



Household Goods Consumer Protection - Mediation Request Form

Form ENF-HHG-MR1
(06/25)

As per 43 T.A.C. §218.62, a claimant may make a written request to the department for mediation regarding a dispute over a fee, or damage to the shipper's household goods. Please complete this form and E-mail to: Enforcement_Mediations@TxDMV.gov or fax your request to **512/465-5652** or mail to TxDMV-ENF, 4000 Jackson Ave, Austin, Texas 78731. **Please include copies of all moving and damage claim documents you have regarding this move.** A copy of the mediation request will be provided to the mediator and the moving company.

Claimant's Name: _____

Move Origin Address: _____

Move Destination Address: _____

Contact Phone Number: _____

Email Address: _____

Mediation is being requested with the following Intrastate Household Goods (HHG) Moving Company:

HHG Moving Company Name: _____

TxDMV Certificate Number: _____ USDOT Number: _____

Contact Person: _____ Phone Number: _____

Date of Move: _____ Is this a dispute over fees or damages: _____

Date you filed claim with moving company: _____

Did the moving company offer a settlement? _____ Date of settlement offer. _____

Did you file a complaint with TxDMV? _____ If "yes", provide the Complaint ID #: _____

Please describe your dispute and the resolution you are seeking:

THE UNDERSIGNED HEREBY CERTIFIES, UNDER PENALTY OF PERJURY, THAT ALL STATEMENTS IN THIS FORM ARE TRUE AND CORRECT.

Signature: _____ Date: _____

THE TEXAS DEPARTMENT OF MOTOR VEHICLES MAINTAINS THE INFORMATION COLLECTED THROUGH THIS FORM. WITH FEW EXCEPTIONS YOU ARE ENTITLED ON REQUEST TO BE INFORMED ABOUT THE INFORMATION THAT WE COLLECT ABOUT YOU. UNDER §§552.021 AND 552.023 OF THE TEXAS GOVERNMENT CODE YOU ALSO ARE ENTITLED TO RECEIVE AND REVIEW THE INFORMATION. UNDER §559.004 OF THE GOVERNMENT CODE YOU ARE ALSO ENTITLED TO HAVE US CORRECT INFORMATION ABOUT YOU THAT IS INCORRECT.

For questions or concerns regarding household goods mover complaints, call (888)DMV-GOTX, or (888)368-4689. For more information, visit our website at: <https://www.txdmv.gov/motorists/consumer-protection/dont-make-a-move>