

Name of Applicant Banner Transfer L.L.C
(must be individual, partners of a partnership, or corporation)

Trade Name, if applicable Banner Transfer

Physical Address 4735 E. Marginal Way South
Bldg 1201 Seattle, WA 98134

Mailing Address (same)

Telephone Number (alt) 625-2255 Fax Number (alt) 625-5008

UBI # 602 207 703 Email: brooke.b@quirnet.net

TYPE OF BUSINESS STRUCTURE

Individual
 Partnership
 Corporation
 Other LLC
(LP, LLP, LLC)

List the name, title, and percentage of partner's share or stock distribution for major stockholders:

Name	Title	Stock Distribution or Percentage of Shares
<u>Abner Banner</u>	<u>President</u>	<u>42.5%</u>
<u>Brooke Banner</u>	<u>Vice President</u>	<u>42.5%</u>
<u>Jeffrey Banner</u>	<u>Operations Mgr</u>	<u>15%</u>

Choose one of the following for the territory in which you wish to operate:

All counties in the State of Washington
 The following named counties only: _____

Describe the services you wish to provide. Explain how your services will enhance customer choice, promote competition, or fill an unmet need for service: We currently provide local services only - We will be able to expand our sales & stability greatly if we could offer local moving services as well

Briefly describe your experience in the transportation/household goods moving industry: Abner has several years experience w/ United Van Lines the owners of Banner Transfer have 3 years experience with Designer Trade delivery service

Sent By: Banner Transfer;

206 762 1341;

Jul-9-02 2:17PM;

Page 1/1

Do you currently hold, or have you ever held, a permit to operate as a motor carrier of property?
 No Yes If yes, please indicate your permit number: _____

Have you ever applied for and been denied a permit to operate as a motor carrier of property?
 No Yes If yes, please explain: _____

Do you currently operate interstate? No Yes If yes, please indicate your:
 DOT# MA MCH# N/A Single State Registration Base State _____

Do you operate interstate as an agent of another company? No Yes If yes, what is the name of the company? N/A

Do you have, or have you ever had a business related legal proceeding against you in Washington, or in any other state? No Yes If yes, please explain: _____

Have you ever been convicted of a Class A or B Felony? No Yes If yes, please explain: _____

Have you been cited for violation of state laws or Commission rules? No Yes If yes, please explain: _____

BANWER TRANSFER FINANCIAL STATEMENT As of 6/30/02			
You may attach a Balance Sheet, Profit and Loss Statement, or business plan if available			
ASSETS		LIABILITIES	
Cash in Bank	\$ 15,759 ⁰⁰	Salaries/Wages Payable	\$ 13,000 ⁰⁰
Notes Receivable	\$ 0	Accounts Payable	\$ 5,500 ⁰⁰
Accounts Receivable	\$ 16,220 ⁰⁰	Notes Payable	\$ 22,000 ⁰⁰
Investments	\$ 0	Mortgages Payable	\$ 0
Other Current Assets	\$ 0	Other	\$ 0
Prepaid Expenses	\$ 0	TOTAL LIABILITIES	\$ 44,500 ⁰⁰
Land and Buildings	\$ 0	NET WORTH	
Trucks and Trailers	\$ 20,000 ⁰⁰	Preferred Stock	\$ 0
Office Furniture	\$ 20,000 ⁰⁰	Common Stock	\$ 0
Other Equipment	\$ 15,000 ⁰⁰	Retained Earnings	\$ 42,479 ⁰⁰
Other Assets	\$ 0	Capital	\$
TOTAL ASSETS	\$ 86,979 ⁰⁰	TOTAL LIABILITIES & NET WORTH	\$ 86,979 ⁰⁰

EQUIPMENT LIST

Describe the equipment that will be used (attach additional sheets if necessary). Vehicles must pass inspection and be issued a valid Commercial Vehicle Safety Alliance inspection decal before your application may be granted.

Year	Make	License Number	Vehicle ID Number	Gross Vehicle Weight
87	FORD	AL4403M	98FPH70P2HM044	19,500 #
94	ISUZU	4T15603	JALH6A1U5R 3100291	15,000

SAFETY AND OPERATIONS

In each of the categories shown below, list the person and position responsible for understanding and complying with the Federal Motor Carrier Safety Regulations (FMCSR) and Washington State Laws and rules. Please refer to the WAC rules, Fact Sheets, and publication "Your Guide to Achieving a Satisfactory Safety Rating" for assistance with requirements that may apply to your specific operations.

SAFETY RESPONSIBILITIES

COMMERCIAL DRIVERS LICENSE (CDL) REQUIREMENTS (Title 49, Code of Federal Regulations Part 383) Any driver who operates a vehicle that meets the definition of a commercial motor vehicle must have a valid CDL.

Name: Erner Banwer Position: President

DRIVER QUALIFICATION REQUIREMENTS (Title 49, Code of Federal Regulations Part 391) Driver's must meet minimum qualification requirements and each company must maintain driver qualification files for each driver.

Name: Jeffrey Banwer Position: Operations Manager

DRIVERS HOURS OF SERVICE (Title 49, Code of Federal Regulations Part 395) Drivers must maintain logs and each company must maintain true and accurate hours of service records for each driver.

Name: Jeffrey Banwer Position: Operations Manager

CONTROLLED SUBSTANCES AND ALCOHOL TESTING AND TRAINING (Title 49, Code of Federal Regulations Part 382 & Part 40) All persons who drive commercial vehicles must be involved in a Controlled Substance and Alcohol Testing and Training Program. This section does not apply to those applicants who only operate vehicles under 26,001 gross vehicle weight rating.

Name: Jeffrey Banwer Position: _____

Check one of the following:

- We do not operate vehicles over 26,000 gross vehicle weight rating
- We contract with the following consortium to provide the required program:

Name: _____
 Address: _____
 Contact Person: _____ Telephone: _____

- We either maintain a program, or are members of a program, that meets all of the minimum requirements of Parts 382 and Part 40.

VEHICLE INSPECTION, REPAIR, AND MAINTENANCE (Title 49, Code of Federal Regulations Part 396) Companies must ensure that each motor vehicle operated is regularly inspected, repaired, and maintained.	
Name: <u>Debbie Banwer</u>	Position: <u>Operations Manager</u>
INSURANCE REQUIREMENTS (WAC 480-15-530) All companies must file and maintain proof of public liability and property damage insurance covering vehicles operated. (\$300,000 minimum coverage for vehicles under 10,000 pounds GVWR and \$750,000 minimum coverage for vehicles 10,000 pounds GVWR or more)	
Name: <u>Brooke Banwer</u>	Position: <u>Office Manager</u>
CARGO INSURANCE REQUIREMENTS (WAC 480-15-550) All companies must maintain cargo insurance coverage. (\$10,000 for household goods transported in motor vehicles under 10,000 pounds GVWR and \$20,000 for vehicles 10,000 pounds GVWR or more)	
Name: <u>Brooke Banwer</u>	Position: <u>Office Manager</u>

OPERATIONAL RESPONSIBILITIES	
TARIFF RATES AND CHARGES (RCW 81.28.090 and WAC 480-15-480 & WAC 480-15-500) Companies must purchase and maintain an active subscription to Tariff #15-A. Only those rates that are published in that tariff are to be charged.	
Name: <u>Brooke Banwer</u>	Position: <u>Office Manager</u>
ANNUAL REPORTS and REGULATORY FEES (WAC 480-15-480) Companies must annually file a report of their financial operations and pay regulatory fees.	
Name: <u>Brooke Banwer</u>	Position: <u>Office Manager</u>
STATE OF WASHINGTON - general laws, rules and regulations: Individuals and companies doing business in the state of Washington must comply with the regulations of local, state, and federal agencies. Please state the name and position of the person in your organization who will be responsible for ensuring compliance with the laws of the state of Washington, such as, but not limited to: Department of Labor and Industries (Industrial insurance, safety, prevailing wage); Department of Licensing (vehicle and drivers licenses, business licensing, Unified Business Identifier (UBI) number), fuel permits, fuel tax); Secretary of State (corporate registrations); Department of Transportation (over-size or over-weight permits); Department of Revenue and Internal Revenue Service (taxes); and Employment Security.	
Name: <u>Brooke Banwer</u>	Position: <u>Office Manager</u>

