



ICC recommends tips for hiring intrastate household goods movers

Chicago, IL – With the spring moving season approaching, the Illinois Commerce Commission (ICC) is reminding Illinoisans to look for red flags before handing over their belongings to a potential moving company.

“Before packing up your household, check the ICC website for a company’s complaint history, and confirm the mover holds a valid state license. A quick check can help unsuspecting customers from dealing with unexpected fees or scams come moving day,” said **ICC Chief of Police Ruben Ramirez Jr.**

The [ICC’s Smart Tips](#) when moving within the state include:

- **Check to see if the moving company is licensed** by the ICC to operate in Illinois.
- **Do not rely on mobile apps alone** to select and schedule your movers.
- **Ask the mover to visit your home.** If you can, show them the contents of every room, closet, garage, etc. you want moved, and talk about what they can expect at the new home.
- **Request a written estimate.** The quote is not binding, but it will give you a reasonable expectation of what you’ll be required to pay on moving day.
- Discuss your options for loss and damage protection. **Get it in writing.**
- **Be prepared to pay 110 percent** of the written estimate on moving day. A mover cannot hold your goods if you pay the written estimate, plus an additional 10 percent.
- If a mover offers ‘freebies’ (cartons, tape, etc.) **ask questions up front** to avoid surprises later.
- **Start your search** at least six weeks ahead of your move.

Read the ICC’s complete list of [recommendations for hiring a household goods mover](#). **Los consejos también están disponibles en español.**

“A move should be an exciting new chapter—not a risk. Unlicensed movers often lack the insurance and oversight needed to protect customers, which can lead to serious problems. That’s why the [Illinois Movers’ and Warehousemen’s Association \(IMAWA\)](#) stands behind more than 200 licensed, dependable movers across the state,” said **IMAWA Executive Director Matt Hart**.

“Finding the right mover is essential. Make sure you do your research for quality businesses you can trust. A great resource is BBB.org to check mover ratings and reviews,” said **Better Business Bureau CEO Steve Bernas**.

Throughout the year, ICC police officers conduct patrols and issue administrative citations for violations ranging from operating without a household goods license to driving on a suspended license. ICC police will be increasing patrols across the state in the coming weeks to ensure intrastate movers comply with Illinois’ rules and regulations.

Intrastate moving companies in Illinois must be licensed with the ICC. Consumers can visit the [ICC website](#) or call **217-782-6448** to see if a mover is properly licensed or to view any complaints against a company.

Residents moving to another state can check licensing and complaint history with the [Federal Motor Carrier Safety Administration's Protect Your Move](#).

Consumers can file a complaint against an intrastate household goods mover [here](#).

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About the Illinois Commerce Commission

The Illinois Commerce Commission (ICC) is a quasi-judicial body made up of five Commissioners. Through its Public Utility Program, the Commission oversees the provision of adequate, reliable, efficient, and safe utility services at the least possible cost to Illinois citizens served by electric, natural gas, telecommunications, water, and sewer public utility companies. Through its Transportation Regulatory Program, the Commission oversees public safety and consumer protection programs with regard to intrastate commercial motor carriers of general freight, household goods movers, relocation towers, safety towers, personal property warehouses, and repossession agencies. The Commission's Rail Safety Program also inspects and regulates the general safety of railroad tracks, facilities, and equipment in the state.

To learn more about the Commission, its offices, and bureaus, click [here](#). Consumers who need help resolving a utility dispute can call 800-524-0795 or file an [online complaint](#). For all transportation-related complaints, call 847-294-4326.

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