

RENÉ WRIGHT

DEPT. OF TRANSPORTATION  
DOCKET SECTION

98 JUL -6 AM 11:51

Docket Clerk  
U.S. DOT Dockets, Room PL-401  
400 Seventh Street, SW  
Washington, D.C. 20590-0001

RE: DOCKET NO. FHWA-97-2979 -4

To Whom It May Concern:

This letter concerns an unpleasant experience with a moving company.

My family's experience was extremely stressful and frustrating. There are two main issues that are being addressed.

In the Fall of 1996, my son, Michael Porth, was moving from Arizona to California. He received a moving bid from United Van Lines, Inc. Upon destination, we were told that the cost was almost twice the amount of the original estimate. The household goods were put in storage until we paid an additional amount. The estimator deceived us. If we had an accurate estimate, we, the consumer, would have a choice to remain with that company or go to another source. At that point, we felt used and abused.

Also, at the time of departure, it was made clear that no one could meet the truck until a specified time period. That was written on the original agreement. However, the delivery was made sooner and we were charged an additional storage fee and delivery fee.

This experience was not consumer/user friendly.

Sincerely,



René Wright

Cc: Ron Bockenkamp  
Investigator, Office of Attorney General of Missouri