DECLARATION OF APPLICANT		
<i>I understand that filing this application <u>does not</u> give me the immediate authority to operate as a household goods mover and that I cannot operate legally until I receive a permit from the Commission.</i>		
<i>As the applicant for a household goods permit, I understand the responsibilities of a motor carrier, and I am in compliance with all local, state, and federal regulations governing businesses, including household goods movers, in the state of Washington.</i>		
<i>I understand that if the Commission grants my application as a new entrant I will be granted temporary authority to provide service as a household goods carrier on a provisional basis for at least six months. During this time, the Commission will evaluate whether I have met the criteria in WAC 480-15-330 to obtain permanent authority. I also understand that I must comply with all conditions placed on my temporary permit and that failure to do so will result in cancellation of my permit.</i>		
<i>I certify under penalty of perjury under the laws of the State of Washington that the information contained in this application is true and correct.</i>		
<u>Brooke Banwer</u> Print name of applicant	<u>[Signature]</u> Signature of Applicant	<u>7/10/02 Seattle, WA</u> Date & Place

ATTACHMENT B

HOUSEHOLD GOODS TARIFF
Purchase Price and Maintenance Fees

The tariff names the rates, charges and governing rules for the transportation of Household Goods between points in the state of Washington (Washington Intrastate Traffic). Under the provisions of Title 81.80 RCW (State Law) and Chapter 480-15 WAC (Commission rules) household goods carriers must purchase and maintain copies of the Commission-published tariff. Copies must be kept, subject to public inspection, in your main office and in each billing office.

Household goods carriers must purchase the tariff and pay annual maintenance fees. Maintenance fees pay for amended pages mailed to you throughout a calendar year. Maintenance fees are calculated based on the month in which they are paid. See the chart below to determine the appropriate Tariff Purchase and Maintenance Fees to be paid with your order.

Month Paid	Single Copy Tariff Price	Single Copy Annual Maintenance	Sales Tax	Total Due (Per copy)	Number Ordered
January, February, March	\$8.00	\$24.00 25	\$2.56	\$34.56	
April, May, June	\$8.00	\$18.00	\$2.08	\$28.08	
July, August, September	\$8.00	\$12.00	\$1.60	\$23.60	1
October, November, December	\$8.00	\$6.00	\$1.12	\$15.12	3
Maintenance already paid - wish to order only a new copy of the tariff	\$8.00	N/A	\$0.64	\$8.64	

*Please Note: no sales tax due if tariff is mailed to an address outside the state of Washington.

Applicant's Name: Banner Transfer, LLC

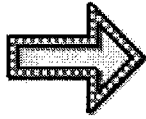
Mailing Address: 4735 E Marginal Way S. #1201 ; Seattle, WA

City/State/Zip: Seattle, WA 98134

Number of copies purchased: 1

Total tariff fees enclosed: \$ ~~34.72~~

Handwritten signature/initials



Tina Leipski
07/15/2002 02:35 PM

To: Licensing Services, Business
Practices, Transportation Special
Investigators, Bonnie
Allen/WUTC@WUTC
cc: Nancy Paulson/WUTC@WUTC
Subject: NEW HHG--BANWER TRANSFER
LLC P79090

Once Again....Hello Everyone!

We have an application for a permit to transport household goods in the State of Washington from:

Banwer Transfer LLC
4735 E. Marginal Way South Bldg 1201
Seattle, WA 98134

APPLICANT'S STATEMENT: Applicant states they currently provide local services only. They will be able to up their sales and stability greatly if they could offer local moving services as well. They have several years experience w/ United Van Lines and 3 years experience with Designer Trade delivery services.

DEPARTMENT OF LICENSING:

UBI 602-207-703 is currently active. They also have active Tax Registration, Unemployment Insurance, Industrial Insurance and a Minor Work Permit.

COMPLIANCE: Nothing was found in the Compliance Database.

CARRIER INFORMATION SYSTEMS: This carrier has no other authority.

SUPPORT: The application includes 10 support statements. All of them are very positive. Here are a few:

1) Justin Ferguson, Manager Grange Furniture, Inc.--It is a pleasure that I recommend Banwer Transfer LLC as a potential owner of K & K, Inc.'s Seattle operation. K & K, Inc. has served Grange Seattle showroom for the past two years under the management of both Abner & Brooke Banwer. After having been dissatisfied with a variety of local receivers, I have found myself very content with the services offered by the Banwer's. I have complete confidence in their work and always feel comfortable recommending their service to my clients.

2) Laurie Taylor, Ivy Hill Interiors--My experience with the Banwer's has been nothing but positive and there is no question that I will continue to send my business to them. I have had problems with other receiving and delivery companies in the past and it's because of the Banwer's that I now use only their services and refer other interior designers to them.

3) Rick Finer, Owner R.L. Finer, Inc., -- I have been doing business with K & K since July of 1999. Since July of 2000, Abner and Brooke Banwer have been managing the operations of the K&K facility in Seattle. When the Banwer's took over the management position, service and customer satisfaction were greatly enhanced. Abner consistently goes above and beyond the call of duty.

EQUIPMENT: Applicant lists 2 vehicles--both under 26,000.

This E-mail is to collect your comments and to identify any issues that we need to resolve as we consider whether or not to grant this application. Please provide any information from your perspective that would impact decision making on this application.

Do you recommend grant of temporary authority or other action?

Are there concerns that would require additional conditions?

Are there any of the standard conditions that you feel need not be applied to this carrier?

Thank you!!! Tina

INQR UTL024P1 MASTER LICENSE SERVICE 07/12/02
 BUSINESS ENTITY INQUIRY 09:31:51

UBI: 602 207 703 001 0001 Loc Status: A
Type: LIMITED LIABILITY COMPANY

Owner Name: BANWER TRANSFER LLC
Firm Name : BANWER TRANSFER LLC
Page: 1

Endorsements	Unit	Account #	Stat	Date	Expires
TAX REGISTRATION			A	06 06 2002	
UNEMPLOYMENT INSURANCE			A	06 06 2002	
INDUSTRIAL INSURANCE			A	06 06 2002	
MINOR WORK PERMIT			A	06 25 2002	05 31 2003

TRANSFER: _____ End of Endorsement List
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
 GLIST APLST LU6.2 SERV TRDU INQA INQR MMENU

INQR UTL024P1 MASTER LICENSE SERVICE 07/12/02
BUSINESS ENTITY INQUIRY 09:31:39

UBI: 602 207 703 001 0001 State of Inc: WA Loc Status: A
Type: LIMITED LIABILITY COMPANY Date of Inc: 05 22 2002 Corp Status: A

Owner Name: BANWER TRANSFER LLC

Reg. Agent: BROOKE BANWER
Reg. Address: 17615 32ND AVE W Exp. Date: 05 31 2003
LYNNWOOD WA 98037 Total Shares authzd:
Total Shares issued:

Firm Name : BANWER TRANSFER LLC
Loc: 4735 E MARGINAL WAY S Mail: 4735 E MARGINAL WAY S
SEATTLE WA 98134 SEATTLE WA 98134

Phone: (206 762-1283 Registered Tradenames for this UBI? Yes
RFI: No NSF: No Location First Activity: 06 01 2002
RFP: No Withhold: No Last License Issue: 07 04 2002

TRANSFER: _____ {Press <ENTER> for Endorsements List}
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
GLIST APLST LU6.2 SERV TRDU INQA INQR MMENU




Bonnie Allen

07/16/2002 09:24 AM

To: Tina Leipski/WUTC@WUTC

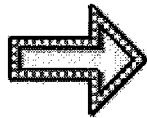
cc:

Subject: Re: NEW HHG--BANWER
TRANSFER LLC P79090 

That makes sense. I was just confused about the two names. I don't see any reason not to grant with standard conditions.

