ICC MC: 712961

Search

- Moving**
- Storage
- Boxes
- Services
- Advisor
- Reviews
- About
- Contact

Home > Local > Washington moving > Seattle Moving

From zip

Select Service

SEND



SEATTLE MOVING

While Seattle may be one of the most populated cities in the country, moving to and from Seattle is never easy. It's no wonder that so many property owners hire a qualified Seattle mover to help them with their move.

Benefits of Our Seattle Moving Service

At Great American Moving, we specialize in the Seattle area, along with the surrounding municipalities. We know how difficult it is to move all of your belongings yourself, which is why we have qualified staff members who can easily help you with your relocation to Seattle or your big move out of state.

When you choose Great American Moving, you'll find a company that's dedicated to your complete satisfaction.

As the leading Seattle movers, our company promises:

- Excellent Customer Service
- Efficient and Timely Moving
- Careful Moving, Loading, and Unloading

We take special care for all of your belongings and do whatever it takes to ensure safe transport, and we do it all with a friendly attitude that our customers have grown to appreciate. We want to be the affordable moving company you choose for all of your Seattle moving needs. Contact us today to find out more about all of our moving services.

A-1



1800-557-7419

Great American Moving & Storage
US DOT: 2029028 ICC MC: 712961

Search

- Moving**
- Storage
- Boxes
- Services
- Advisor
- Reviews
- About
- Contact

Home > Local > Washington moving > Tacoma Moving

TACOMA MOVING

Like: 0

Moving companies are a dime a dozen. When you move to or from Tacoma, you want a company that stands out as an expert in the industry – a Tacoma Moving company that specializes in moving property in, out, and around Washington.

That's what you will find with Great American Moving. Our company knows what it takes to be the best movers on the West Coast. We offer:

- **Constant Professionalism** – You'll never find our employees wasting time or treating you with disrespect. All of our Tacoma Movers take their jobs very seriously and provide consistent professionalism throughout the moving process.
- **Personal Care** – We also know how crucial it is to work with a Tacoma moving company that's going to take care of your belongings. We load and unload quietly and efficiently, and even look for less bumpy routes to make sure the move itself doesn't damage your property.
- **Affordable Prices** – Moving to a new home is already costly enough. We do our best to offer the most affordable prices possible.

If you need a company that specializes in Tacoma moving, you need Great American Moving. Contact us today to get started.

From zip

Select Service

SEND



A-2

Attachment B

Great American Moving & Storage | Moving | Tacoma, WA

Angie's list

Location: Po Box 4288, Olympia, WA, 98504

Help Messages Cart Account

Search the List Deals & Buy Now Band of Neighbors Answers Write a Review

Next Start an Assisted Search

Search the List > Great American Moving & Storage

Great American Moving & Storage



Contact Information

Brian Myer
 1826 112th St SE Ste D
 Tacoma WA 98445 (Map it)
 (800) 557-7419
 www.greatamericanmove.com

Add to My Favorites

Share with a Friend

Add TextMe Options

See an Error?

Share

Business Description

Additional e-mail -
 brian@greatamericanmove.com

Service Area

Nation Wide

Operating Hours

Mon-Fri 8:00 Am-5:00 Pm, Sat 10:00 Am-5:00 Pm

Services Include

Commercial moving, local, national and international relocation, executive moving, storage, boxes, packing & flat panel.

Services Do Not Include

NA

Payment Options



24 Hour/Emergency Service

Yes

In Business Since

2000

Grades & Reviews in Moving

Filter reviews by service performed:

View Review Histogram

	Recent	All
Overall	A	A
Price	B	B
Quality	A	A
Responsiveness	A	A
Punctuality	A	A
Professionalism	A	A
All Reviews	1	1
Non-Member Reviews	0	0
POH Nominations	0	0
Disputes	0	0

MEMBER REVIEWS | View Non-member Reviews | View all Reviews

A 11/27/2012 I started out by searching for moving companies that could come over and give me an in-home estimate, I've already had a bad experience in the past when I just...

1 to 1 of 1

Photos

No photographs are available for this company

Video Media

No video media is available

Audio Media

No audio media is available

Documents

No documents are available for this company

Live Chat

Chat with an Angie's List concierge now!

Start Chat

A-3

http://my.angieslist.com/...4y7C%2B...ZBOOC%2B4QLyR-QiUJQLsq...HSPX2U...A0L1wHc%2FZgWJCLF...NDX...4NB...7HKMY...v...L...R8F85X(8/21/2013 11:00:06 AM)

On Angle's List Since:
April 2012

Senior Discount:
Yes

Free Estimates:
Yes

Warranties/Guarantees:
Yes

Trade License Information:
Not applicable, my trade does not require licensing

Eco-Friendly Accreditations:
No Eco-Friendly Accreditations.

