

NEWS RELEASE

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BUREAU OF HOUSEHOLD GOODS AND SERVICES CONDUCTS STATEWIDE SWEEP OF UNLICENSED MOVERS

The operation works to protect consumers ahead of the busy holiday moving season.

SACRAMENTO — The California Bureau of Household Goods and Services (BHGS) conducted a two-day statewide sweep operation focusing on unlicensed and uninsured household movers.

The operation, part of BHGS's ongoing work to protect California consumers from predatory movers, took place this quarter in Alameda, Los Angeles, Orange, Sacramento, San Diego, San Francisco, San Joaquin, and Stanislaus counties. The effort focused on identifying household movers operating without a valid BHGS license and/or workers' compensation insurance.

During the sweep, BHGS staff conducted on-site inspections of 40 household movers and informed them of state licensing and insurance rules. The Bureau is now working with these businesses to ensure they follow the law and is taking enforcement action where needed.

"As people take time off for the holidays, we see the number of moves increase. We want to make sure California consumers and their belongings stay safe from unlicensed and uninsured movers," said BHGS Deputy Chief Claire Goldstene.

Bureau of Household Goods and Services Conducts Statewide Sweep of Unlicensed Movers

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A household mover is a business that is hired to transport household goods and personal effects. Businesses must be licensed with BHGS if they move household goods entirely within California or if they do so entirely within California as well as into or out of California.

Hiring unlicensed and/or uninsured household movers can put consumers at greater risk, as these businesses may not comply with state and federal consumer protection laws. Practices employed by unlicensed or uninsured household movers can include providing low estimates before the move then raising the price after the goods are in route, holding goods hostage until the balance is paid, or ignoring claims for goods damaged during the move.

In addition, movers who do not carry workers' compensation insurance put their employees at risk.

BHGS encourages consumers to always verify a household mover's license and workers compensation insurance before doing business with them using its [online license search](#).

When preparing for a move, consumers can also find valuable information on the BHGS website, including:

- [Helpful Tips When Moving Within California](#) ([available in Spanish](#))
- [Helpful Tips When Moving Into or Out of California](#) ([available in Spanish](#)).

Consumers can also watch videos like [Helpful Tips When Moving Within California](#) and [Helpful Tips When Moving Into or Out of California](#), which provide consumer-protection information regarding in-state moves and moves into or out of California.

If something goes wrong during a move, consumers can file a complaint at www.bhgs.dca.ca.gov.

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ABOUT THE BUREAU OF HOUSEHOLD GOODS AND SERVICES: The Bureau of Household Goods and Services (BHGS) licenses and regulates businesses in the following industries: household movers, home furnishings, thermal insulation, electronic and appliance repair, and service contracts/protection plans. Contact BHGS at <http://www.bhgs.dca.ca.gov> or (916) 999-2041.

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