Bonnie L. Allen, Regulatory Analyst
PHONE 360-664-1226 FAX 360-586-1130
ballen@wutc.wa.gov

Washington Utilities & Transportation Commission
PO Box 47250
Olympia, WA 98504-7250
Tina Leipski




Tina Leipski

07/16/02 08:57 AM

To: Bonnie Allen/WUTC@WUTC

cc:

Subject: Re: NEW HHG--BANWER
TRANSFER LLC P79090 

No transfer. From the looks of it, K & K, Inc. delivers for furniture stores. They took over K & K, INC. and now also want to be able to provide HHG moves.

What do you think needs to be done?

tl

Bonnie Allen




Bonnie Allen

07/15/2002 03:07 PM

To: Tina Leipski/WUTC@WUTC

cc:

Subject: Re: NEW HHG--BANWER
TRANSFER LLC P79090 

Tina, I am confused. The support refers to the operations of K & K Inc. What is the relationship of this applicant with K & K, Inc.? Is this a transfer?

Bonnie L. Allen, Regulatory Analyst
PHONE 360-664-1226 FAX 360-586-1130
ballen@wutc.wa.gov

Washington Utilities & Transportation Commission
PO Box 47250
Olympia, WA 98504-7250
Tina Leipski



Tina Leipski

To: Licensing Services, Business




Alan Dickson

07/16/2002 04:03 PM

To: Tina Leipski/WUTC@WUTC

cc:

Subject: Re: NEW HHG--BANWER
TRANSFER LLC P79090 

R'cd stand require for this applicant.



Support Statements

FACSIMILE TRANSMITTAL SHEET

TO: Tina	FROM: Brooke Banwer
COMPANY: Transportation	DATE: 07/15/02
FAX NUMBER: 360-586-1181	TOTAL NO. OF PAGES INCLUDING COVER: 11
PHONE NUMBER:	BANWER TRANSFER PHONE NUMBER: 206-762-1283
RE: Support Letters	BANWER TRANSFER FAX NUMBER: 206-762-1341

- URGENT
 FOR REVIEW
 PLEASE COMMENT
 PLEASE REPLY
 PLEASE RECYCLE

Dear Tina,

As requested, please find the attached support letters.

If you have any further questions or problems, please feel free to call me any time.

Best regards,

Brooke
Brooke

4735 E. MARGINAL WAY S.
BLDG. 1201
SEATTLE, WA 98134

GRANGE

Justin Ferguson
Grange Furniture, Inc.
5701 6th Avenue South #120
Seattle, WA 98108


April 24, 2002

It is with pleasure that I recommend Abner and Brooke Banwer as potential owners of K & K, Inc's Seattle operation.

K & K, Inc. has served Granges' Seattle showroom for the past two years under the management of both Abner and Brooke. After having been dissatisfied with a variety of local receivers I have found myself very content with the services offered by both K & K, Inc. and the Banwer's. Abner and Brooke management styles compliment each other making for a successful team. I believe the Banwer's very capable of maintaining a running a prosperous local receiving and delivery company. I have complete confidence in there work and always feel comfortable recommending their service to my clients.

I strongly recommend Abner and Brooke Banwer as potential competent owners of K & K, Inc's current Seattle operation.

Sincerely,



Showroom Manager



Ivy Hill Interiors

Residential interiors in the Arts & Crafts tradition

April 24, 2002


To Whom It May Concern

I'm so pleased to hear that Abner and Brooke Banwer are planning to purchase the K&K operation in Seattle. My experience with Abner and Brooke has been nothing but positive and there is no question that I will continue to send my business to them. I have had problems with other receiving and delivery companies in the past and it's because of Abner and Brooke that I now use only their services and refer other interior designers to them. Both of them have gone the extra mile for me and I definitely want to continue the relationship, regardless of whatever name they may give the business once the purchase is final.

If you have any questions, please feel free to call me at 206-243-6768.

Sincerely,

Laurie Taylor

Earls  Schlapp, LLC

4/25/02

To Whom it may Concern:

We have the highest regard for Brook and Amber Banwer. We have used the KTK Services both professionally and personally especially because of their performance. They work diligently to solve any customer issues.

We look forward to a continued professional relationship.

Sincerely,

Patricia Schlapp



April 29, 2002

To Whom It May Concern:

R.L. Finer, Inc. is a custom wholesale furniture showroom located in the Seattle Design Center. I have been doing business with K&K since July of 1999. I utilize them for delivery of product for my customers, receipt and delivery of showroom samples, floor moves and even personal projects.

Since July of 2000, Abner and Brooke Banwer have been managing the operations of the K&K facility here in Seattle, Washington. When Mr. & Mrs. Banwer took over the management position, service and customer satisfaction were greatly enhanced. Abner consistently goes above and beyond the call of duty. It is because of this, that R.L. Finer, Inc. remains a faithful K&K client.

It is my experience that Mr. & Mrs. Banwer are upright and honest people and these traits carry over into their business dealings. It is pleasant and easy to work with them. My staff can call them directly, at any time, with any questions or concerns. I also appreciate the timeliness in which they respond, in this industry we need answers right away. This can be a very difficult business, but Abner and Brooke have definitely set themselves apart and have raised the bar for their competitors.

I would be delighted to see Mr. & Mrs. Banwer stay in their location. They have a devoted patronage and I would like to see our professional and personal relationships continue to prosper and grow.

Please feel free to contact me if I can provide any more information.


Regards,

Rick Finer
R.L. Finer, Inc./Showroom Owner

RALPH HAYS

CONTEMPORARY DESIGNS

April 25, 2002

To whom it may concern:

For the past three years, Ralph Hays Contemporary Showroom has used K+K Delivery for all showroom deliveries and setups. Abner and Brooke Banwer have always maintained this great relationship and provided exemplary personal service. Their expertise and skills at customer service are the best I have seen in my eleven years in this industry. I have always been satisfied with the costs and services provided and their willingness to do everything required to please the showrooms and designers.

I believe Abner and Brooke are a major asset to this industry. Their loyalty, professionalism and positive attitudes make it a joy to work with them. Self-motivated individuals, with natural people skills and unflappable bearing under pressure; their confidence and ability convey a trust and comfort level allowing customers to feel relaxed and completely at ease.

They understand this Seattle market very well and have developed strong relationships with their clients, the designers and showrooms, which will ensure future repeat business for their new venture.

I could not speak more highly in my opinion of them and their ability to run this business. Please feel free to contact me if you have any questions or need further information.
Sincerely,

Kim Lavarello
Showroom Manager
Ralph Hays Contemporary Design

L. GREENBERG & ASSOCIATES
STANLEY FURNITURE

5701 6TH AVE. SO., STE. 228
SEATTLE, WASHINGTON 98108

(206) 768-1210
Fax (206) 768-1270

K&K
Attn: Abner
22 South Idaho
Seattle, WA 98134

April 19, 2002

Abner,

**I have heard that you are considering purchasing K & K delivery of Seattle. Rest assured
we will continue to do business with you and send more business your way.**

Thanks


Craig H Naon
Manager



BAKER KNAPP & TUBBS
FURNITURE SINCE 1902

April 24, 2002

To whom it may concern,

Baker Knapp & Tubbs, a furniture wholesale showroom in the Seattle Design Center has been doing business with K&K Inc. since July of 1999. K&K are the primary local delivery and storage company that our showroom utilizes for the receipt and delivery of our product to our customers.

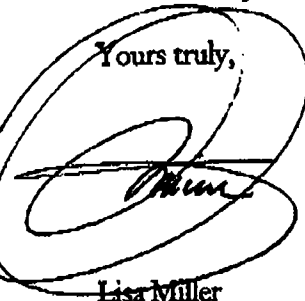
Since July of 2000 Abner and Brooke Banwer have been overseeing the operations of this facility in Seattle. In taking over the operations from what had been the previous management team, the level of service and customer satisfaction increased dramatically. They were able to turn around some difficult customer situations at that time and have endeavored to provide our clientele excellent service ever since. They are the main reason we stayed with and remain loyal to K&K.

I find Abner and Brooke to be honest in their dealings with our customers and will often go the extra mile. They are also a pleasure for the many people in our office to interact with and run a very professional and proactive operation. In a business that can be difficult, they have a clear understanding of what it takes to run a successful warehouse that deals with high end product and the needs of clients who have high expectations.

