

**BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper)	DOCKET TV-131603
Carrier Classification of, and Complaint for)	
Penalties against:)	
GREEN, CHANA, d/b/a GREAT)	DECLARATION OF
AMERICAN MOVING AND STORAGE)	LAUREN McCLOY
)	
)	
)	

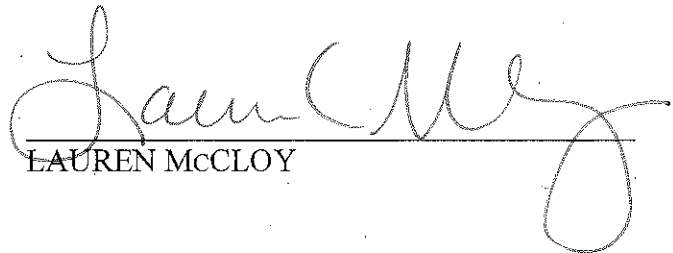
Lauren McCloy, under penalty of perjury under the laws of the State of Washington, declares as follows:

1. I am employed by the Washington Utilities and Transportation Commission (Commission) as a Compliance Investigator in the Consumer Protection and Communications Section. As a Compliance Investigator, my responsibilities include conducting investigations regarding the business practices of regulated utility or transportation companies. As part of those duties, I investigate household goods carriers that may be operating without the required Commission permit.
2. I began an investigation into the activities of Chana Green d/b/a Great American Moving and Storage (the Company) in June 2013 because I received a telephone call from a permitted carrier reporting that the Company is conducting household goods moves within the state of Washington without a permit.
3. I reviewed Commission records related to Chana Green d/b/a Great American Moving and Storage to determine whether the Company held a household goods permit. According to Commission records, Chana Green filed an application for permanent household goods carrier authority on behalf of Oracle Marketing d/b/a Great American Moving and Storage on May 24, 2012, in Docket TV-120766. Staff reviewed the application and found that Oracle Marketing had a history of consumer complaints. Staff determined that approving the Company's application would not be in the public interest. On July 19, 2012, the Commission issued a notice of intent to deny the Company's application. On July 27, 2012, Ms. Green filed a request for a hearing. On August 10, 2012, the Commission issued a Notice of Brief

Adjudicative Proceeding and set the hearing for October 8, 2012. An Administrative Law Judge issued an initial order denying the Company's application on October 26, 2012 (Attachment A). That order became final on November 16, 2012 (Attachment B). As of November 4, 2013, there is no record of Chana Green d/b/a Great American Moving and Storage ever holding a household goods permit issued by this Commission.

4. On May 13, 2013, I conducted an Internet search for advertising for Great American Moving and Storage. I found a website for the Company at www.greatamericanmove.com. The website advertises intrastate household goods moving services in Washington, particularly in the Tacoma and Seattle areas (Attachment C). I also found additional advertisements at www.angieslist.com (Attachment D), www.seattlemover.org (Attachment E), and www.yelp.com (Attachment F). The Company lists a United States Department of Transportation (USDOT) permit number 2029028, registered to Oracle Marketing, Inc. d/b/a Great American Moving & Storage, with a business and mailing address of 1826-112th St. Suite D, Tacoma, WA 98445.
5. According to Washington Department of Revenue's Business Licensing Service, Oracle Marketing, Inc. is a corporation governed by Chana Green. The entity has a registered trade name of Great American Moving & Storage.
6. On June 19, 2013, I called 1-800-557-7419, which is the telephone number listed on the Company's website. I spoke to "Amber" and requested an estimate for a move from a two-bedroom house in Lakewood, Washington to a two-bedroom house in Olympia, Washington. "Amber" quoted me \$99 per hour for two movers and truck.
7. On October 29, 2013, I confirmed that the Company continues to advertise local moving services in Washington state on its website (Attachment C). The Company also continues to advertise at www.angieslist.com (Attachment D), www.seattlemover.org (Attachment E), and www.yelp.com (Attachment F).

DATED this 4th day of November, 2013, at Olympia, Washington.


LAUREN McCLOY

Attachment A

[Service Date October 26, 2012]

BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Application of)	DOCKET TV-120766
)	
ORACLE MARKETING, INC. d/b/a)	ORDER 01
GREAT AMERICAN MOVING &)	
STORAGE)	INITIAL ORDER DENYING
)	APPLICATION FOR PERMANENT
for a permit to operate as a motor)	AUTHORITY
carrier of household goods.)	
)	
.....)	

