

REGISTERED MOVER PROGRAM



Statement of Policy

MARYLAND MOVERS COUNCIL OF THE MARYLAND MOTOR TRUCK ASSOCIATION

SECTION 1. AUTHORITY

Authority for the Registered Mover Program of the Maryland Movers Council is vested in the Registered Mover Committee.

SECTION 2. OBJECTIVES

The objectives of the Registered Mover Program are:

- A. To require members to abide by a Code of Ethics, so that customers will be assured that their mover(s) will work within those high standards.
- B. To establish general guidelines and standards for Registered Movers in dealing with customers.
- C. To provide a system for arbitrating disputes between movers and customers, so that customers will be assured of a timely resolution of any complaint without the need for costly and time consuming litigation.
- D. To provide other services as deemed appropriate by the Registered Mover Committee.

SECTION 3. ORGANIZATION

- A. The Committee
The Registered Mover Program will be directed by a committee, consisting of at least three members of the Program, who will be appointed by the Chair of the Maryland Movers Council.
- B. Arbitration Sub-Committee
The Committee shall appoint an Arbitration Sub-Committee as needed, consisting of at least two members.

SECTION 4. DUTIES

- A. The Committee: It is the responsibility of the Registered Mover Committee:

1. To establish an annual work

plan and budget to implement the Registered Mover Program, as directed by the Maryland Movers Council Executive Committee.

2. To review applications for membership in the Registered Mover Program and rule on the admission of prospective members.
3. To review, and where necessary, to rewrite these guidelines and to submit all proposed changes to the Maryland Movers Council for its approval.
4. To receive reports of the Arbitration Sub-Committees and to recommend suspension or expulsion of members who fail to comply with the directives of the Arbitration Sub-Committees.
5. To establish policies and procedures necessary to carry out the objectives of the Registered Mover Program.

- B. Arbitration Sub-Committee: It is the responsibility of the Arbitration Sub-Committee:

1. To review all complaints submitted to them and to issue written decisions binding upon the parties involved.
2. To recommend to the Registered Mover Committee the suspension or expulsion of members who fail to comply with the directives of the Arbitration Sub-Committee.

SECTION 5. REQUIREMENTS OF A REGISTERED MOVER

A Registered Mover agrees to:

- A. Abide by the Registered Mover

- Program Code of Ethics.
- B. Arbitrate customer/mover disputes according to the procedures of the Registered Mover Program.
- C. Abide by the decisions of the Arbitration Sub-Committee.
- D. Abide by all applicable state and federal laws and regulations.

SECTION 6. CUSTOMER COMPLAINTS

- A. **Scope of Authority:** The Arbitration Sub-Committee, in accordance with procedures adopted by the Registered Mover Committee, and §3-206 of the Courts and Judicial Proceedings Article of the Annotated Code of Maryland, will review and rule on unresolved complaints involving members of the Registered Mover Program. Upon request, the Arbitration Sub-Committee will review and rule on unresolved complaints involving non-members of the Registered Mover Program for an established fee.
- B. **Guidelines:** In rendering a decision, the Arbitration Sub-Committee will be guided by:
 - 1. Policy decisions of the Registered Mover Committee.
 - 2. Previous decisions in similar cases.
 - 3. Generally accepted industry practices.
 - 4. Contractual agreements between the customer and mover.
- C. **Discipline:**
 - 1. **Enforcement:** The Registered Mover Program reserves the right to enforce any disciplinary action that it, or any sub-committees, deem necessary.
 - 2. **Mechanism for enforcement:**
 - a. Notice of any violations shall be issued to the Registered

Mover by certified, first class mail to the address listed on the Registered Mover's application for membership.

- b. The Registered Mover has thirty (30) days from the date notice is mailed in which to file a written response to the issued notice.
- c. At the expiration of the thirty-day period, the Arbitration Sub-Committee shall conduct a hearing in order to review the notice of violation(s) as well as any response filed by the Registered Mover. The Registered Mover shall have the opportunity to attend the hearing.
- d. The Sub-Committee shall decide, after review of the notice of violation and hearing, whether to recommend dismissal of the notice of violation, suspension of the Registered Mover, or expulsion of the Registered Mover from the Registered Mover Program.
- e. Expulsion of the Registered Mover shall be decided by the Executive Committee of the Maryland Movers Council.

- D. **Appeals:** Appeals may be made to the Registered Mover Committee at the meeting at which the suspension or expulsion recommendation is to be made.

SECTION 7. INTERPRETATION

Any questions as to the meaning or proper interpretation of any of these provisions shall be determined by the Registered Mover Committee.

Your Symbol of CONSUMER CONFIDENCE



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 MARYLAND MOTOR TRUCK ASSOCIATION
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