

**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:)	
)	DECLARATION OF
GREEN, CHANA, d/b/a GREAT)	LAUREN McCLOY
AMERICAN MOVING AND STORAGE)	
)	
)	
)	

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.¹ 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 1826-112th 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, 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

¹ See Attachment A for a screen shot of the company's website, which I printed on Aug. 21, 2013.

² See Attachment B for the company's advertisement on www.angieslist.com, which I printed on Aug. 21, 2013.

³ See Attachment C for the company's advertisement on www.seattlemover.org, which I printed on Aug. 21, 2013.

⁴ See Attachment D for the company's advertisement on www.yelp.com, which I printed on Aug. 21, 2013.

Attachment A



1800-557-7419

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

Search

[Moving](#) [Storage](#) [Boxes](#) [Services](#) [Advisor](#) [Reviews](#) [About](#) [Contact](#)

[Home](#) > [Local](#) > [Washington moving](#)

WASHINGTON CITIES

[Seattle Moving](#)

[Tacoma Moving](#)

From zip

Select Service

SEND



WASHINGTON MOVING Like

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..



1800-557-7419

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

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

Home > Local > Washington moving > Seattle Moving

From zip

Select Service

SEND



SEATTLE MOVING

Like 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: 2029028 ICC MC: 712961

Search

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

Home > Local > Washington moving > Tacoma Moving

TACOMA MOVING

Like 0 0

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

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

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

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

From zip

Select Service

SEND



Attachment B

Great American Moving & Storage | Moving | Tacoma, WA

Angie's list.

Location:

[Help](#) [Messages](#) [Cart](#) [Account](#)

[Search the List](#) [Deals & BuyNow](#) [Band of Neighbors](#) [Answers](#) [Write a Review](#)

[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 Text2Me Options](#)

[See an Error?](#)

[Share](#)

Business Description

Additional e-mail - brian@greatamericanmove.com

Service Area

Nation Wide

Operating Hours

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

Services Include

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

Services Do Not Include

NA

Payment Options



24 Hour/Emergency Service:

Yes

In Business Since:

2000

Grades & Reviews in Moving

Filter reviews by service performed:

[View Review Histogram](#)

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

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

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

1 to 1 of 1

Photos

No photographs are available for this company

Video Media

No video media is available

Audio Media

No audio media is available

Documents

No documents are available for this company

Live Chat

Chat with an Angie's List concierge now!

[Start Chat](#)

http://my.angieslist.com/.../4y7C%2Buk%2BGOC42%2B4QL1yRuQiUJIGLsqUHSFX2UdshqzwmA0L1wIHu%2FZgWJCKfFeMNXwv4NBwWme7HKMYf4SvriQLDdc69LR8F8SX[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](#)

[My Reviews](#)

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My Account

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[Local Deals & BuyNow](#)

[Member Benefits](#)

[The Big Deal™ Website](#)

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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

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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

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:



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Great American Moving and Storage

1826 112th E St

Ste D

Tacoma, WA 98445

(888) 638-4123

Attachment D

Great American Moving & Storage - Tacoma, WA

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Great American Moving & Storage

★★★★☆ 4 reviews
 Categories: Self Storage, Movers (E&S)
 1826 112th St E
 Ste D
 Tacoma, WA 98445
Serving Tacoma and surrounding area
 (800) 557-7419
greatamericanmove.com
 Accepts Credit Cards: Yes
E&S Business Info

Send to Friend

Bookmark

Send to Phone

Write a Review

Morgan Transfer Moving & Storage Yelp Ad

17.6 Miles from Great American Moving & Storage

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

4 reviews for Great American Moving & Storage

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

4 reviews in English

Beebee H.
Columbus, GA

★★★★☆ 8/17/2013

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

Was this review ...?

Useful
Funny
Cool

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

Kati J.
Bonney Lake, WA

★★★★☆ 8/20/2013

Do NOT use this moving company!! I was quoted by Bruce to move my studio would be \$1,699. The movers came to my house and told me that it would be an extra \$1,000 for an extra 300 cf. I was promised over & over that \$1,699 would be my final price by Bruce. Now I have to pay \$1,000 in 7 days when I finally arrive in Florida from Wa! They LIE! Do NOT use them! They are crooks! They will lead you to believe that they are the cheapest and then drop the bomb on you once everything is packed up in the truck!!!

Was this review ...?

Useful
Funny
Cool

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

Sandy P.
Seattle, WA

★★★★☆ 8/6/2012

First to Review

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

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Restaurants | Nightlife | Shopping | Movies | All

Internet Explorer

webpage

What you can try:

Diagnose Connection Problems

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Tacoma Self Storage
★★★★☆ 11 reviews
Tacoma, WA

Life North American Moving & Storage
★★★★☆ 3 reviews
Lakewood, WA

Boush Moving & Storage
★★★★☆ 6 reviews
Puyallup, WA

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

DECLARATION OF LAUREN MCCLOY - 10

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

Bookmark Send to a Friend Link to This Review

Add owner comment

Jon D.
Minneapolis, MN

8/7/2012

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

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

Was this review ...?

Useful 4 Funny 1 Cool 1

Bookmark Send to a Friend Link to This Review

Add owner comment

(13 Filtered)

About This Business Provided by business

What's This?

Specialties

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

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

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

History

Established in 1999

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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