Attachment A



STATE OF 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

December 28, 2016

Super Friends Moving, L.L.C. d/b/a Super Friends Moving 6920 Roosevelt Way NE Seattle, WA 98115

RE: TV161305 - Cancellation of Permit HG064056 Due To Insufficient Proof of Insurance

Dear Super Friends Moving, L.L.C.:

On November 21, 2016, the Washington Utilities and Transportation Commission (Commission) notified you that your transportation permit would be canceled unless you submitted acceptable proof of insurance by December 25, 2016. Our records show that you failed to submit acceptable proof of insurance by that deadline. As a consequence, the Commission has CANCELED your permit. You must immediately CEASE all operations associated with this permit.

You have the right to a hearing. If you believe the Commission should not have canceled your permit, you may ask the Commission to schedule a hearing before an administrative law judge. At the hearing the only issue the Commission will address is whether you had proof of insurance on file to avoid cancellation. Your request should be addressed to Steven V. King, Secretary, 1300 S. Evergreen Park Dr. SW, P.O. Box 47250, Olympia, WA 98504-7250. You may also email your request to records@utc.wa.gov. The Commission must receive your request within 14 days after the date of this letter.

You may apply to reinstate your permit. Download the reinstatement application at www.utc.wa.gov. To locate the application, go to Quick Links on the front page, select "Transportation Permit Applications" and the appropriate industry application.

If you have questions about this notice, please contact Licensing Services at (360) 664-1222. You may also email us at transportation@utc.wa.gov.

Sincerely,

Suzanne Stillwell

Licensing Services Manager

NOTICE: This action is delegated to the Secretary, or the Secretary's delegate, for decision. In addition to serving you this letter, the Commission will post on its website for at least 14 days a list of all matters delegated to the Secretary for decision. You may seek Commission review of this decision. Your request should be addressed to Steven V. King, Secretary, 1300 S. Evergreen Park Drive. SW, POI Box 47250, Olympia, WA 98504-7250. You may also email your request to records@utc.wa.gov. You must file a request for Commission review no later than 14 days after the date of this letter.

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Attachment B



STATE OF 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

Dec. 29, 2016

Jacob Raich Super Friends Moving, L.L.C. d/b/a Super Friends Moving 6920 Roosevelt Way NE Seattle, WA 98115

Re: Canceled Household Goods Permit

Dear Mr. Raich:

Your household goods permit (HG-064056) was canceled on Dec. 28, 2016. As your permit has been canceled, you may not conduct household goods moves in Washington.

You may not operate as a household goods mover in Washington state. Operating as a household goods mover without the required permit is illegal and subject to a penalty of \$5,000 per violation. This means that you may receive this penalty for each day you operate in violation of the law.

You may not advertise as a household goods mover in Washington state. Advertising for the transportation of property for compensation in Washington without a proper permit is against the law. The penalty for advertising without a permit is \$5,000 per violation. This means that you may receive a penalty for each and every advertisement.

If you advertise or operate as a household goods mover without a valid permit, the commission may take enforcement action against you. Such action will include the above-mentioned financial penalties; you will be served with a subpoena and be required to appear before a judge. In addition, the commission may file a civil action in Superior Court and request additional penalties against you should you fail to comply with commission's orders.

Jacob Raich Super Friends Moving, L.L.C. d/b/a Super Friends Moving Dec. 29, 2016 Page 2

You may contact our licensing section at (360) 664-1222 to discuss the status of your canceled permit. If you have questions about the household goods laws, please contact Rachel Jones, Compliance Investigator, at (360) 664-1129 or rjones@utc.wa.gov.