Bonded:
Yes

Insured:
Yes
All statements concerning insurance and bonds are informational only, and are self-reported. Since insurance and bonds can expire and can be cancelled, homeowners should always check such information for themselves.

 Search Google For This Company

 Check the Better Business Bureau

- [My Angle](#)
- [My Favorites](#)
- [My Purchase History](#)
- [My Search History](#)
- [My Reviews](#)
- [My Complaint Resolutions](#)

- [My Account](#)
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A-4

Attachment C

Seattle, WA Moving Company | Moving Company In Seattle, WA | Great American Moving and Storage

Great American Moving and Storage

Moving Made Easy!

888-638-4123
Serving Seattle, WA

Home About Us Services Contact Us



Our Services

- International Moving
- Interstate Moving
- Moving
- Moving And Storage Services
- Packing Services

Experienced Mover in Seattle, WA

At Great American Moving and Storage, we take great satisfaction in knowing that we've helped make your relocation process as stress free as possible. When you need reliable Tacoma movers, call us.

We've been one of the leading moving companies nation wide, and we want to help you with all of your moving needs. Whether you're moving into a new home, new office, or simply need to ship property from one location to another, we have the tools and expertise necessary to transfer your items safely and efficiently.

Need a qualified moving company in the west coast that can help you move your property from one location to another, quickly and easily, and at affordable prices? Contact us today to find out more about our specific moving services.

Take the Stress Out of Moving Day

Long distance moving is our specialty. We know how difficult it is to ship your property from one location to another on your own, even within your own city. For long distance moving, transporting your property can be nearly impossible.

That's why you should call us for all of your long distance moving needs. We handle all types of moving projects, both large and small, and offer our expert services to anyone on or near the west coast.

Moving Your Items the Right Way

Few people are equipped to handle long distance moving on their own, and often decide to start over with new furniture -- yet the costs of replacing key household items are far higher than the costs of hiring a mover. With Great American Moving, you'll get a company that's focused on your needs. We'll get your property anywhere it needs to go while giving it all of the attention it needs to stay safe.

We're proud to service the entire west coast, offering affordable prices and friendly service to all of our customers.

If you have a long distance moving project you need completed, contact us today. Our support staff will discuss your needs and provide you with a low cost quote for our world class moving services.

Contact Us

Name

Phone

Email

Comments

BUSINESS HOURS

Evening Service Available

Day Hours

- Monday 8:00 AM to 4:00 PM
- Tuesday 8:00 AM to 4:00 PM
- Wednesday 8:00 AM to 4:00 PM
- Thursday 8:00 AM to 4:00 PM
- Friday 8:00 AM to 2:00 PM
- Saturday 10:00 AM to 4:00 PM
- Sunday Closed

We accept the following payment

<http://www.seattlemover.org> [8/21/2013 11:03:06 AM]

A-5

Why Choose Us?

- Locally Owned & Operated
- Efficient Moving Crews
- Clean Trucks With Proper Equipment
- Hassle Free
- Excellent Certified Movers
- High End Climate Control Storage Facility
- Commercial and International Moves

[Home](#) | [About Us](#) | [Services](#) | [Contact Us](#)

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Great American Moving and Storage
1825 112th E St
Ste D
Tacoma, WA 98445
(253) 338-4123

A-6

Attachment D

Great American Moving & Storage - Tacoma, WA

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Great American Moving & Storage

4 reviews

Categories: Self Storage, Movers (E&S)

1826 112th St E

Ste D

Tacoma, WA 98445

Serving Tacoma and surrounding area

(800) 557-7419

greatamericanmove.com

Accepts Credit Cards: Yes

[Edit Business Info](#)

First to Review **Sandy P.**

[Send to Friend](#) [Bookmark](#) [Send to Phone](#) [Write a Review](#)

Morgan Transfer Moving & Storage

17.6 Miles from Great American Moving & Storage

Yelp Ad

Morgan Transfer specializes in a wide range of moving services to help make your relocation as stress-free as possible. We specialize in household goods... [read more](#)

4 reviews for Great American Moving & Storage

Sort by: [Yelp Sort](#) | [Date](#) | [Rating](#) | [Elites](#) | [Facebook Friends](#)

4 reviews in English

Beebee H.
Columbus, GA

8/17/2013

PLEASE!!! I am begging you! DO NOT USE THIS COMPANY!! They constantly change their name, one day they are olympic van lines, reg marketing, or american moving and storage. Now they are GREAT american moving and storage? I think not!! These crooks ruined my property, held it hostage, and then over charged me by double the weight that my items actually weighed in order to get more money. Two years later and I am still trying to get my money from them. I don't see an end in sight and have decided to pursue legal action. SAVE YOUR MONEY! SAVE YOUR TIME!! Go somewhere else, please!!!