I would be pleased to see them remain in the location they are in. They have built up a loyal clientele and I would like to see the professional relationship that has been established between our showroom and this warehouse continue.

If there is any other information I can provide please do not hesitate to call on me.

Yours truly,



Lisa Miller

Baker Knapp & Tubbs/ showroom manager, Seattle location

The logo for L.G. Interiors, featuring the letters 'L.G.' in a stylized, cursive font above the word 'Interiors' in a smaller, sans-serif font, all enclosed within a dark rectangular box.LORAINNE GILROY

INTERIOR DESIGNER, ASID

9639 NE 30TH PLACE

BELLEVUE, WASHINGTON 98004

April 26, 2002

To Whom It May Concern:

We have been working with Abner & Brooke Banwer since their arrival in Seattle with K & K, Inc. in the summer 1999. We use them exclusively for our receiving and delivery needs and have been more than satisfied with their customer service. They are honest, fair and a pleasure to deal with; a refreshing change from our overall experience with warehouses during our 18 years in business. We have every intention of continuing our relationship with them.

Integrity and strength of character are rare qualities in our modern day of business and we value these qualities in Abner and Brooke. Their diligence and hard work are evident in their customer service and they do their best to impart these qualities to those who work with them.

Sincerely,

A handwritten signature in cursive script that reads 'Loraine Gilroy'.

Loraine Gilroy
President, L. G Interiors



HOLLY MCKINLEY INTERIOR DESIGN, INC

April 10, 2002

Mr. Abner Banwer
K & K Incorporated
22 South Idaho
Seattle, WA 98108

Dear Abner:

I want to thank you for the outstanding service your company provides. In the 20 years I have been doing interiors, I have worked with many receiving and delivery companies. In my experience, K & K provides the most reliable and courteous service of all. Brook, James, and Scott are tremendous assets to your staff, as are your installers. If there is a problem, you take care of it expediently, and that is the true measure of excellence in customer service.

I look forward to working with you for years to come, and I do not hesitate to recommend you highly to my colleagues.

Kind Regards,


Holly McKinley

5237 SOUTH HUDSON STREET
SEATTLE, WASHINGTON 98118
Phone: 206.422.5884 Fax: 206.662.9880

JUDY GOWDY INTERIORS, INC.

April 25, 2002

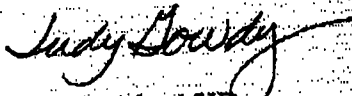
K&K
Abner and Brooke Banwer
22 S Idaho Street
Seattle, WA 98134

Dear Abner and Brooke,

It was nice to hear of your intent to purchase the local operation of K&K. Your service has been most professional and with my client's best interest at heart. Having local control of both the operation and pricing would certainly be advantageous to both of us.

I look forward to hearing of your completing the arrangements and continuing to have you receive shipments for my business.

Sincerely,


Judy Gowdy, ASID

Judy Gowdy, ASID

The Lloyd Building • 603 Stewart Street, Suite 512 • Seattle, WA 98101 • 206-382-1998 • fax: 206-382-2887



STATE OF WASHINGTON

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

September 23, 2002

Banwer Transfer, LLC
4735 E. Marginal Way S Bldg 1201
Seattle, WA 98134

Dear Banwer Transfer, LLC:

This letter is to inform you that you have been granted temporary authority to operate as a household goods carrier on a provisional basis. Enclosed is your permit, the Commission order granting your permit, a copy of the Customer Survey form you must give to each of your customers, and a declaration form which you must complete and return to the Commission within 15 days.

Your operations under this temporary authority will be evaluated to determine if you have met the criteria for obtaining permanent authority.

To ensure you receive optimum assistance from the Commission during this evaluation period, we have assigned a special investigator to help your company become familiar with the rules and regulations governing household goods carriers.

If at any time you have a questions, would like to receive training, or need any other information about household goods rules, please contact:

Ken Chapman at (360) 664-1121

Sincerely,

Tina Leipski
Transportation Specialist
Licensing Services



This form must be completed and returned to the WUTC within 15 days following the service of your permit. Failure to submit this form may result in Commission action to cancel authority granted in application P-79090.

From:

BANWER TRANSFER, LLC, P-79090

Address: 4235 E Marginal Way S.

City: Seattle State: WA Zip Code: 98134

To:

Washington Utilities and Transportation Commission
Attn: Operations Division
P O Box 47250
Olympia, Washington 98504-7250

Dear Sirs:

In compliance with the order granting authority to transport household goods, I hereby declare (declaration is completed by company official initialing in box preceding statements of conditions:

- All carrier employees involved in soliciting traffic, selling or booking moves, estimating cost of moves, and preparing bills for consumers are sufficiently trained, or have enough experience in the industry, to comply with all provisions of the laws and rules relating to economic regulation and all provisions of Tariff 15; in lieu thereof, I will make arrangements for those employees to attend Commission-sponsored training. To make arrangements, I will contact Ken Chapman at 360-664-1121.
- All carrier employees involved in driving vehicles, maintaining vehicles, dispatching drivers, hiring drivers, or overseeing compliance with safety regulations are sufficiently trained or have sufficient experience in the industry, to comply with all provisions of laws and rules relating to safety; in lieu thereof I will make arrangements for those employees to attend Commission-sponsored training. To make arrangements, I will contact Ken Chapman at 360-664-1121.
- All company advertising in any and all advertising media meets the requirements of RCW 81.80.355 and .357, and that any advertising done prior to the grant of authority which did not meet those requirements has been canceled or removed.
- My company will provide a copy of the customer survey questionnaire (with proper postage applied) to each customer for whom transportation services are provided during the period authorized by this grant of authority.

Page two of declaration

I understand the Commission will monitor activities performed under this grant of authority and in doing so may require, and I agree to:

- (1) Periodic inspections by Commission Staff.
- (2) Submit any records or documents requested.
- (3) Work with Commission Staff to immediately remedy violations noted.

My company will maintain cargo insurance in the amount of:

- (1) \$10,000 for household goods transported in motor vehicles with a gross vehicle weight rating of less than ten thousand pounds.
- (2) \$20,000 for household goods transported in motor vehicles with a gross vehicle weight rating of ten thousand pounds or more.

I certify or declare under penalty of perjury under the laws of the state of Washington that the information contained in this letter is true and correct.

Printed name of company official: Brooke Banwer

Signature of company official: 

Title of company official: Managing member

Date and place signed: 6/2/03 - Seattle, WA.

MEMORANDUM

January 22, 2003

4022
P 10190
Assignment No: 103016

Industry code: 207

To: Mark Halliday, Compliance supervisor

From: Ken Chapman, MCLE Special Investigator

Subject: Banwer Transfer, LLC
4735 East marginal Way South. Bldg 1201
Seattle Wa. 98134
(206) 762-1283

RE: Technical assistance – new HHG carrier HHG-60743

I contacted Brook Banwer, manager in person at Banwer transfer's terminal on January 17 with Abner Banwer, and company estimator. Technical assistance was provided for the following subjects

- Damage Claims, advised customer of resolution, 120 days rule, and 60-day rule.
- Tariff fundamentals.
- Mileage rates
- Determination of mileage.
- Hourly rates.
- Valuation
- Fuel surcharge
- Long carry
- Bulky items
- Extra labor.
- Packing materials
- Estimates, forms, estimating.
- Software for estimating.
- Customer initials on valuation options. Correct choices.
- Liability insurance
- Cargo insurance.
- Damage weights and depreciation.
- Bills of Lading.
- Valuation charges.
- Cargo Liability
- HHG vs CC moves, authority, rates.
- Drug testing,
- Hours of service,

- Drs Quals.
- Consumer complaint handling
- Record keeping.

I provided examples of estimate forms, Bills of lading, Damage claim info, Tariff 15, for use and reference. I also faxed info on Mileage determination, estimations, depreciation guide, drug testing.



