

M42043

Leipski, Tina (UTC)

From: Smith, Colleen (UTC)
Sent: Wednesday, March 26, 2008 11:17 AM
To: Leipski, Tina (UTC)
Subject: FW: F Y I Fw: WA - UTC complaint 103175 for Doss Trammell

HG 61166

Not sure why she sent this to me.

TV 080535

From: Sandra White/WUTC@WUTC
Sent: Wednesday, March 26, 2008 11:11 AM
To: Smith, Colleen (UTC)
Cc: CHughes@utc.wa.gov; SHoyt@utc.wa.gov
Subject: F Y I Fw: WA - UTC complaint 103175 for Doss Trammell

Colleen --

I am forwarding a copy of the complaint text to include an email received by Jack Wright of Wright-Way Moving & Storage, Inc. for your information.

Mr. Wright has notified me that he has gone out of business.

If I can be of further assistance, do not hesitate to call.

Sandra White
WUTC Consumer Affairs
360.664.1111

----- Forwarded by Sandra White/WUTC on 03/26/2008 11:06 AM -----

Washington UTC Complaint

103175

Company: WRIGHT-WAY MOVING & STORAGE, INC.

Customer: Account#

Doss Trammell

Contact:
10107 NE 289th Place
Vancouver, WA 98686

Primary Phone: (360) 576-5496
E-mail addr: rdosst@comcast.net

Complaint: 103175 Serviced by: Sandra White
Opened on: 03/20/2008 Grouped by: Customer Service

Description:

3/20/08 -- Received via call. Mr. was packed out by this company on December 16 & 17, 2007 and delivery was on December 21, 2007 and January 2, 2008. Mr. has six pages of damages and when he called the company [253-872-6808] today, he was told they had gone out of business.

Activity:

*** 03/20/2008 11:49 AM Action: Sandra White

When Mr. called, he thought the name of the company was "Wright-Way Moving & Storage" to which "NR" popped up in CAS. Further research found the company dba Wright-Way Transfer. Mr. stated this company is a Mayflower agent.

*** 03/20/2008 11:51 AM Action: Sandra White

I attempted to contact the company using phone number on file in CAS company listing [which was the same phone number Mr. was using]. Message was that "the office was closed" and I could leave a message. In waiting for the BEEP I was transferred to an operator which was a message that Ann Steits was out of the office and I could leave a message. I identified myself and asked the Company Rep to return my call at 1-800-562-6150.

*** 03/20/2008 12:01 PM Action: Sandra White

SEE SCANNED CAS INFO ON COMPANY FOR WRIGHT-WAY TRANSFER --- Not Wright-Way Moving & Storage, Inc or Wright-Way Incorporated.

*** 03/20/2008 12:03 PM Action: Sandra White

Printed file and forwarded to DO for her review.

*** 03/20/2008 02:47 PM Action: Sandra White

Inquiry 103166 was returned from DO -- I was told to move forward with a complaint.

*** 03/20/2008 04:36 PM Phone: Sandra White >> Customer

I called the customer to let him know that I would be moving forward with a complaint. I also requested any documents he has concerning the move to which he said he would copy and place in the mail under separate cover. I told Mr. that I did find the company in our data base under Wright-Way Transfer and the phone number on file is the same number he was given.

*** 03/26/2008 08:35 AM Email: Sandra White >> Jack Wright

Hello Sandra,

I apologize for the delay in getting back with you. I am in the hospital, and I am just now able to get emails that were sent to my office.

Unfortunately what you heard was correct-- Wright-Way has closed its doors, as of the end of February. The company was simply insolvent, and could not continue operations under the conditions that it had been in. We explored the possibilities of reorganizing the company via chapter 11, but after analyzing the credibility of the company's A/R, the amount of debt the company owed, and finally the extreme economic downturn that will soon be a recession, reorganization didn't make any logical sense.

Ann Stites hasn't returned your call, because she is no longer employed by Wright-Way.

According to your email, the customer hasn't actually filed or sent in a claim to the company. Even if they had done, the company is no longer financially solvent, and therefore a claim could not be paid anyway. There are no plans of any kind to handle claims in the future for a company that is out of business.

No one is more disappointed than I am that Wright-Way fell into this type of situation, but there is nothing I can do about it. I would forward this information to Mr. Trammel and explain that the company is no longer in business, and that there is nothing else that can be done regarding his claim. I am very sorry that we've found ourselves in these circumstances.

Best regards,
Jack Wright