# BEFORE THE WASHINGTON STATE UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of Determining the Proper Carrier Classification of, and Complaint for	)	DOCKET TV-131603
Penalties against:	)	
GREEN, CHANA, d/b/a GREAT AMERICAN MOVING AND STORAGE	) ) )	DECLARATION OF 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 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, the commission issued a notice of intent to deny the company's application. On July 27, Ms. Green filed a request for a hearing. On Aug.10, the commission issued a Notice of Brief Adjudicative Proceeding and set the hearing for Oct. 8, 2012. The commission issued an initial order denying the

company's application on Oct. 26, 2012, and that order became final on November 16, 2012. As of Aug. 21, 2013, there is no record of Chana Green d/b/a Great American Moving and Storage now (or ever) holding a household goods permit.

- 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. I also found additional advertisements at www.angieslist.com², www.seattlemover.org³, and www.yelp.com⁴. The company lists a USDOT# of 2029028, registered to Oracle Marketing, Inc., with a business and mailing address of 1826-112<sup>th</sup> 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, and spoke to "Amber." I requested an estimate for a move from a two-bedroom house in Lakewood, WA to a two-bedroom house in Olympia, WA. "Amber" quoted me \$99 per hour for two movers and truck.

DATED this 3rd day of September, 2013, at Olympia, Washington.

LAUREN McCLOY

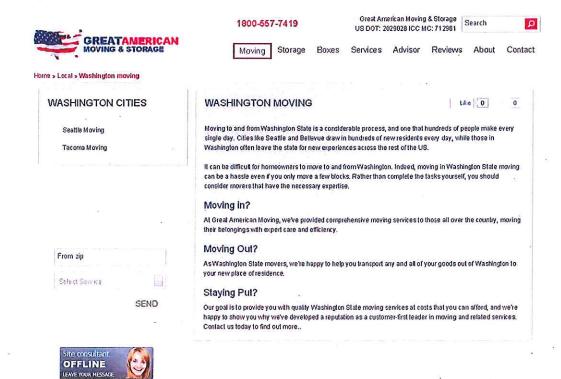
<sup>&</sup>lt;sup>1</sup> See Attachment A for a screen shot of the company's website, which I printed on Aug. 21, 2013.

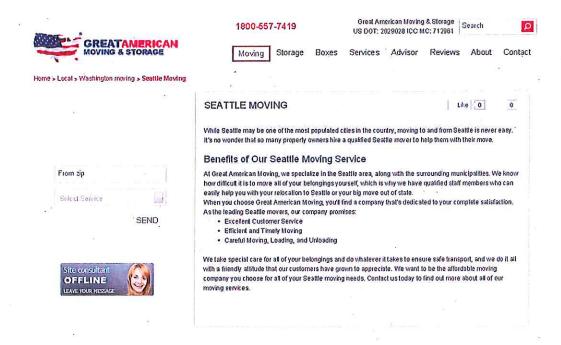
<sup>&</sup>lt;sup>2</sup> See Attachment B for the company's advertisement on www.angieslist.com, which I printed on Aug. 21, 2013

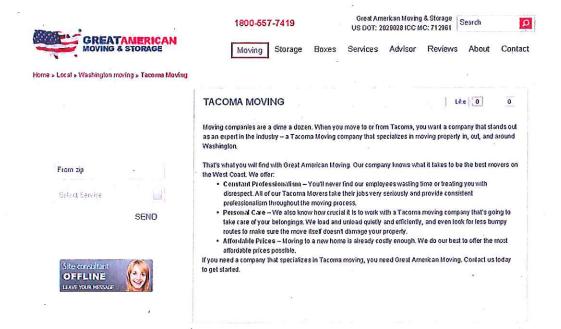
<sup>&</sup>lt;sup>3</sup> See Attachment C for the company's advertisement on www.seattlemover.org, which I printed on Aug. 21, 2013.

<sup>&</sup>lt;sup>4</sup> See Attachment D for the company's advertisement on www.yelp.com, which I printed on Aug. 21, 2013.

### Washington State Moving, Movers Seattle WA and Movers in Tacoma

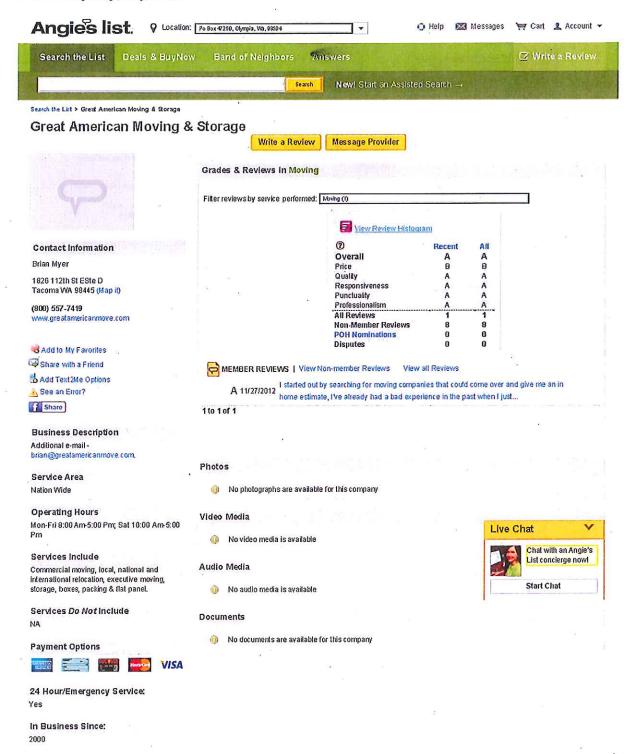






### Attachment B

Great American Moving & Storage | Moving | Tacoma, WA



http://my.angieslist.com/,...4y7C%2Buh%2BGOC42%2B4QL1yRvQ1iUIGtLaqutHSFX2UklshqzwmA0iL1wlHu%2FZgWJCklFelMNXwv4NBeWme7HKMYt4SvnGL12dc69LR8F85X[8/21/2013 11:00:06 AM]