Ken Chapman

MCLE Special Investigator

ROUTING SLIP

ASSIGNMENT NO.: 103138 MOTCAR NO.: 40231 PERMIT: H6 6674

CARRIER NAME: Banwer Transfer LLC

INVESTIGATOR(S): Ken Chapman DATE: 5-29-0

RECOMMENDATION: Grant Perm Authority. Carrier
Has Improved significantly over 8 months. Appears
Fit willing + ABLE.

Should carrier be rechecked? - no (M)

REVIEWED BY: Vicki Elliott DATE: 6/2/03

Approve staff recommendation to issue permit.
No recheck.

FINAL RECOMMENDATION BY: _____

Washington
Movers
ASSOC.
Voted 100%
to Accept
Banwer as a
new member.

FYE
Ken

OTHER INFORMATION: _____

MEMORANDUM

May 29, 2003

Assignment No: 103138

Industry code: 207

To: Vicki Elliott, Acting compliance supervisor
From: Ken Chapman, MCLE Special Investigator
Subject: Banwer Transfer, LLC
4735 East marginal Way South. Bldg 1201
Seattle Wa. 98134
(206) 762-1283

RE: Technical assistance – new HHG carrier HHG-60743

I contacted Brook Banwer, manager in person at Banwer transfer's terminal, reviewed economic records and provided technical assistance on the following subjects;

- Portal to origin charges (driving time)
- HHG vs Business office moves.
- Damage claims
- Annual Inspections/CVSA inspections
- Long term vs SIT storage charges
- Regulatory fees.

Carrier has done some local regulated HHG moves over the last 2+ months and I was able to review records for 5 moves. All the moves were hourly rated. The carrier's paperwork has improved significantly as they joined the Washington Mover's conference and have printed new forms using the mover's conference format. They had been using forms based off our Movers guide to compliance forms.

Ms Banwer was interviewed about other types of moves and compliance issues to determine the carrier's understanding of the rules, and fitness. The vast majority of the carrier's business is Common Carrier operations such as office moves and designer display moves. Carrier understands mileage rated moves and has Rand-McNally mileage guides to determine distance. Carrier has not provided binding estimates yet, and the non-binding estimates I reviewed appeared appropriately rated. None of the moves I reviewed exceeded the estimates.

The carrier has their own secured storage and much of the transportation is connected to the storage operations. Carrier does not have interstate authority and avoids interstate hauls. I found no record of interstate operations.

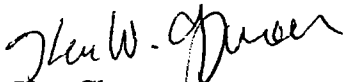
Managing partner Abner Banwer has extensive experience in the HHG moving business as he worked for many years for a large inter/intrastate moving company. The LLC has appropriate L&I, Revenue, Employment Security, Sec. Of State accounts. The Insurance is the same as on file with Licensing section. The carrier has 2 straight trucks that passed CVSA inspection in September 2002 and is considering adding another straight truck in the near future.

The carrier is in the process of filing their WUTC Annual report and regulatory fees. However it appears at this time the accountant may have include all gross revenue in the calculations, not just the Intrastate Household goods revenue for the regulatory fee. Carrier has been advised of the issue of a potential overpayment.

I have found no record of any complaints the WUTC has received from consumers about Banwer Transfer LLC and no record of Class A or B Felony convictions. No significant violations were noted in reviewing the records today. The carrier signed and was given a copy of the Household Goods Technical Assistance and Records Review Checklist. A copy is attached.

This is the seventh inspection/tech assist I have done with the carrier since September 2002. The carrier has made improvements each time. Carrier has been very co-operative and willing to improve operations.

I recommend granting permanent authority as it appears to me that the carrier is fit, willing and able to provide household goods moving service in the public's interest. This will allow consumers an enhanced choice of another permitted carrier in an area where a number of non-permitted carriers are operating.


Ken Chapman
MCLE Special Investigator

Attachment.

MEMORANDUM

September 25, 2002

40231
P 79090

Assignment No: 102226

Industry code: 207

To: Mark Halliday, Compliance supervisor
From: Ken Chapman, MCLE Special Investigator
Subject: Banwer Transfer, LLC
4735 East marginal Way South. Bldg 1201
Seattle Wa. 98134
(206) 762-1283

RE: Initial safety inspection new HHG carrier

I conducted three CVSA vehicle inspections at Banwer transfer's terminal.

- August 2, 2002 inspected 1987 Ford van A641103M Wa. Vehicle failed inspection, placed OOS
- September 12, 2002 inspected 1993 Isuzu van A27565P Wa. Vehicle passed inspection with minor defects to ID and Clearance lamps. CVSA # 7272908 issued.
- September 20, 2002 inspected 1987 Ford van A641103M Wa. Vehicle passed inspection with minor defect, inoperative front center ID lamp. Carrier had made extensive repairs to the braking system, replaced the discharged fire extinguisher, and repaired the defective lamps found on August 2 inspection. CVSA 7272909 issued.

These two trucks are the commercial motor vehicles owned by the carrier. I recommend Banwer Transfer LLC be considered in compliance with WAC 480-15-300(7) as both commercial vehicles have passed CVSA inspections.

Ken Chapman
Ken Chapman

UNIFORM DRIVER/VEHICLE INSPECTION REPORT

1020662

PERSONNEL NO. J-532 DIST / DET

LEVEL: 1 2 3 4 5 X

GENERAL			HAZARDOUS MATERIALS		
DATE	TIME (MILITARY) BEGUN	TIME (MILITARY) FINISHED	HAZARD CLASS / DIVISION NO.		
09,20,02	07:12	07:30			
LOCATION: SR/MP	SCALEHOUSE NO.	CNTY CODE	REPORTABLE QTY? Y N	HAZARDOUS WASTE? Y N	
Seattle Terminal		17	PLACARD REQUIRED? Y N	CARGO TANKS? Y N	

CARRIER 206-762-1283

CARRIER NAME (Include DBA when applicable) Banwen Transfer LLC H/HG

ADDRESS 4735 E Mangial Way SO. BLDG 1201

CITY Seattle STATE WA ZIP CODE 98134 INTERSTATE YES NO DOT NO. ICC NO.

DRIVER

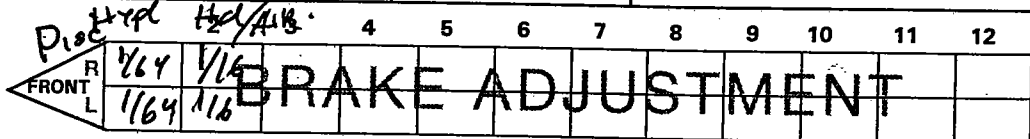
DRIVER NAME Terminal LICENSE NO. STATE EXP. YEAR

DATE OF BIRTH MED. CERT. Y N SHIPPER NAME SHIPPING NO. WAIVER Y N

VEHICLE

REGISTERED OWNER NAME/ADDRESS G.V.W. 29,500 PBT RATE

UNIT	TYPE	YEAR/MAKE	CO. UNIT NO.	LICENSE NO. / VIN NO.	STATE
1	2TKVAM	87 Ford	205	A-64403 A64403M	WA
2					
3					
4					



CFR	VIOLATIONS	D	1	2	3	4	Unit #s O/S	Complied
393.20	Center Front #D Lamp Inoperative		W					
393.95A	Fire Ext. Discharged		W					KWC
<p>0750 hrs. Fire Ext Replaced. CVSA # ISSUE KWC</p>								

CVSA DECALS UNIT 1 7272909 UNIT 2 UNIT 3 UNIT 4 NOIC NO.

Vehicle may not be operated until O/S defects noted above are repaired. Driver may not drive until in compliance.