1 *Synopsis. This is an Administrative Law Judge's Initial Order that is not effective unless approved by the Commission or allowed to become effective as described in the notice at the end of this Order. If this Initial Order becomes final, Oracle Marketing, Inc.'s application for a permit to operate as a household goods carrier in the state of Washington will be denied for failure to meet the fitness and public interest requirements set out in the governing statute and Commission rules.*

2 On May 24, 2012, Oracle Marketing, Inc. d/b/a Great American Moving & Storage (Oracle Marketing or Company) filed with the Washington Utilities and Transportation Commission (Commission) an application requesting authority to operate as a household goods carrier. Commission Staff (Staff) reviewed the application and discovered a history of consumer complaints tied to Oracle Marketing and its President, Chana Green. Staff also learned that the California Public Utilities Commission (CPUC) had imposed a \$10,000 penalty against, and revoked the operating authority of, City Transport, Inc. d/b/a Mayflower Moving & Storage (City Transport), Ms. Green's prior employer. Ms. Green did not disclose any of this information in Oracle Marketing's application for a household goods permit.

3 **Notice of Intent to Deny Application.** On July 19, 2012, the Washington Utilities and Transportation Commission (Commission) issued a notice of its intention to deny Oracle Marketing's application for permanent authority for failure to meet the application requirements in RCW 81.80 and WAC 480-15. Staff considers Oracle

Marketing unfit to hold a household goods moving permit in Washington because of the company's "history of noncompliance" and "harmful business practices."¹

4 On July 27, 2012, Oracle Marketing filed with the Commission a request for a hearing seeking to dispute Staff's evaluation of the Company's fitness.

5 **Hearing.** Pursuant to RCW 34.05.482 and WAC 480-07-610, the Commission determined that a brief adjudicative proceeding (BAP) was appropriate for determining whether Oracle Marketing's application for permanent authority should be denied for failure to meet the application requirements. On August 10, 2012, the Commission issued a Notice of Brief Adjudicative Proceeding and set October 8, 2012, at 1:30 p.m. as the time for the parties to make oral statements concerning their positions.

6 **Appearances.** Jennifer Cameron-Rulkowski, Assistant Attorney General, Olympia, Washington, represented Commission Staff (Staff).² Chana Green, President, Tacoma, Washington, represented Oracle Marketing.

7 **Applicable Law.** RCW 81.80.075(1) requires the Commission to issue a household goods permit to any qualified applicant found to be fit, willing, and able to perform the services proposed and conform to the applicable laws, requirements, rules, and regulations of the Commission. WAC 480-15-330³ explains that the Commission may deny an application for permanent authority where there is an indication of fraud, misrepresentation, or erroneous information.⁴ In addition, the Commission may deny applications when the results of compliance reviews, customer complaints filed

¹ Notice of Intent to Deny Application for Permanent Authority, ¶ 17.

² In adjudications the Commission's regulatory staff participates like any other party, while the Administrative Law Judge or the Commissioners make the decision. To assure fairness, the Commissioners and the presiding administrative law judge do not discuss the merits of the proceeding with regulatory staff or any other party without giving notice and opportunity for all parties to participate. *See* RCW 34.05.455.

³ WAC 480-15-330 was the Commission's governing regulation for evaluating household goods permit applications at the time of Oracle Marketing's application. Although an updated and substantially similar rule (WAC 480-15-305) became effective in July 2012, Oracle Marketing's application is reviewed under the rules on file at the time of its application for authority.

⁴ WAC 480-15-330(4)(b).

against the applicant, or other circumstances cause the Commission to believe issuing the permit is not in the public interest.⁵

8 Evidence. At hearing, Staff presented documentary evidence and the testimony of Joe Iijas and Rayne Pearson. Ms. Green testified on behalf of Oracle Marketing and timely submitted documentary evidence after the hearing. Commission Staff timely submitted additional documents in response.⁶

9 Zulkifli "Joe" Iijas, an investigator with the CPUC, related his experiences with Ms. Green and City Transport from late 2009 through early 2012. City Transport came to the CPUC's attention due to a high level of consumer complaints. Mr. Iijas explained that Ms. Green failed to uphold her responsibilities as a corporate officer of and the "qualifier"⁷ for City Transport by not being in the company's office a sufficient number of hours each week to supervise the Company's activities. The CPUC investigation into City Transport's business resulted in a \$10,000 penalty imposed on City Transport for a variety of regulatory violations⁸ in August 2010 and required City Transport to reimburse or refund \$19,000 to affected customers. To the best of Mr. Iijas' knowledge, the penalty remains unpaid and only a fraction of the required refunds, approximately \$2,000, were distributed to customers.

