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For immediate release

Consumer Advisory

6-09

PSC Warns Licensed Movers about Using Brokers

ATLANTA, November 3, 2009 – The Georgia Public Service Commission is issuing a cautionary warning to all licensed intra-state household goods movers about contracting with or otherwise engaging the services of a moving broker. The Commission has received a number of complaints from aggrieved consumers about this practice.

Complaints have been filed against Ernie McNab whose business, Ace Packing Services is located at 6355 Hampton Creek Drive, Cumming, Ga. 30041. The Commission has received grievances ranging from: 1) Shippers being promised moving services by the broker that the carrier was unable to deliver; 2) Unprofessional business demeanor by the broker, such as the use of coarse or offensive language to the shipper; and 3) Questionable business practices such as issuing a low-ball quote to the shipper. Additionally, this broker is currently under investigation for several instances of operating as an illegal household goods mover.

The Commission will hold any licensed Georgia mover responsible for the actions of a moving broker if they are done in conjunction with a move that is performed by the licensed household goods carrier. The Commission will further hold any licensed Georgia mover responsible for the actions of the broker where the move has been presented and or made under the auspices of the licensed mover's certificate whether or not the licensed mover actually participated in the move.

