



THE REMINDERS ... AND ... "BIG NO NO" LIST

Here are some helpful reminders — which you've seen before — to help you keep things straight as the busy season starts. This list is also available for ready reference in the "Members Only" portion of www.imawa.com:



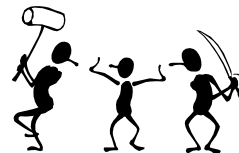
- **Residential moves in Illinois are fully regulated, just as they always have been.**

- Thou shalt remember that complaints, tickets, or administrative citations will trigger a full audit by the Ill.CC.
- Thou shalt use your correct Ill.C.C. license name at all times, including all advertising, paperwork, truck ID, website, etc. (For example, adding "AAA-" or other creativity is grounds for disconnecting your telephone!)
- Thou shalt remember to have the customer sign the paperwork (B/L and warehouse receipt). This is vital for your protection in case of claim or need to sell a storage lot. It's your contract!
- Thou shalt provide all your residential customers with the "Consumer's Guide to Moving in Illinois" (as required by law).
- Thou shalt honor thy tariff. Do you know where your tariff *is*? Be sure to understand all the provisions that apply for your company and charge the correct rates. You can make changes!
- Thou shalt not advertise discounts via coupons or in any other manner.
- Thou shalt not give away free packing material (new OR used) unless you have specifically added such a provision in your tariff.
- Thou shalt not rent packing material to customers unless you have specifically added such a provision in your tariff.
- Thou shalt not give away insurance." Giving away coverage is considered an illegal rebate unless such provision is



specified in your tariff. Full replacement valuation is available only for interstate moves. Full replacement coverage must be in the form of trip transit insurance (and you must give your customer a policy or certificate of insurance).

- Thou shalt have a current warehouse license if you take custody of anyone's property for storage purposes. Thou shalt not use a mini-warehouse for this purpose.
- Thou shalt provide customers with an executed warehouse receipt/storage contract for all storage shipments.
- Thou shalt not lease your authority to anyone. You may lease equipment from an independent contractor, but you are totally responsible for all moves (and claims) performed by that contractor.
- Thou shalt remember to prepare rental trucks properly when used for your moving jobs (of any type): name placard on door, Ill.C.C. franchise stamp, copy of Ill.C.C. license, etc.
- Thou shalt consider using IMAWA's Internet web site address in your advertising, business cards, stationery, etc. as an information resource for your customers (www.imawa.com).
- For office and industrial moving, only the rates have been deregulated. All other rules apply (Ill.C.C. license, cab cards, truck I.D., bill of lading).
- **Thou shalt remember to do unto others as you would have them do unto you.**



**If you have any questions, call IMAWA
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