Sincerely,

Susie Paul, Compliance Investigations Manager

Consumer Protection

Attachment C

Jones, Rachel (UTC)		
From: Sent:	Jones, Rachel (UTC) Tuesday, March 7, 2017 4:12 PM	
To: Subject:	RE: Super friends Moving	
Good afternoon, Super Friends has been in	nactive since Dec. 28, 2016. Thank you for the information.	
Rachel Jones		
From: Sent: Monday, March 6, 2 To: Jones, Rachel (UTC) < Subject: Super friends Mo	<pre><rjones@utc.wa.gov>;</rjones@utc.wa.gov></pre>	
Good Afternoon All –	- 8	
I am checking in to se	ee if Super Friends Moving has a valid HHG operating Authority?	
I see they have a web posted on the web sit	b site at <u>www.super-friends-moving.com</u> but I did not see an HG or te.	THG number
I too know they are pa	part of the current investigation of Ghostruck.	
Tel: Toll Free: Direct Line: Cell: Twitter: WEBSITE /		
Proudly Serving the	Moving Industry Since 1913!	

Have you checked out the

Attachment D

Jones, Rachel (UTC)

From:

Jones, Rachel (UTC)

Sent:

Tuesday, March 28, 2017 1:15 PM

To:

Paul, Susie (UTC); Ferguson, Kristi (UTC)

Cc: Subject:

RE: Did you know???

Good afternoon,

Thank you for the information. Currently Super Friends LLC is not a permitted company with Utilities and Transportation Commission.

Rachel Jones

Compliance Investigator

From

Sent: Tuesday, March 28, 2017 10:03 AM

To: UTC DL Report Illegal Movers <ReportIllegalMovers@utc.wa.gov>

Subject: Did you know???

How is Super Friends Moving LLC still operating in the state of Washington? They don't even have a valid DOT # and haven't for MONTHS!!!!!



SUPER FRIENDS MOVING

LLC

U.S. DOT#: 2036749

Address: 6920 NE ROOSEVELT

WAY

SEATTLE, WA 98115 Number of Vehicles: 6 Number of Drivers: 6 Number of Inspections: 7

U.S. DOT# 2036749 has no current for-hire operating authority with FMCSA.

Safety Rating & OOS Rates

(As of 03/27/2017 updated daily

from SAFER)

Not Rated

Out of Service Rates

Type OOS % National Avg %

Vehicle 60.0 20.7 Driver 14.3 5.5

Hazmat 4.5

Licensing and Insurance

(As of 03/27/2017 updated hourly from L&I)

Active For-Hire Authority

Туре	Yes/No	MC#/MX#		
Property	No			
Passenger	No			
Household Goods	No			
Broker	No			

See how the proposed enhancements impact carrier results. Visit the SMS Preview Website



BASIC Status (Public Property Ca

Submit Feedback 🔺

Attachment E

Super Friends Moving, LLC - Movers in Seattle, WA - HireAHelper.com

Page 1 of 3



The easiest way to compare and book moving labor. (800) 995-5003 (866) 761-6071

HIREAHELPER / MOVERS / SEATTLE MOVERS / SUPER FRIENDS MOVING, LLC

SUPER FRIENDS MOVING, LLC

			G+1 0 Like (
Booking & Info Reservations, Info & equipment	Service Area Coverage map & cities served	License & Insurance Coverage info & and license numbers	
Customer Reviews	s		
lo customer eviews yet.			
MAKE A R	ESERVATIO	N ONLINE:	
Where do you n	eed the help?		

http://www.hireahelper.com/movers/seattle_wa/super-friends-moving-llc/

mm/dd/yy

3/29/2017

NOTE: We just provide moving LABOR. We're assuming you're bringing the truck.

BOOK US ONLINE

- Instantly check our availability. For your convenience, we manage our schedule on this booking system.
- Secure your reservation in our schedule. We'll check to make sure you have a valid form of payment, but we won't bill your card until 24hrs before the job.
- There is no cancellation fee if you do so more than 24hrs before the job start time.

ABOUT US:

Welcome to Super Friends Moving.... we don't in fact have any superpowers, but we are really good at moving furniture. Our main goal is to utilize the skills we possess to give you the best moving experience you've ever had. Here are some of the services we provide.... - household moving - commercial moving - furniture delivery - out-of-state moving - piano moving - furniture hoisting - studio/office set up and break down - packing - short and long term storage - In addition.... we'll disassemble and move your pool table, load or unload your rental truck, and so much more!