Was this review...?

[Useful](#) [Funny](#) [Cool](#)

[Bookmark](#) [Send to a Friend](#) [Link to This Review](#)

[Add owner comment](#)

Kid J.
Bonney Lake, WA

8/20/2013

Do NOT use this moving company!! I was quoted by Bruce to move my studio would be \$1,599. The movers came to my house and told me that it would be a extra \$1,000 for a extra 300 of. I was promised over & over that \$1,599 would be my final price by Bruce. Now I have to pay \$1,000 in 7 days when I finally arrive in Florida from WA! They LIE! Do NOT use them! They are crooks! They will lead you to believe that they are the cheapest and then drop the bomb on you once everything is packed up in the truck!!

Was this review...?

[Useful](#) [Funny](#) [Cool](#)

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[Add owner comment](#)

Sandy P.
Seattle, WA

8/6/2012

First to Review

STAY AWAY FROM THIS MOVING COMPANY AT ALL COSTS!!! When my boyfriend and I decided to move out of state, we decided to hire a moving company to make our move as

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Internet Explorer webpage

What you can try:

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1 review
Tacoma, WA

Life North American Moving & Storage
3 reviews
Lakewood, WA

Boush Moving & Storage
6 reviews
Puyallup, WA

http://www.yelp.com/biz/great-american-moving-and-storage-tacoma?utm_campaign=review&utm_medium=review&utm_source=yelp&utm_term=great-american-moving-and-storage-tacoma (8/21/2013 11:05:11 AM)

A-7

smooth and easy as possible. Instead, we were treated with terrible service.

When I called them for an in-home estimate, they were adamant on doing an inventory list over the phone to get an estimate. So I listed our belongings and based on the total number of pounds, they gave us a rough estimate on how much it would cost for the entire move. I was hesitant on the price because it seemed strange that it was a lot cheaper than what other moving companies had quoted me on. So I inquired how much more it would cost if we were over a couple hundred pounds since they did not want to do an in-home estimate. They assured me that the inventory list is rather accurate and stated if we were indeed heavier than quoted, it would not be much more.

Once they arrived to pick up our belongings, they were 3 hours LATE. We took time off of work to be at home at our scheduled appointment with them and did not expect to wait that long. The driver kept calling us every 30 minutes telling us he would be another 30 min late for a total of 3 hours.

Once they got everything in the truck and weighed it, we come to find it is \$400 more than what they quoted. Since everything was already on the truck, we couldn't change our mind on their service even if we wanted to.

We left our belongings in storage for a short while until we found a home in our new location. Once we had an address, we had them send the items to us. The driver was not accommodating to our needs and racked on as many extra fees as they could. Surprisingly, they were on time and the storage company was not open yet. They charged us \$120 per hour for waiting when they had us wait 3 hours when they came. They also charged us \$120 to make an extra stop that they did not make which caused me extra money to hire another mover to obtain my bed and a few items.

Altogether, they charged us an extra \$780.

When I wanted to speak to the supervisor, they kept telling me he was too busy.

I DO NOT RECOMMEND THIS MOVING COMPANY.

They are unprofessional, unreliable, and misconceiving.

Was this review...?

Useful 8 Funny 1 Cool 1

Bookmark Send to a Friend Link to This Review

Add owner comment



0/1 8/7/2012

Too bad I didn't read the review from Sandy P. earlier... This is my first and only Yelp review and I signed up specifically because I am so frustrated with this company on my move. Original quote for a 1 bedroom...\$1325 to go across country. Pay 70% up front. Fine. Then when they came to deliver, they said that it weighed more than they thought (~500lbs, which means \$500), then there is a long carry charge, an elevator fee, a this fee, and that fee, now I owe \$1,700 MORE, IN CASH. This makes the total cost ~\$2,800 for a 1 bedroom with not that much stuff. They don't tell you this, but they subcontract to Best Moving, who then contracts out to a third party, thus creating confusion and increases in cost.

IN SUMMARY DO NOT USE THIS COMPANY. Don't USE BEST MOVING EITHER, they are in a sort of cahoots and are rude and unethical. Find someone else. I filed against the Better Business Bureau, as well because I was so livid.

Was this review...?