DRIVER SIGNATURE [Signature] OFFICER SIGNATURE [Signature] J532

UNIFORM DRIVER/VEHICLE INSPECTION REPORT

1020661

PERSONNEL NO. 5532	DIST / DET 1
-----------------------	-----------------

LEVEL: 1 2 3 4 5 X

GENERAL			HAZARDOUS MATERIALS	
DATE 09/12/02	TIME (MILITARY) BEGUN 07:32	TIME (MILITARY) FINISHED 07:55	HAZARD CLASS / DIVISION NO.	
LOCATION: SR/MP Terminal	SCALEHOUSE NO.	CNTY CODE 17	REPORTABLE QTY? Y N	HAZARDOUS WASTE? Y N
CARRIER 206-762-1283			PLACARD REQUIRED? Y N	CARGO TANKS? Y N

CARRIER NAME (Include DBA when applicable)
Banwer Transfer LLC H46

ADDRESS
4735 E. Marginal Way So. Block 1201

CITY STATE ZIP CODE INTERSTATE DOT NO. ICC NO.
Seattle WA 98134 YES NO - -

DRIVER

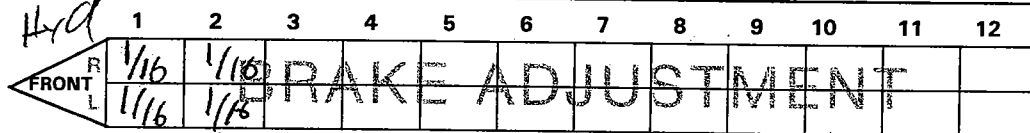
DRIVER NAME terminal LICENSE NO. STATE EXP. YEAR

DATE OF BIRTH MED. CERT. Y N SHIPPER NAME SHIPPING NO.
WAIVER Y N

VEHICLE

REGISTERED OWNER NAME/ADDRESS SAME G.V.W. 20,500 PBT RATE

UNIT	TYPE	YEAR/MAKE	CO. UNIT NO.	LICENSE NO. / VIN NO.	STATE
1	2TKM	93 IS424	206	A27565P	WA
2					
3					
4					



CFR	VIOLATIONS	D	1	2	3	4	Unit # O/S	Complied
393.20	RT Rear Clearance Lamp Inoperative		W					
393.20	LT+RT Front ID Lamps Inoperative		W					

CVSA DECALS UNIT 1 7272908 UNIT 2 UNIT 3 UNIT 4 NOIC NO.

DRIVER SIGNATURE [Signature]

OFFICER SIGNATURE Ken W. Opman 5532

Vehicle may not be operated until O/S defects noted above are repaired.
Driver may not drive until in compliance.

UNIFORM DRIVER/VEHICLE INSPECTION REPORT

1020656

PERSONNEL NO. J532 DIST / DET #

LEVEL: 1 2 3 4 5 X

GENERAL HAZARDOUS MATERIALS

DATE 08/02/02 TIME (MILITARY) BEGUN 13:56 FINISHED 14:30 - HAZARD CLASS / DIVISION NO. REPORTABLE QTY? Y N HAZARDOUS WASTE? Y N LOCATION: SR/MP Seattle terminal SCALEHOUSE NO. CNTY CODE 17 PLACARD REQUIRED? Y N CARGO TANKS? Y N

CARRIER 208-762-1283

CARRIER NAME (Include DBA when applicable) Banwer TRAYS Rev LLC HHG

ADDRESS 4735 E Marginal Way So. BLDG 1201

CITY Seattle STATE WA ZIP CODE 98134 INTERSTATE YES (NO) DOT NO. ICC NO.

DRIVER

DRIVER NAME Terminal LICENSE NO. STATE EXP. YEAR

DATE OF BIRTH MED. CERT. Y N SHIPPER NAME SHIPPING NO. WAIVER Y N

VEHICLE

REGISTERED OWNER NAME/ADDRESS BANWER, ADNER W. G.V.W. 29,500lbs. PBT RATE

Table with columns: UNIT, TYPE, YEAR/MAKE, CO. UNIT NO., LICENSE NO. / VIN NO., STATE. Row 1: 1, ZTVan 87 Ford, 205, A644103M / 014444, WA

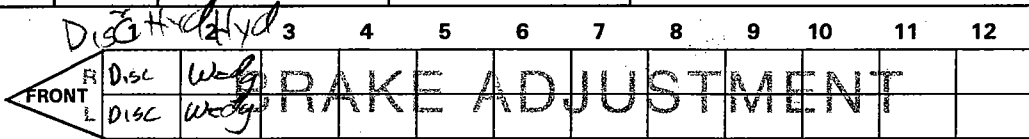


Table with columns: CFR, VIOLATIONS, D, 1, 2, 3, 4, Unit #s O/S, Complied. Rows include violations like 393.20 RR Clearance Lamps Inoperative, 393.9 Rear ID Lamp Inoperative, 393.49A Rear Brakes Inoperative (Type 9) service Brakes AIR Parking Brake (Axis) OK (Type 12 - Wedge), 393.95A - Fire Exh. Not charged, Not mounted.

CVSA DECALS UNIT 1 UNIT 2 UNIT 3 UNIT 4 NOIC NO.

09093 Vehicle may not be operated until O/S defects noted above are repaired. Driver may not drive until in compliance.

DRIVER SIGNATURE OFFICER SIGNATURE Ken W. Chapman, J532

MEMORANDUM

September 12, 2002

Assignment No: 102226

Industry code: 207

To: Mark Halliday, Compliance supervisor

From: Ken Chapman, MCLE Special Investigator

Subject: Banwer Transfer, LLC
4735 East marginal Way South. Bldg 1201
Seattle Wa. 98134
(206) 762-1283

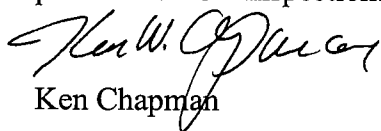
RE: Initial safety inspection new HHG carrier

I conducted two CVSA vehicle inspections at Banwer transfer's terminal.

- August 2, 2002 inspected 1987 Ford van A641103M Wa. Vehicle failed inspection, placed OOS
- September 12, 2002 inspected 1993 Isuzu van A27565P Wa. Vehicle passed inspection with minor defects to ID and Clearance lamps. CVSA # 7272908 issued.

Carrier's terminal manager said they had decided not to use the 1987 Ford van and had parked it indefinitely due to the cost of repairs needed to the brake system. I observed the truck parked in the back packing lot against a fence. It did not appear to be in use currently. These two trucks are the commercial motor vehicles owned by the carrier.

I recommend Banwer Transfer LLC be considered in compliance with WAC 480-15-300(7) as they have decided not to use defective Ford van and the other vehicle has passed a CVSA inspection.


Ken Chapman

UNIFORM DRIVER/VEHICLE INSPECTION REPORT

1020661

PERSONNEL NO. 5532	DIST / DET —
-----------------------	-----------------

LEVEL: 1 ___ 2 ___ 3 ___ 4 ___ 5 X

GENERAL			HAZARDOUS MATERIALS	
DATE 09/12/02	TIME (MILITARY) BEGUN 07:32	TIME (MILITARY) FINISHED 07:55	HAZARD CLASS / DIVISION NO. _____	
LOCATION: SR/MP Terminal	SCALEHOUSE NO.	CNTY CODE 17	REPORTABLE QTY? Y N	HAZARDOUS WASTE? Y N
			PLACARD REQUIRED? Y N	CARGO TANKS? Y N

CARRIER 206-762-1293

CARRIER NAME (Include DBA when applicable)
Banwer Transfer LLC BHT

ADDRESS
4735 E. Marginal way so. Block 1201

CITY Seattle	STATE WA	ZIP CODE 98134	INTERSTATE YES <input type="radio"/> NO <input checked="" type="radio"/>	DOT NO. —	ICC NO. —
-----------------	-------------	-------------------	---	--------------	--------------

DRIVER

DRIVER NAME Terminal	LICENSE NO.	STATE	EXP. YEAR
-------------------------	-------------	-------	-----------

DATE OF BIRTH / /	MED. CERT. Y N WAIVER Y N	SHIPPER NAME	SHIPPING NO.
----------------------	------------------------------	--------------	--------------

VEHICLE

REGISTERED OWNER NAME/ADDRESS SAME	G.V.W. 20,500	PBT RATE
---------------------------------------	------------------	----------

UNIT	TYPE	YEAR/MAKE	CO. UNIT NO.	LICENSE NO. / VIN NO.	STATE
1	2TKVW1	93 IS424	206	A27565P	WA
2					
3					
4					

Head

	1	2	3	4	5	6	7	8	9	10	11	12
FRONT	R 1/16	1/16	BRAKE ADJUSTMENT									
L	1/16	1/16										

CFR	VIOLATIONS	D	1	2	3	4	Unit #s O/S	Complied
393.20	RT Rear Clearance Lamp Inoperative		W					
393.20	LT+RT Front ID Lamps Inoperative		W					

CVSA DECALS UNIT 1 7272908	UNIT 2	UNIT 3	UNIT 4	NOIC NO.
-------------------------------	--------	--------	--------	----------

— Vehicle may not be operated until O / S defects noted above are repaired.
 — Driver may not drive until in compliance.