WORKING HOURS:

Sunday:		9:00 AM - 6:00 PM
Monday:		8:00 AM - 6:00 PM
Tuesday:		8:00 AM - 6:00 PM
Wednesday:		8:00 AM - 6:00 PM
Thursday:		8:00 AM - 6:00 PM
Friday:		8:00 AM - 6:00 PM
Saturday:		8:00 AM - 6:00 PM

EQUIPMENT DETAILS:

Furniture dolly:

they come standard with our trucks [upon request, no fee]

Hand truck:

they come standard with our trucks [upon request, no fee]

Rope

they come standard with our trucks [upon request, no fee]

If you would like us to bring any of the equipment listed, **make sure to put this request in your order details when placing your order.** If additional fees are listed for this equipment, you must arrange payment for these items directly with us after your order is placed.

Super Friends Moving, LLC -325 NE 54th St, Seattle, WA 98105

customer resources

affiliate & helper resources

terms & policies

how it works

frequently asked questions

moving 101

industry highlights

mover scholarships

affiliate program

get listed on hireahelper

movers academy

login

complaints & claims insurance, terms & policies

login

get in touch

contact hireahelper hireahelper careers

blog









Reviews & Complaints

View Customer Reviews [0]

View Customer Complaint [1]

Click here for detailed explanation of how BBB processes Customer Complaints

Customer Complaints Summary

1 complaint closed with BBB in last 3 years | 1 closed in last 12 months

Complaint Type	Total Closed Complaints		
Advertising/Sales Issues	0		
Billing/Collection Issues	0		
Delivery Issues	0		
Guarantee/Warranty Issues	0		
Problems with Product/Service	1		
Total Closed Complaints	1		

The business failed to respond to the dispute. (1 complaint)

8/3/2016

Problems with Product/Service

Complaint

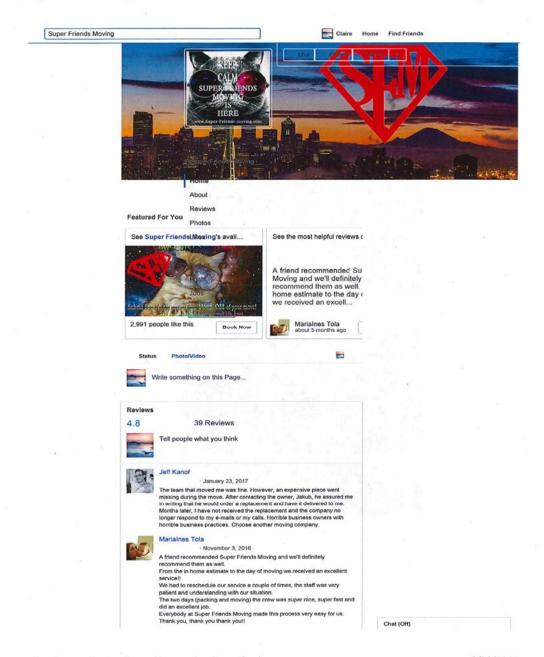
I used Super Friends to help unload a Pod for me back in February. The movers were on time, super fast and nice. Everything went smoothly except that when they moved my bed with underbed drawers upstairs they didn't take out or secure the drawers and one of them fell out and came crashing down the... stairs. The damage to the floor was fixable (I fixed it), but the drawer itself was broken. The movers were totally apologetic and said they would be in contact about either replacing the drawer or refunding us. Almost two months go by and I get no follow up. I tried to call them and got blown off. I tried again and was told to write up my request in an email. They respond to that email and asked which drawer would need to be replaced. Great! I responded the same day with the drawer info. That was May 1st. I have still received no response despite my repeated attempts to resolve the matter.

