



California Public Utilities Commission

505 Van Ness Avenue, San Francisco, CA 94102

PUC OPENS INVESTIGATION INTO OPERATIONS OF UNLICENSED MOVING COMPANY GLOBE VAN LINES

The California Public Utilities Commission (PUC) opened an investigation (I. 04-08-023) on August 19, 2004, to determine the fitness of Globe Van Lines of California to obtain a permit, and whether fines and sanctions should be imposed for violations disclosed in staff's investigation.

Globe Van Lines of California is based in Chatsworth and Hayward. Isaac Nagar is the president of the corporation. The PUC's Consumer Protection and Safety Division staff opened an investigation in response to consumer complaints alleging overcharges and loss and damages on moves performed by Globe. The investigation disclosed that the following violations:

- PUC Section 5133: No household goods carrier shall engage, or attempt to engage, in the business of transporting household goods unless there is in force a permit issued by the Commission. The carrier conducted at least 67 household moves without a permit issued by the Commission.
- PUC Section 5135.5: No certificate of workers' compensation coverage was on file and in effect with the Commission during a period of time in which the carrier employed workers in its moving business.
- MAX4, Item 128(2)(q): Carrier failed to show a "Not To Exceed price" on the Agreement For Moving Services/Freight Bill.
- MAX4, Items 128 and 132: Carrier failed to show on some of the Agreement/Freight Bills information required such as name and address of carrier, T-number, move date and hours used in the move.
- PUC Section 5314.5: The corporation permitted the issuance of written advertisements and Internet web site broadcasts holding out to the public that it was in operation as a California intrastate household carrier without having a valid permit in force issued by the Commission.
 - MAX4, Item 92(11). Carrier did not maintain a claim register. Carrier did not always comply with item 92(15) by keeping claimant informed as to the status of the shipper's damage and/or overcharge complaint.