DRIVER SIGNATURE
 OFFICER SIGNATURE
 Glen W. Opman 5532

UNIFORM DRIVER/VEHICLE INSPECTION REPORT

1020656

PERSONNEL NO. J532 DIST / DET #

LEVEL: 1 2 3 4 5 X

GENERAL				HAZARDOUS MATERIALS			
DATE 08,02,02	TIME (MILITARY) BEGUN 13:56	TIME (MILITARY) FINISHED 14:30	HAZARD CLASS / DIVISION NO.	REPORTABLE QTY? Y N	HAZARDOUS WASTE? Y N	PLACARD REQUIRED? Y N	CARGO TANKS? Y N
LOCATION: SR/MP Seattle terminal		SCALEHOUSE NO. -	CNTY CODE 17				

CARRIER 208-762-1283

CARRIER NAME (Include DBA when applicable)
Banwer TRAYS Rev LLC HHG

ADDRESS
4735 E Marginal Way So. BLDG 1201

CITY Seattle STATE WA ZIP CODE 98134 INTERSTATE YES NO DOT NO. ICC NO.

DRIVER

DRIVER NAME Terminal LICENSE NO. STATE EXP. YEAR

DATE OF BIRTH MED. CERT. Y N SHIPPER NAME SHIPPING NO.
WAIVER Y N

VEHICLE

REGISTERED OWNER NAME/ADDRESS BANWER, ADNER W. G.V.W. 29,500/lbs. PBT RATE

UNIT	TYPE	YEAR/MAKE	CO. UNIT NO.	LICENSE NO. / VIN NO.	STATE
1	2TVan	87 Ford	205	A64403M / 014444	WA
2					
3					
4					

Disc 1 2 3 4 5 6 7 8 9 10 11 12

FRONT R Disc Wedge L Disc Wedge

BRAKE ADJUSTMENT

CFR	VIOLATIONS	D	1	2	3	4	Unit #s O/S	Complied
343.20	RR Clearance Lamps Inoperative		X					
393.9	Rear ID Lamp Inoperative		X					
393.49A	Rear Brakes Inoperative (Hyd) service Brakes AIR Parking Brake (axis) OK (type 12 - Wedge).		X				X	
393.95A	Fire Exh. Not charged, NOT mounted		X					

CVSA DECALS UNIT 1 UNIT 2 UNIT 3 UNIT 4 NOIC NO.

09083
Vehicle may not be operated until O/S defects noted above are repaired.
Driver may not drive until in compliance.

DRIVER SIGNATURE
OFFICER SIGNATURE
Ken W. Chapman, J532

Ken Chapman

04/01/2003 11:52 AM

To: Mark Halliday/WUTC@WUTC, Carolyn Caruso/WUTC@WUTC
cc:
Subject: Banwer Transfer 103049

40231

Please close. Hard copy provided to mark

April 1, 2003

Subject: Banwer Transfer, LLC
4735 East marginal Way South. Bldg 1201
Seattle Wa. 98134
(206) 762-1283

RE: Technical assistance – new HHG carrier HHG-60743

I contacted Brook Banwer, manager in person at Banwer transfer's terminal on March 14 & 21. Technical assistance was provided for the following subjects

- Mileage rates
- Determination of mileage.
- Rand –McNally maps/Guides
- Hourly rates.
- Extra labor.
- Packing materials
- Estimates, forms,
- Liability insurance
- Cargo insurance.
- Bills of Lading.
- Cargo Liability
- HHG vs CC moves, authority, rates.
- Drug testing,
- Storage

Carrier has done only CC moves (office etc) and operations since last December. Carrier is available for HHG moves and has done estimates. The carrier has not obtained their own Bills of Lading, estimate forms, and supplemental forms yet. I provided more possible contacts or sources for obtaining her own printed forms. Carrier also has not been able to obtain the Motor Carriers Mileage Guide from Rand McNally. I provided more possible sources for Rand McNally to the carrier.

Brook Banwer asked to postpone the March 27 records check and final tech assist review until she had obtained new Bills of Lading, estimate forms mileage guide, etc. I advised her I would recommend further monitoring of the Temporary HHG operations at this time. I recommend continued monitoring of this carrier at this time pending tech assist/records check within 45 days.

Ken.

4/1/03 *Ken Chapman*

ROUTING SLIP

ASSIGNMENT NO.: 103138 MOTCAR NO.: 40231 PERMIT: H6-66743

CARRIER NAME: Banwer Transfer LLC

INVESTIGATOR(S): Ken Chapman DATE: 5-29-03

RECOMMENDATION: Grant Perm Authority. Carrier
Has Improved significantly over 8 months. Appears
Fit willing + ABLE.

Should carrier be rechecked? - no (N)

REVIEWED BY: Vicki Elliott DATE: 6/2/03

Approve staff recommendation to issue permit.
No recheck.

FINAL RECOMMENDATION BY: _____

Washington
Movers
Assoc.
Voted 100%
to Accept
Banwer as a
new member.

FYI
Ken

OTHER INFORMATION: 5/29/03 Logged vac

cc: Ken Chapman

MEMORANDUM

May 29, 2003

Assignment No: 103138

Industry code: 207

To: Vicki Elliott, Acting compliance supervisor

From: Ken Chapman, MCLE Special Investigator

Subject: Banwer Transfer, LLC
4735 East marginal Way South. Bldg 1201
Seattle Wa. 98134
(206) 762-1283

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- Damage claims
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- Long term vs SIT storage charges
- Regulatory fees.

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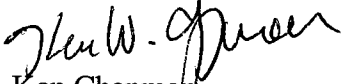
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This is the seventh inspection/tech assist I have done with the carrier since September 2002. The carrier has made improvements each time. Carrier has been very co-operative and willing to improve operations.

I recommend granting permanent authority as it appears to me that the carrier is fit, willing and able to provide household goods moving service in the public's interest. This will allow consumers an enhanced choice of another permitted carrier in an area where a number of non-permitted carriers are operating.


Ken Chapman
MCLE Special Investigator

Attachment.

Washington Utilities and Transportation Commission
**Household Goods Technical Assistance and
 Records Review Checklist**

Rev. 4/01

Carrier: d/b/a: Baumer Transfer LLC	HG- 60743
Location: 4735 E Marginal Way S. Bldg 1200 Seattle WA 98134	Assignment #: 103138
Investigator: Ken Chapman	UBI #: 602207703
Period of Records Checked: From: 10-02 To: 5-03 Total Number of Bills: 5	

WAC Rule	WAC Rule Reference	Findings	Number Checked	Number in Violation
480-15-	Does the company have current accounts with: Labor & Industries Employment Security Secretary of State Dept. of Revenue	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	6	0
110	Address/Phone Number - Are the carrier's address and phone number those listed in Commission records?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
360	Permits - Is original kept in main office?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	0
480	Annual Report/Regulatory Fees - Has the carrier filed the most recent annual report? Was the annual report filed on or before May 1st? If not, were late fees and interest included? Does the carrier correctly calculate and submit regulatory fees? MAYBE TO HIGH NA	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	1	0
530	Insurance - Does the carrier have current public liability and property damage insurance? Does it match the information on file with the Commission? Liability and property damage insurance information: Company: Progressive Policy: 01713301-0 Liability Limits: SAME	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
550	Cargo Insurance - Does the carrier have adequate cargo insurance? Cargo Insurance information: Company Fireman's Fund Policy: SAME Limits: SAME	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0

