Exh. SP-14 Docket TV-180605 Witness: Susie Paul

## BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In re Application of

**DOCKET TV-180605** 

DOLLY, INC.

for a permit to operate as a motor carrier of household goods and a permit to operate as a motor freight common carrier

## EXHIBIT TO TESTIMONY OF

**Susie Paul** 

STAFF OF WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

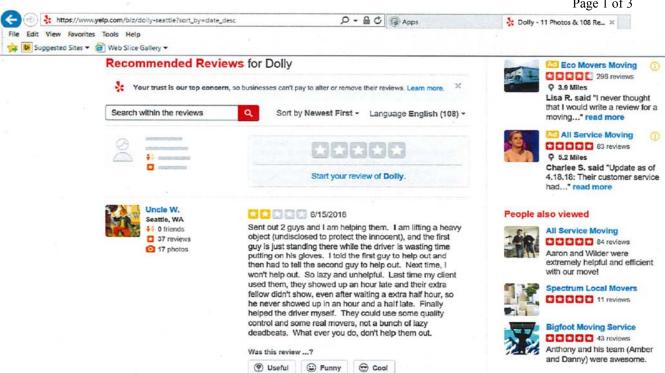
Yelp Reviews for Dolly, Inc.

November 30, 2018

## Attachment C

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0







Excellent, no hassle service. Dolly picked up my craiglist item from the seller and brought to my home, without me being there. Great app.

Was this review ...?

③ Useful ② Funny ③ Cool





I am very disappointed in the service I received from Dolly and cannot recommend them. Their customer service has been very unresponsive.

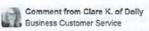
The movers managed to drop my armoire down a flight of stairs. Not only did this damage the armoire but also the wood floors where it landed. Additionally, the walls around the stairs and the banisters were damaged.

Accidents happen. However, Dolly has been very slow to process my claim, and now will not provide an update on status of those various insurance claims, having not answered messages for over 2 weeks.

I would like them to actually respond in a timely fashion and actually settle as I am currently out of pocket by a significant amount of money.







 $6/1/2018\,\cdot\, \text{Hello Liam, I}$  am so sorry to hear about this experience.

Although damage claims to this magnitude are rare, we do take them very seriously when they happen and oftentimes this process takes a little longer than most due to having to reach out to multiple people. We truly appreciate your patience and understanding whilst we process this claim and I have personally followed up with an update today.

We hope that we can get this resolved very soon and to your satisfaction.

Clare-Dolly Support Read less

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Assembling services 2 of 3

Large and heavy item moving Local moving

People found Dolly by searching for...

Moving Company Seattle

Furniture Mover Seattle

Furniture Delivery Service Seattle

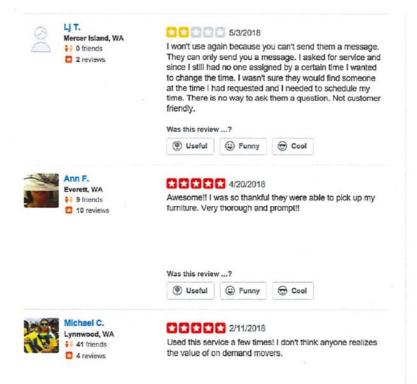
## Near Me

Large & Heavy Item Moving Near Me

Movers Near Me

Residential Junk Removal Near Me

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Dolly Yelp reviews, printed June 15, 2018