10 Rayne Pearson, a compliance investigator for Staff, reviewed Oracle Marketing's application and determined that Ms. Green's failure to identify and explain her role as an officer with City Transport was a misrepresentation of a material fact. Applicants

⁵ WAC 480-15-330(4)(f) and (g).

⁶ The record in this matter closed on Wednesday, October 17, 2012. The record includes Exhibits 1 through 12 admitted during the hearing and Exhibits 13 through 20 submitted after the hearing.

⁷ In California, the CPUC requires applicants for household goods permits to establish their knowledge and ability to engage in the business by passing an examination. Companies must have their responsible managing officer or another employee who works at least 32 hours per week serve as the "qualifier" and pass the exam. See Exhibit 6 (excerpt of California Public Utilities Code, Section 5135); see also Exhibit 11 (Ms. Green's passing score of 89% on exam).

⁸ The CPUC citation against City Transport identifies 15 separate allegations for violations of the California Public Utility Code, including charging more than the maximum rates approved by the Commission, failures to disclose all charges, willfully quoting a lower rate knowing the actual rate will exceed the quoted rate, and failures to respond to claims for damage or loss within established timeframes. See Exhibit 8, pp. 10-31.

are required to answer a question asking whether a business-related legal proceeding has ever been filed against the applicant in Washington or any other state. Ms. Green answered "no" on Oracle Marketing's application and failed to disclose the fact that the CPUC had penalized City Transport and required restitution to its customers.

- 11 Ms. Pearson also investigated consumer complaints filed against Ms. Green with the Washington Better Business Bureau and the U.S. Department of Transportation's (USDOT) Federal Motor Carrier Safety Administration (FMCSA) when Ms. Green operated another company, C.E.G. Marketing d/b/a Olympic Van Lines. Ms. Pearson discovered a pattern of low estimates followed by much higher final bills to customers who felt they had to pay the additional money in order to get their household goods released by Ms. Green's company. Staff asserts that this shows a tendency to conduct harmful business practices and demonstrates that it is not in the public interest to grant permanent authority to Oracle Marketing.
- 12 Another of Ms. Green's business entities, Oracle Marketing, Inc. d/b/a Olympic Van Lines, has twice been audited by USDOT FMCSA and twice been penalized for violations of federal regulations – once for \$3,370 in August 2011, and once more for \$3,400 in April 2012. Ms. Green's responses to FMCSA's audits admit her company's mistakes, apologize for ignorance of the rule, and plead for a reduced penalty based on immediate corrective action.
- 13 Ms. Green acknowledges her past role as an officer and qualifier for City Transport. She does not deny that City Transport had serious compliance problems in California. Further, Ms. Green does not deny that her independent business venture as Olympic Van Lines has received multiple complaints, including allegations of holding a customer's goods hostage. Instead, Ms. Green contends that consumers can say anything in a complaint and that she has done everything in her power to resolve every complaint. Ms. Green assures the Commission she has learned from prior mistakes while at City Transport and deserves an opportunity to show that she can be an outstanding household goods mover.
- 14 **Commission Decision.** Oracle Marketing is not fit to perform household goods moving services in Washington. Ms. Green, the Company's president, has not established a reputable track record in the household goods industry in California or in the Company's interstate business operations.

- 15 The Company's application did not contain complete information, misrepresenting Ms. Green's prior experience in the household goods moving industry. Ms. Green offered no explanation for her failure to disclose her prior leadership role with City Transport and the CPUC's enforcement actions against that company.
- 16 Further, Ms. Green's attempts to minimize the nature of the complaints filed against City Transport and her own separate business ventures are not persuasive or reassuring. From her testimony at hearing, Ms. Green seems to believe that penalties from regulatory agencies are just a cost of doing business in the household goods industry and that she should be provided more time to become fully aware of all applicable laws and rules. To the contrary, regulatory enforcement actions are an important indicator of problems in a company's practices and management.
- 17 Ms. Green did not satisfactorily rebut the factual allegations Staff set out in the Notice of Intent to Deny Application. The Commission does not find it in the public interest to grant Oracle Marketing a permit to conduct intrastate moves within the state of Washington. The application for permanent authority should be denied.

ORDER

THE COMMISSION ORDERS THAT:

- 18 The application filed by Oracle Marketing, Inc. d/b/a Great American Moving & Storage on May 24, 2012, for a permit to operate as a household goods carrier in the state of Washington is denied.