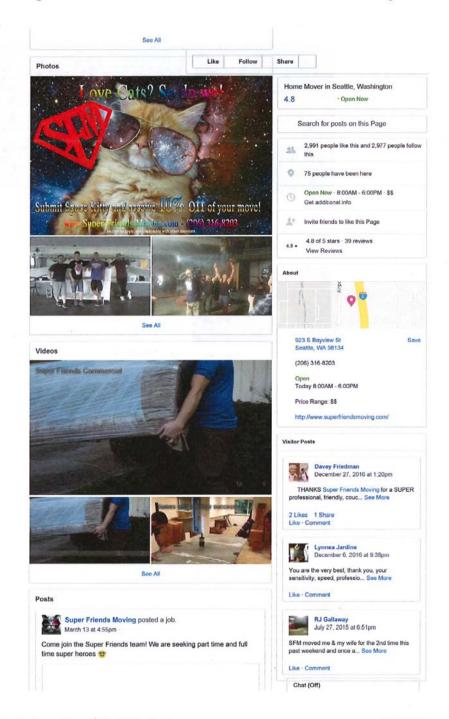
(Show Less of Complaint)

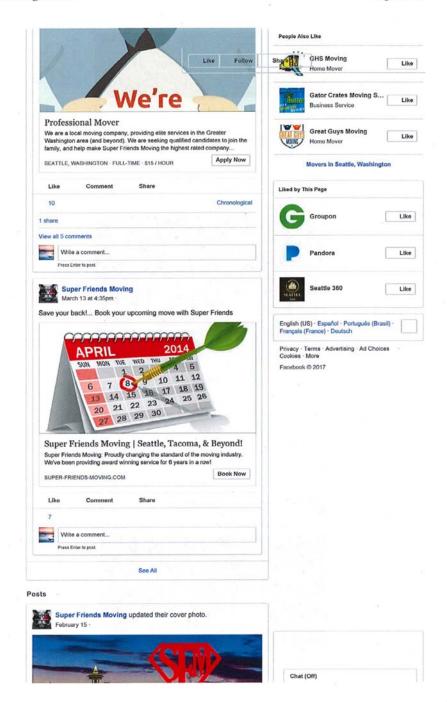
Desired Resolution

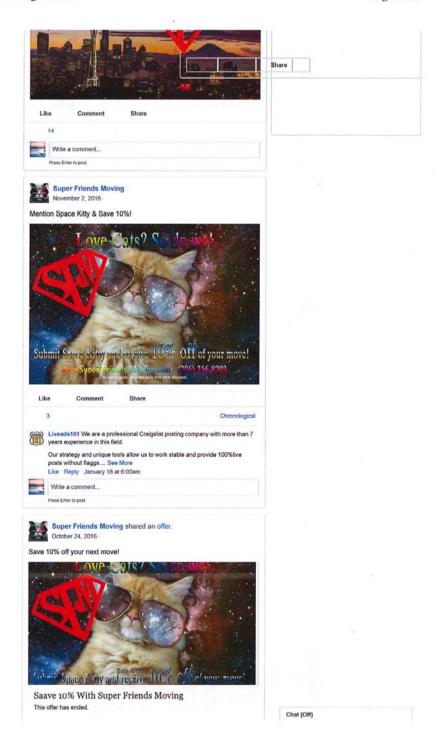
Either replace my drawer or pay me for it.