590/600	Leasing - Does the carrier lease equipment? If yes: Were the leases filed with and approved by the Commission? Were the terms of the lease complied with?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	0	1
610	Advertising - Is the carrier's HG or TCC permit number included in all advertisements? If no, note on "other information".	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	3	0

Bill of Lading

720	Bills of Lading - Is the carrier using a Uniform Household Goods Bill of Lading that meets the requirement of Tariff 15-A? Has the carrier issued a Bill of Lading for each shipment?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	5	0
740	Does each Bill of Lading contain all required information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	5	0
620	Notice to Shippers - Is the carrier providing shippers with the "Rights and Responsibilities" guide Has the notation on the Bills of Lading been signed by the shipper? <i>Brand NEW guidelines print</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	3	0

Tariffs - Rates & Charges *USED WUTC*

490	Does the carrier have a copy of Tariff 15-A? If yes: Is it current? Is it available to the public?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	0
	If shipper selected a valuation option, were charges computed correctly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
	Does the carrier accurately record start and stop times on the bill of lading for each job?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	0
	Are the charged hourly rates within the rate band?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	0
	Are the extra labor charges within the rate band?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
	Does the carrier charge travel time to and from job sites? <i>tech assist</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
	Charging overtime is optional. If the carrier charges overtime, are the charges within the rate band? <i>N/A</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	4	0
	Has the carrier assessed hourly rates for any moves that have exceeded 35 miles from origin to destination?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0
	Has the carrier charged for any services not authorized under time rates? (Long carry, stairs, piano charge, etc.)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	4	0
	Packing Material rates - are the charges within the rate band? Does the carrier charge for materials not in the tariff? (Such as: paper, tape, padding, bubble wrap, shrink wrap, tape, etc.) Has the carrier provided packing material to the shipper at no cost?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	4	0
	Does the carrier use the Rand McNally mileage guide to determine mileage for tariff purposes?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	0
	Is mileage computed correctly? <i>(discussed - tech assist)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	0
750	Determination of weights - has the carrier weighed all shipments that have exceeded 35 miles from origin to destination? Are empty and loaded weight tickets maintained with the bill of lading?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	0	0
	Does the carrier use correct tariff mileage/weight charges? <i>NA</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	0	0

	Packing Material rates - are the charges within the rate band? Does the carrier charge for materials not in the tariff? (Such as: paper, tape, padding, bubble wrap, shrink wrap, tape, etc.) Has the carrier provided packing material to the shipper at no cost? NA	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	4	0
	Storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage?	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	1	0
	Does the carrier use correct rates for movements into and/or out of storage-in-transit? Knows sit	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	1	0
	Have shipments properly classified as storage-in-transit been charged long term storage rates?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	1	0
	Has the carrier provided temporary storage-in-vehicle? If yes: Are the charges within the rate band? Did the carrier obtain the shipper's authorizing signature?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	0	0
	Are charges for stairs, elevators, and long carry calculated within the rate band?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	0
	Are extra stop(s) charges calculated within the rate band? NA	<input type="checkbox"/> Yes <input type="checkbox"/> No	4	0
	Are piano/organ charges calculated within the rate band? NA	<input type="checkbox"/> Yes <input type="checkbox"/> No	0	0
	Has the carrier charged for "Expedited Service"? If yes: Did the carrier obtain the shippers' authorizing signature? NA	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	0	0

Estimates

640	Is the company aware that verbal estimates are not allowed?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	0
630-690	Does the carrier issue written estimates? If yes: Are written estimates based on a written inventory (cube sheet)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	5	0
	Do written estimates include all required information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	0
	Does the carrier provide written estimates without visually inspecting the goods at the origin?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	5	0
	Binding Estimates - Does the carrier issue binding estimates? If yes: Is required documentation attached to binding estimates? Has carrier failed to honor any binding estimates? Have any binding estimates exceeded the highest legal tariff rate? Has the carrier issued any supplemental estimates on binding estimates? If yes: Is a signed supplemental estimate attached to the original estimate?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	5	0
	Have all written estimates been signed by the customer?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	5	0
	Does the carrier retain all written estimates of moves they have conducted?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	5	0
	Has the carrier issued any Supplemental Estimates? If yes: Do supplemental estimates show what additional services were requested by the customer that would cause the increase? Is a signed supplemental estimate attached to the original estimate?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	1	0
	Has the carrier refused to agree to release a shipment upon payment of 110% of a written and any supplemental estimates?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	4	0
	If the goods were released upon payment of 110% of a written estimate, has the customer been allowed 30 days to pay the balance? NA	<input type="checkbox"/> Yes <input type="checkbox"/> No	0	0

	Has the carrier collected more than 25% over the written non-binding estimate (plus any supplemental estimate) for time charges on hourly moves, or collected more than 15% over the estimate for accessorial or other services?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0
	Has the carrier collected more than 15% over a written non-binding estimate (plus any supplemental estimate) for mileage rated moves?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	5	0
	Has the carrier underestimated any shipments? If yes, How many were underestimated _____ How many total moves did company conduct _____	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	5	0
	Does carrier understand that if they choose not to issue written estimates, they can not provide service by offering to meet or beat another company's estimate?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	0	0

Claims

800-870	Does the carrier maintain a Complaints and Claims Register? If yes: Does the register include all required information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	0
	Have all complaints been recorded in the register?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	0
	Are all complaints and claims consecutively numbered?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	0
	Have all claims for loss and damage filed within 9 months of delivery date been recorded and processed?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
	Are all claim record documents retained for 6 years?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
	Are complaint records maintained in office for 3 years after resolution or shipment date?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
	Does the carrier notify the customer in writing, within 10 days, that claim or complaint was received?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
	Does the carrier investigate the claim quickly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
	Does the carrier advise customer of resolution? Advisement is: Written <input type="checkbox"/> Verbal <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
	Does the carrier pay, refuse, or offer a compromise on a claim within 120 days? <i>Longest - 90 Days</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	2	0
	If claim is not settled within 120 days, does carrier the continue to inform claimant every 60 days? <i>NA</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No	2	0
	If a customer is not satisfied with the carrier's resolution, is the customer referred to the Commission? Does the carrier provide the customer with the Commission's toll-free line to Consumer Affairs?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	0	0

Operations

190	Permit - Is carrier operating within the scope of the permit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	5	0
300	Temporary Permit - Is carrier in compliance with conditions attached to its temporary authority?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	5	0
390	Carrier Name - Is the carrier operating under its permitted name or an approved d/b/a?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
430-450	Suspension/Cancellation - Has the carrier's permit been suspended or canceled during the time frame of this records check? If yes: Did the carrier operate during the suspension or cancellation period?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	1	0

If you have any questions, or would like further technical assistance, please contact:

Alan W. Duman
Investigator

360-664-1121
Telephone

360-586-1150
FAX

I, as a representative of this company, acknowledge receipt of this records review form and understand the findings as stated herein.

[Signature]
Received By

Managing Member
Title

5/29/03
Date

MEMORANDUM

December 31, 2002

40231

P 79090

Assignment No: 102365

Industry code: 207

To: Mark Halliday, Compliance supervisor
From: Ken Chapman, MCLE Special Investigator
Subject: Banwer Transfer, LLC
4735 East marginal Way South. Bldg 1201
Seattle Wa. 98134
(206) 762-1283

RE: Technical assistance – new HHG carrier HHG-60743

I contacted Brook Banwer, manager by phone on December 19 and in person at Banwer transfer's terminal on December 20. Technical assistance was provided to Ms. Banwer for the following subjects

- Damage Claims, advised customer of resolution, 120 days rule, 60-day rule.
- Interstate moves require interstate authority and the authority to be registered with WUTC, SSR required. CFR 375
- Customer initials on valuation options. Correct choices.
- Notice to shippers/UTC guides.
- Damages & waivers.
- Bills of Lading.
- Valuation charges.
- Cargo Liability RCW 81.29
- HHG vs CC moves, authority, rates.

I provided copies of valuation, Bills of lading laws (intra & inter) damage claim info, and RCW 81.29. to Ms Banwer for her use and reference.


Ken Chapman
MCLE Special Investigator