DATED at Olympia, Washington, and effective October 26, 2012.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

ADAM E. TOREM
Administrative Law Judge

NOTICE TO PARTIES

This is an Initial Order. The action proposed in this Initial Order is not yet effective. If you disagree with this Initial Order and want the Commission to consider your comments, you must take specific action within the time limits outlined below. If you agree with this Initial Order, and you would like the Order to become final before the time limits expire, you may send a letter to the Commission, waiving your right to petition for administrative review.

WAC 480-07-825(2) provides that any party to this proceeding has twenty (20) days after the entry of this Initial Order to file a *Petition for Administrative Review*. What must be included in any Petition and other requirements for a Petition are stated in WAC 480-07-825(3). WAC 480-07-825(4) states that any party may file an *Answer* to a Petition for review within ten (10) days after service of the Petition.

WAC 480-07-830 provides that before entry of a Final Order any party may file a Petition to Reopen a contested proceeding to permit receipt of evidence essential to a decision, but unavailable and not reasonably discoverable at the time of hearing, or for other good and sufficient cause. No Answer to a Petition to Reopen will be accepted for filing absent express notice by the Commission calling for such answer.

RCW 80.01.060(3) provides that an Initial Order will become final without further Commission action if no party seeks administrative review of the Initial Order and if the Commission fails to exercise administrative review on its own motion.

One copy of any Petition or Answer filed must be served on each party of record with proof of service as required by WAC 480-07-150(8) and (9). An Original and seven (7) copies of any Petition or Answer must be filed by mail delivery to:

Attn: David W. Danner, Executive Director and Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, Washington 98504-7250

Attachment B

BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Application of) DOCKET TV-120766
)
ORACLE MARKETING, INC., d/b/a)
GREAT AMERICAN MOVING &)
STORAGE) NOTICE OF FINALITY
)
for a permit to operate as a motor)
carrier of household goods.)
)
.....)

- 1 Administrative Law Judge Adam E. Torem entered Order 01, Initial Order Denying Application for Permanent Authority, in this docket on October 26, 2012.
- 2 No party petitioned for administrative review of the initial order within the time for filing petitions for administrative review or received an extension of time to file such a petition. The Washington Utilities and Transportation Commission (Commission) did not give notice of its intention to review the order on its own motion.
- 3 Therefore, under RCW 80.01.060(3), the order became final on November 16, 2012, by operation of law.
- 4 In allowing this order to become final, the Commission does not endorse the order's reasoning and conclusions. If cited in the future, the order must be identified as an Administrative Law Judge's order.

Sincerely,

DAVID W. DANNER
Executive Director and Secretary

Attachment C

1800-557-7419

Great American Moving & Storage
US DOT: 2029028 (CC MC: 71299)

Search

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GREAT AMERICAN
MOVING & STORAGE

Storage spaces both large and small - at highly competitive rates

GET A QUOTE

From: [] To: []

Select Service: []

SEND

Welcome to Great American Moving!

We've been one of the leading moving companies nationwide, 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

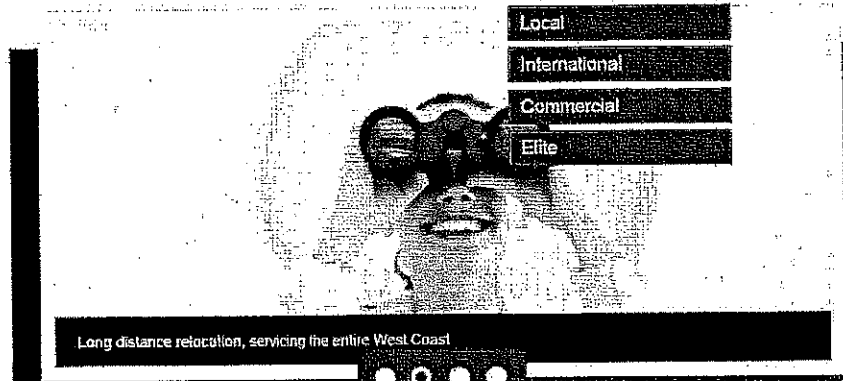
- [Seattle](#)
- [San Jose](#)
- [Portland](#)
- [Oakland](#)
- [San Francisco](#)
- [Tacoma](#)

1800-557-7419

Great American Moving & Storage
US DOT: 2029028 ICC/MC: 712981



- Moving
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- Services
- Advisor
- Reviews
- About
- Contact
- Long Distance
- Local
- International
- Commercial
- Elite



Long distance relocation, servicing the entire West Coast

GET A QUOTE

From:

Select Service:

SEND

Welcome to Great American Moving!