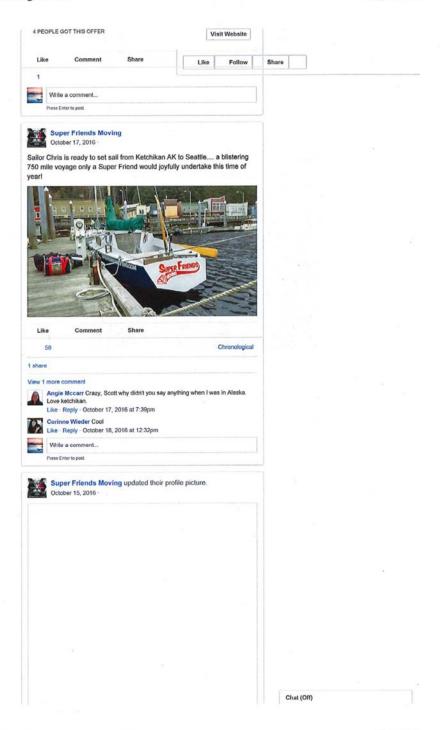
SORT BY: O Customer ratir	○ Most helpful ● Date
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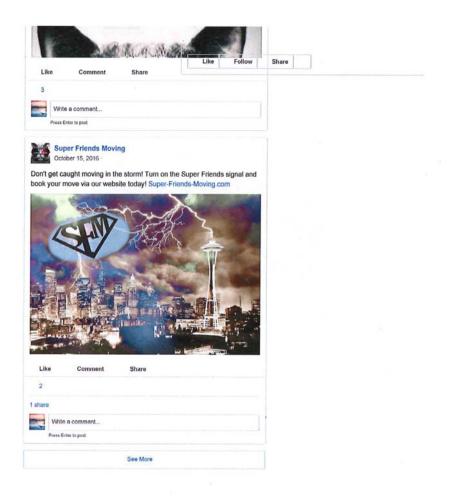












Find tacos, cheap dinner, Max's

Near Seattle, WA, US

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Log In



\$50 for \$100 at Super Friends Moving



Reg. Price Discount \$100 50% \$50

From the Business

Seattle, WA 98104

Super Friends Moving DDDDC 386 reviews 107 Spring St



Frequently Asked Questions

- What am I getting?
- How do I redeem my Deal?
- How long can I use my Deal?
- How do I keep tabs on my Deal?
- What's the Deal with tipping?
- > What if I have a problem with the Deal?

What You Get

- You get a voucher redeemable for \$100 at Super Friends Moving.
- · Print out your voucher, or redeem on your phone with the Yelp app.

Additional Restrictions

Promotion lasts for 1 year from date of purchase, After that period, your voucher is redeemable for the amount you paid. Not valid as payment for Eat24 purchases. All equipment provided. Not valid with other vouchers, certificates, or offers. Must use in a single visit. Only 1 voucher(s) can be purchased and redeemed per person. By appointment only. Up to 3 can be purchased as gifts for others. Must make appointment at least 24 hours in advance. 24-hour cancellation notice required or your voucher is forfeited. Subject to the General

Reviews for Super Friends Moving





The manager Jakub is super on quoting the moving, and the crew James and Brandon came in on time and finished the move exactly in the quoted hours. It is impressive. They are very friendly and careful about your furniture.

liked that they have some wonderful apps to process the bill on the phone.

highly recommend.



118 friends 182 reviews

Elite '17

3/1/2017

About a month before our move I submitted requests for quotes from 3 different moving companies when it came time to arrange our move from Capitol Hill in Seattle to the suburbs. Super Friends Moving made the best impression from the get go. When I filled out their online estimate form they got back to me in less than 24 hours. The quote, which was prepared by Joseph, was very detailed and outlined all charges, it also included helpful information like their loss/damage coverage policies, moving tips, etc... Overall it was a very well thought out package, and is what made me decide to go with Super Friends.

Their estimate was competitive with other quotes I received. For moving our apartment, clearing out our storage unit and delivering everything to our new home they suggested a crew of 4 men and two trucks for 7 hours. We hired them.

On the appointed day I got a call from the team lead, Steve, confirming our location and the plan for the day. The team of four: Steve, Sam, Mikey, and Beau showed up on time and ready to go. They were all super nice and worked very efficiently. I couldn't believe how quickly the cleared out our apartment, which included dismantling and moving a very large and very heavy Tempur-pedic bed. The same thing happened at our storage unit. The guy that was managing the storage unit even stopped to ask me what company we were using because he wasn't used to seeing storage units emptied so quickly. The guys never stopped. They also helped with protecting some of our large furniture in the storage unit that the last moving company we used didn't leave wrapped.

