7/11/98

QA# 37478

To: Docket Clerk

re: Docket No FHWA-97-2979.25

DEPARTMENT OF TRANSPORTATION

98 JUL 15 PM 3:27

DOCKET SECTION

In response to office of Mo. Attorney General regarding our moving experience from Calif to Az. we had several incidents with the mover, but our claim was for imprints on our furniture from packing blankets

At the time of loading I watched the movers force furniture into spaces with great exertation. Our load remained on the truck for several days and when delivered had imprints from their blankets. Drivers was rude, and offered no help. We wrote & called carrier, no reply, finally wrote to Att. Gen. We received a phone call from carrier who said damage was not covered We explained we paid $300.00 for insurance, his reply "That's not insurance" - end of conversation.

John H Small

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