

# Agreement

I understand to maintain the public trust, participation in the ProMover Certification Program is restricted to only those companies who exhibit the highest standards of performance, regulatory compliance and customer service.



## Our organization agrees, as evidenced by my signature below, to:

- Higher ethics and professionalism in the moving industry;
- Provide evidence that we have legitimately provided service for 18 months under our corporate name through letters either from an association or van line affiliation;
- Submit two letters of reference from ProMover members or state moving associations;
- Abide by the ATA Moving & Storage Conference Code of Ethics;
- Verify our company is in good standing with the state by attaching either a state quarterly or annual filing to the application;
- **We agree to adhere to the following professional business standards:**
  - Provide prospective customers with various materials re: rights/responsibilities
  - Advertise fair and accurate with appropriate governing numbers
  - Provide customer with liability information pre-move
  - Provide estimates of costs (unless waived under valid circumstances)
  - Abide by the 110% rule for collections
  - Prepare descriptive inventory
  - Weigh shipment by certified scale when charges based on weight, furnish evidence and perform reweigh upon request
  - Make reasonable efforts to fulfill service arrangements, including pickup/delivery dates, and keep customers advised of delays
  - Acknowledge claims within 30 days, final disposition within 120 days
  - Arbitrate disputes \$10,000 or less under National Arbitration Forum program
  - Verify of satisfactory rating with consumer reviews
  - No outstanding complaints in the ATA consumer database

I have read and agree to abide by the Terms and Conditions for the use of the ATA ProMover Certification Program logo. This Agreement shall continue in full force and effect as long as our organization continues to comply with these terms of this Agreement, including any Amendments thereto as may be established by the ATA. I am authorized to enter into this Agreement on behalf of my company.

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Motor Carrier (MC/Docket) or Appropriate Governing Number: \_\_\_\_\_

Principal Executive (Signature): \_\_\_\_\_ Date: \_\_\_\_\_

Principal Executive (Print): \_\_\_\_\_

Principal Executive Email: \_\_\_\_\_

**Please complete, sign and return this agreement to American Trucking Association, Attention: Industry Affairs:**

*e-mail:*  
[moving@trucking.org](mailto:moving@trucking.org)

*or by mail:*  
American Trucking Associations  
Industry Affairs  
950 North Glebe Road, Suite 210  
Arlington, VA 22206