After the storage unit they took a quick half an hour lunch (off the clock) and then showed up to our house to deliver all of our stuff. Here again they worked quickly and efficiently. They moved some really big and heavy pieces very carefully upstairs. Nothing was damaged. A few times we changed our minds about where to put something in the house, for which we apologized. Steve reminded us that they were there to do what we needed and to be a convenience for us. It was nice to be reminded of that. I find that it's often really hard to find service-minded individuals in the service industry. These guys definitely have it. In total it ended up taking 8 hours instead of 7, but I don't fault the guys for that at all. They worked hard and fast, we just had a lot of stuff. I would happily hire them again the next time we move, though I hope that won't be for a very long time!



11/15/2016

So easy to work with! They came out to quote our move, gave us a quote same day and confirmed our slot the next day. On moving day, they were on time and even called before they arrived._just like they said they would.

The move was so easy. They took great care of all our things and were so polite. All 4 guys on the crew were really wonderful. I thought moving day was going to be terrible...because, who likes to move, but they completely made moving easy! They never complained once and we have really really heavy furniture. We also just had new carpet installed and they had to keep taking off their shoes before going on the carpet, so it was out in rain, shoes off.

I feel terrible because we usually have some food and water for the movers but we were so behind, I completely forgot. Im kicking myself for not planning ahead better, they were completely deserving of some extra snacks after all the work they did.

Thank you so much for making our move so easy. James was the main guy in our crew and he was great to talk to, professional and easy to work with.



I've used Super Friends Moving twice now, and am delighted to report that they are still as terrific. The guys are conscientious, high energy, courteous, and respectful of your belongings and needs. And man, were they FASTI They deliver on all points.

.

★★★★ 5/21/2015 • Previous review

We had 3 bedrooms' worth of stuff in a two bedroom place, with furniture that was... Read more



★★★★★ 3/28/2017

Great service, friendly movers -- very customer-focused! We have used SFM for several moves and have always been pleased with their team and their work. Highly recommend them.

See all 386 reviews

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(MOVINGSERVICES.HTML)

THE MOVING PROCESS (MOVINGPROCESS.HTML)

● LOCATIONS (MOVINGLOCATIONS.HTML)

№ ESTIMATES
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ESTIMATES

Old Fashioned In Home Estimates to Automated Instant Quoting, We do it all.

Booking a move has just gotten easier! 1 bedroom and studio apartments can be priced using our instant online pricing system. Booking your move instantly is just a couple questions away!

Larger moves require a little more planning and the careful eyes of our Full Time Booking Team. Our Booking Team can estimate most moving projects online with the correct details.

Are we helping you move your home of 3 or more bedrooms? Office? Quirky Moving Project? We'd love to help! We would also like to send our highly experience estimator to visit your project to determine the most efficient solution to your move.

All of this can be done without even picking up the phone, however if you have any questions, please call us at 7 Days a week at 206.316.8203

FREE ESTIMATES! (HTTPS://SUPERFRIENDSMOVING.FORMSTACK.COM/FORMS/SFM16_INDEXROUTER)



3 PACIFIC NORTHWEST LOCATIONS

Seattle, Washington

Greater Seattle Area, Bellevue, Kirkland, Mercer Island, Issaquah, East King County, Snohomish County, & Beyond!

Tacoma, Washington

South King & Pierce County, Des Moines, Renton, Auburn, Tacoma, JBLM, Gig Harbor & Beyondi

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Questions

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FAQ (FAQ.HTML)

Are you in betweeen places? Need a place to store it until you get keys to your new place?

ASK A QUESTION

Partial Packing

Burnt Out on Packing? Let us finish the pack before your move!

ALWAYS HIRING GREAT PEOPLE!

Commercial Delivery Service

Ask about setting up a Commercial Delivery Arrangement

DELIVERING TO AND FROM

Long Distance to

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(MOVINGSERVICES.HTML)

THE MOVING PROCESS
(MOVINGPROCESS.HTML)

锁 SERVICE AREA (MOVINGLOCATIONS.HTML) **▶** ESTIMATES
(MOVINGESTIMATES.HTML)

BUY MATERIALS
 (BUYMATERIALS.HTML)

C (206)316-8203 (TEL:2063168203) Home / Services

SERVICES

We have a vast array of skills that creates a comprehensive moving experience.