Useful 4 Funny 1 Cool 1

Bookmark Send to a Friend Link to This Review

Add owner comment

(13 Filtered)

About This Business Provided by business

What's This?

Specialties

Need a qualified moving company in the west coast that can help you move your property from one location to another, quickly and easily and at affordable prices?

Long distance moving is our specialty. We know how difficult it is to ship your property from one location to another on your own, even within your own city.

While we specialize as a moving company, we also know that moving and travelling are not only about shipping items from one location to another.

History

Established in 1999

A-8

Great American Moving & Storage - Tacoma, WA

We've been one of the leading moving companies nation wide, and we want to help you with all of your moving needs. Whether you're moving into a new home, new office, or simply need to ship property from one location to another, we have the tools and expertise necessary to transfer your items safely and efficiently.

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Languages

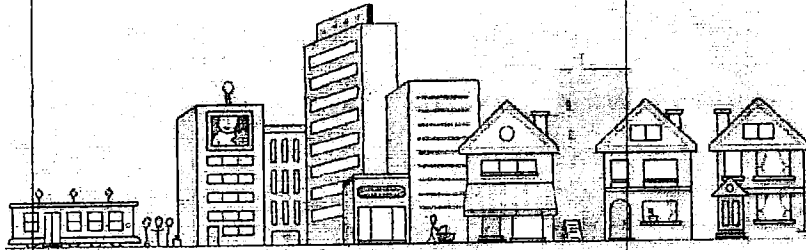
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Countries

[United States](#)

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<http://www.yelp.com/biz/great-american-moving-and-storage-tacoma>[8/21/2013 11:05:11 AM]

A-9

WASHINGTON STATE UTILITIES COMMISSION

vs

Chana Green

Docket TV-131603 (Order 01) filed on September 3rd, 2013 before the
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

WITNESS STATEMENT OF RASCHEIK DIXON

I, Rascheik Dixon, Sales Manager at Great American Moving & Storage, state the following:

1. I am a Sales Manager with Great American Moving & Storage.
2. My primary focus of this position is to oversee and be responsible for the success of the sales, operations and profitability functions of the company. I work under Chana Green, the owner, to develop plans to implement ideas to increase profitability within Great American Moving & Storage.
3. I am responsible for driving sales and profit plans through successful leadership and execution of all operation strategies. I gain insights and manage the company effectively using sales reports, reviewing and analyzing the Sales Representatives results and developing specific actions related to business development and growth. Also, I ensure the overall people/staffing plan of the company reflects high performance, bench and succession planning, as well as, consistent mentoring and employee development.
4. On or about the 9/10/2013, I received notification from Chana Green, the owner, that the company was presented an investigation report from the Washington State Utilities Commission.
5. I learned in the investigation report that our company, Great American Moving & Storage, was being accused of conducting intrastate moves and marketing for intrastate moves.
6. Currently, I am the authority figure of our Sales Team. I am required to monitor every customer that we reserve to ensure that there are no discrepancies with the rates our Representatives issue to the customer. When I review the reserved customers, the first portion of the estimate that I focus on is the moving from and moving to address. I view the locations of the origin and destination locations to ensure that it's in our 'market'.
7. I am able to see if there are intrastate moves on our schedule before we service the customer. There has never been a case where I found an intrastate move on our schedule, because we do not service intrastate shippers.
8. We incorporate in our training to refuse service for intrastate moves. When customers randomly call our company to be serviced for intrastate moves, we refuse to give them service.

Signature: 

Date: 10/30/13

phone: 615-732-3075

WITNESS STATEMENT OF SHALYA

I am Shayla, Sales Trainer, at Great American Moving & Storage. The main objective of my position is to maximize all of the sales representative's effectiveness by determining and solving training needs. I prepare new sales representatives by conducting an orientation to the sales process. I provide coaching, conduct training sessions, and develop outcome improvement resources for the sales reps.

During my training process I am required to provide every rep with knowledge about the system, the process of reservation, and the frequently used Department of Transportation rules and regulations.

On 9/15/2013, I was notified that our company, Great American Moving & Storage, had an investigation conducted in regards to performing local moves in the state of Washington.

In the investigation report it claims that our company have conducted and marketed for intrastate moves. The report lacked anything to be reviewed except copies of the website which does not state that we accept intrastate customers.

When I train my reps I always place emphasis on the fact that we do not move interstate shippers because we do not have the appropriate license to move any intrastate customers. Our reps have never extended services to intrastate shippers.

10/30/13
Date

Shayla Healy
Signature

contact info 832-641-6026

shayla@greatamericanmove.com