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DEPARTMENT OF TRANSPORTATION  
98 JUL 16 PM 5:08  
DOCKET SECTION

Dear Sir:

FHWA-97-2979-29

I certainly do have some comments to make about my **claim** against Roe Moving Company. I hired them with **reassurance from Charles** Pascal, employee that my goods **would** be shipped stored **and** packed in a **suitable** fashion.

**After all** the damage was done, I tried contacting Mr. **Mcollister** the owner. He was very rude and **abrupt with me, he was no one that I could reason with. I also understand that he is on the board with MR Bob Bear. United Van Lines.** I was shocked at this man's attitude about my misfortune. Putting it bluntly he had no concern for me what so ever.

I settled my claim with **United**, I bought a **25,000 dollar golden umbrella policy off of** Roe Movers. To protect my goods.

**United** wanted to **only** award me **2,000 dollars** for damages.

**After** a constant battle day **after** day fighting on the phone. I **called** Bob Bears home and talked to his wife.

I asked for her to **please** have him contact me. It seems Mr. Bear was a **little disturbed** about this and decided to have his people settle my **claim**.

The **next** day I got a **call from** one of his people for a written estimate. My **furniture alone** was **worth** about **22,000**. Then there were keepsakes and **collectables** that were damaged and **couldn't be replaced. Approximately 3,000.**

United offered me **1 1,000**, a take it or leave it situation. That was there final offer.

I **settled** because they **left** me in the position with a **new** home with no **furniture** to put into it.

**After** this **claim** went through I **filed** a claim against Roe Movers. I tried to recover the **5,000 dollars** for shipping and storage.

I was denied the claim because the **conned there** way out of it by saying that I settled with united. No one ever **specified this** with me.

Conditions **of household** goods.

**Tables**, broken **legs** scratches chips etc.

**Matress's** wet, **mildew** stains ripped etc.

computer shorted out when plugged in

tv **nobs** broke **off** screen cracked.

**furniture** bedroom, not wrapped on the truck

tools **full** of **rust**

**box of tools** stolen, missing

These **are just** a few **examples** of some of the **damage**. The computer brand aew I paid **4,000** for **an Ibm model xt**.

The point **Im** trying to make here is that these people do not **care** about anyone but themselves. **I t has been a while since this claim, my wife and I are still trying to recover from our losses. I feel that if these people like Mc'collister and Bear were lagidament businessmen and acted like** businessmen these **problems would** not occur **and they** would **stand** by the consumer **and not** there own **wallets**.

**I** must **tell** you Mr. Pascal employee for,

Roe Movers painted a **pretty picture. Controlled** environment ware house, plenty of storage **space, proper handling, goods covered before put** into crates.

The truck driver told me **personally** that our **furniture** was not even covered it was thrown **all** around.

I was **also dis-appointed** in how I was treated by Bear and MC

**collister, I** paid them good **money** for there services and the treated me **unfairly** by the way the **situation** was **handled**.

**Im glad** to have **been able** to participate in this, I **hope other consumer's** can be protested in the future.

Thank you,

  
Thomas M. Cimorelli