Great American Moving & Storage | Moving | Tacoma, WA

On Angie's List Since: April 2012

Senior Discount:

Yes

Free Estimates:

Warranties/Guarantees

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 canceled, homeowners
should always check such information for themselves.

Google Search Google For This Company



My Angie

Check the Better Business Bureau

My Favorites My Purchase History

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## Attachment C

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

# Great American Moving and Storage

Moving Made Easy!

888-638-4123 Serving Seattle, WA



# 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
Submit

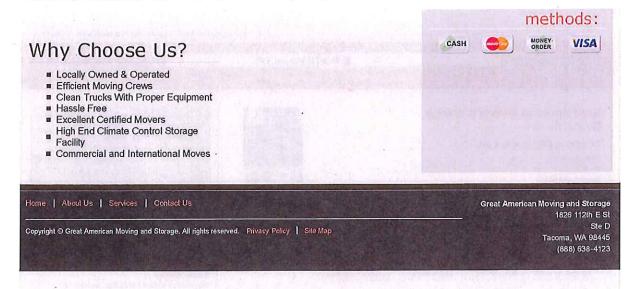
# **Business Hours**

Emergency Services Available 24/7

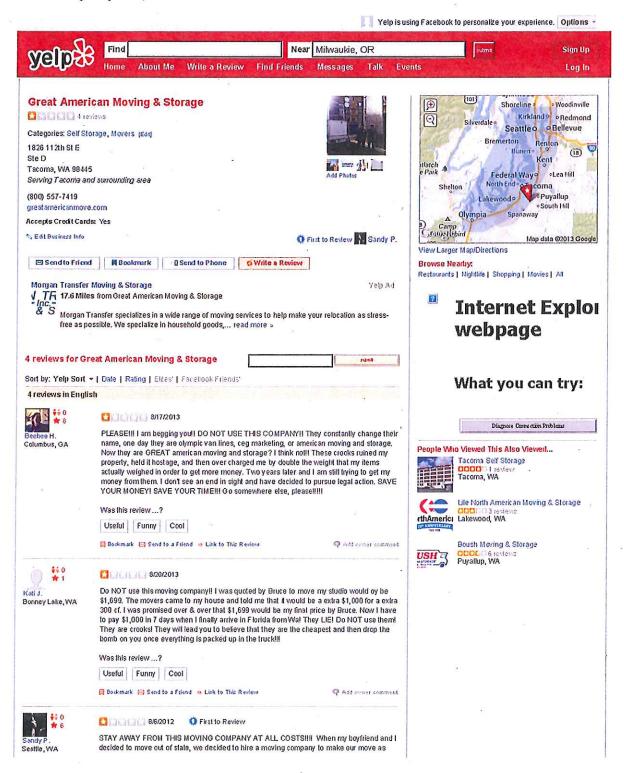
Monday 8:00 AM to 4:00 PM
Tuesday 8:00 AM to 4:00 PM
Wednesday 8:00 AM to 4:00 PM
Thursday 8:00 AM to 4:00 PM
Friday 8:00 AM to 2:00 PM
Saturday 10:00 AM to 4:00 PM
Sunday Closed

We accept the following payment

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



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



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

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 ...? Useful 9 Funny 1 Cool 1 Sookmark Send to a Friend Link to This Review Add owner comment 8/7/2012 Too bad I didn't read the review from Sandy P earlier... This is my first and only Yelo review and I signed up specifically because I am so frustrated with this company on my move. Original quote for a 1 bedroom...\$1325 to go across country. Pay 70% up front. Fine. Then when they came to deliver, they said that it weighed more than they thought (~500lbs, which means \$500), then there is a long carry charge, an elevator fee, a this fee, and that fee, now I owe \$1,700 MORE, IN CASH. This makes the total cost ~\$2,800 for a 1 bedroom with not that much stuff. They don't tell you this, but they subcontract to Best Moving, who then contracts out to a third party, thus creating confusion and increases in cost. IN SUMMARY DO NOT USE THIS COMPANY. Don't USE BEST MOVING EITHER, they are in a sort of cahoots and are rude and unethical. Find someone else, I filed against the Better Business Bureau, as well because I was so livid. Was this review ...?

Useful 4 Funny 1 Cool 1 📙 Bookmark 🔝 Send to a Friend 🐞 Link to This Review SF Add coner comment

#### (13 Filtered)

Jon D.

Minneapolis, MN

#### 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

http://www.yelp.com/biz/great-american-moving-and-storage-tacomaf8/21/2013 11:05:11 AMI

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.

Flag as inapprepriate

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