YOUR PREMIERE ONE STOP SHOP

LOCAL MOVES

The backbone of our Award Winning Servicel Show us or tell us about your move, and we'll provide the most efficient amount of movers, the appropriate truck(s), furniture pads, tools, doilles, parking permits, etc. All local moves include complimentary wardrobe rental and mattress bags. Did you know we dis-assemble and re-assemble furniture as well?

LONG DISTANCE MOVES

It's our same great service, but with a few extra miles in between. We work diligently to coordinate the same team throughout all phases of the move. The driver will be the lead during the load, the unload, and he will personally drive your goods. We never transfer you through subcontractors and you'll always have direct contact with your lead!

LABOR ONLY

We can provide our gentleman to assist in your moving project. Whether you have a truck, POD Storage, or moving things around your home, hire Super Friends for your moving labor needs.

PACKING SERVICE

You've got better things to do then pack your house. Your life doesn't have to stop just because you're moving! Carry on with your meetings, soccer practice, and music lessons, and have us take care of the packing. We can pack your home the day before and arrive early the next day to move to your new home.

CRATING SERVICE

Some items just don't belong in a standard moving box. Whether it's extremely delicate or extremely valuable, have us build a custom crate to add PHYSICAL insurance around those irreplaceable items.

PIANOS, POOL TABLES, & OTHER SPECIALTY ITEMS

We move pianos, uprights, grands, baby's (we're still talking piano's, not humans or furry friends) and most other specialty items that need to be moved. Did you know you can book us to move your piano at the same time as your house move? Moving with Super Friends, means more service and less hassle.

STORAGE

Do you need storage in between homes or businesses? We're happy to store in our secure warehouse items that are waiting to be delivered to their new home.

HOISTING

Here's the situation. You have furniture that needs to go up another floor. The stairs and elevator aren't being cooperative. Call Super Friends and we'll hoist your furniture through a window or up a balcony, as long as it big enough!

COMMERCIAL MOVES & DELIVERY

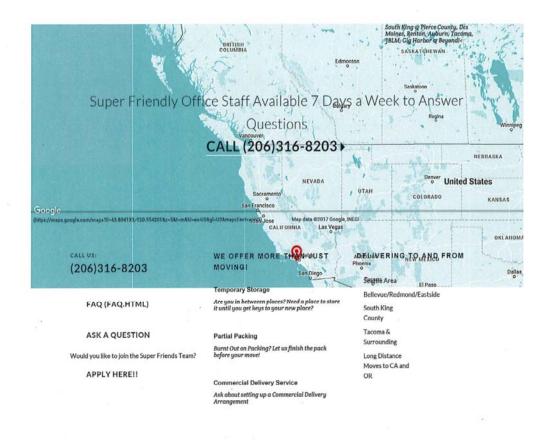
We are a premiere one stop shop for residential and COMMERCIAL Moves! We'll move you to your new office or warehouse. Or do you have regular delivery needs, but not enough for you to hire a full time driver, truck, and all its costs? Inquire about our On Demand Delivery Service to set up a delivery arrangement.

SERVICE AREAS

Seattle, Washington

Greater Seattle Area, Bellevue, Kirkland, Mercer Island, Issaquah, East King County, Snohomish County, & Beyond!

Tacoma, Washington



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Home / Estimates

ESTIMATES

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Are we helping you move your home of 3 or more bedrooms? Office? Quirky Moving Project? We'd love to a constant of the project of the projehelp! We would also like to send our highly experience estimator to visit your project to determine the most

All of this can be done without even picking up the phone, however if you have any questions, please call us a property of the phone of the phoneat 7 Days a week at 206.316.8203

FREE ESTIMATES! (HTTPS://SUPERFRIENDSMOVING.FORMSTACK.COM/FORMS/SFM16_INDEXROUTER)



3 PACIFIC **NORTHWEST** LOCATIONS

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Seattle, WA

Tacoma, WA

Long Distance to and from CA

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