<http://www.greatamericanmove.com>

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

- Seattle
- Oakland
- San Jose
- San Francisco
- Portland
- Tacoma

1800-557-7419

Great American Moving & Storage
US DOT: 2029029 ICC MC: 713961

Search



Moving Storage Boxes Services Advisor Reviews About Contact

Home > Local

GET A QUOTE

Zip Code: _____
 Select Services: _____
 SEND

Site is currently
OFFLINE
 LEAVE YOUR MESSAGE

LOCAL

California moving

As the most heavily populated state in the country, hundreds of homeowners move to and from California every day.

MORE

Washington moving

Moving to and from Washington State is a considerable process, and one that hundreds of people make every single day.

MORE

Oregon moving

Families moving to or from Oregon need to find trustworthy movers to handle their property. The reality is that anyone can call themselves a mover, without any prior experience or training.

MORE



GREATAMERICAN
MOVING & STORAGE

Moving | Storage | Boxes | Services | Advisor | Reviews | About | Contact

Home > Local > Washington moving

WASHINGTON CITIES

- > Seattle Moving
- > Tacoma Moving

GET A QUOTE

SEND

WASHINGTON MOVING

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 hundreds 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.

Site currently
OFFLINE
LEAVE YOUR MESSAGE

1800-557-7419

Great American Moving & Storage
US DOT: 2029028-ICC MC: 712967

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Moving Storage Boxes Services Advisor Reviews About Contact

Home > Local > Washington moving > Seattle Moving

GET A QUOTE

First Name: _____
 Last Name: _____
 Phone Number: _____
 Email Address: _____
 Service: _____
 Location: _____
SEND

Site is currently **OFFLINE**
 LEAVE YOUR MESSAGE

SEATTLE MOVING

Like 0 0 0 0

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.

1800-557-7419

Great American Moving & Storage
US DOT: 3029028 (CC) MC: 712901



Moving Storage Boxes Services Advisor Reviews About Contact

Home Local Washington moving Tacoma Moving

GET A QUOTE

From Zip: _____
 To Zip: _____
 Select Service: _____

SEND



TACOMA MOVING

Like 0 1 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.

Attachment D

Great American Moving & Storage | Moving | Tacoma, WA

Angie's list

Location:

Help Messages Cart Account

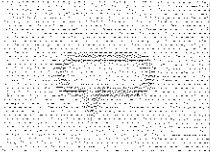
Search the List Deals & Buy Now Band of Neighbors Answers Write a Review

Search [New! Start an Assisted Search](#)

Search the List > Great American Moving & Storage

Great American Moving & Storage

[Write a Review](#) [Message Provider](#)



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 Text Message 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:

New 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	8	8
POH Nominations	0	0
Disputes	0	0

MEMBER REVIEWS | [View Non-member Reviews](#) | [View all Reviews](#)

A 11/27/2012

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](#)

http://my.angieslist.com/...4y7C%2Bub%2B00C42%2B4QLyRqL1U1G1LaguH5FX2UdshqzwmA01L1wHtX%2FZgWJCKIF6MNXwv4NBeWms7HKMYI4SvqGL2d69LR8P85X(8/21/2013 11:00:06 AM)

On Angie'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 Angie

- [My Favorites](#)
- [My Purchase History](#)
- [My Search History](#)
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My Account

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Member Resources

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Attachment E

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

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- 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

Emergency Services Available 24/7

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]

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

methods:

CASH



MONEY
ORDER

VISA

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Great American Moving and Storage

1826 112th E St

Ste D

Tacoma, WA 98445

(888) 838-4123

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 \$760.

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...?

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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...?

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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

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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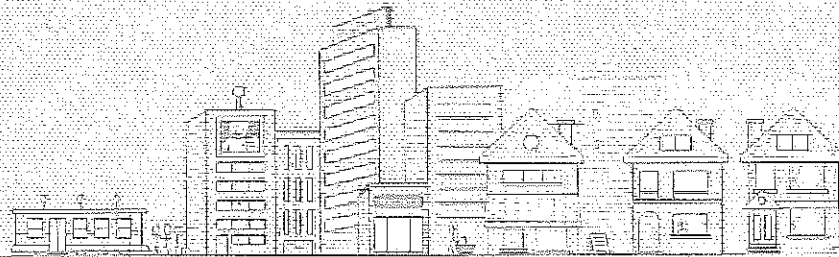
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