



## IAMTrusted Moving Company Program

The IAMTrusted Moving Company Program is built on the same foundation of trust as the IAM's Validation Program in IAMX. Over two-thirds of IAM's membership have voluntarily submitted to a Validation process that requires back-up documentation for each of their claimed industry qualifications. These verified documents proving their membership, compliance and quality qualifications are available for review at any time by their industry peers. The result is the formation of a select group of IAMX-Validated service providers that are Trusted Worldwide.

This commitment to trust, professional service and ethical business practices is the basis for the IAMTrusted Moving Company Program. Powered by the IAM Issue Resolution System, the IAMTrusted Moving Company Program is your assurance that issues and disputes among IAM Members will be resolved in a fair, timely and efficient manner.



## IAMTrusted Moving Company Agreement

This Agreement lists the requirements that IAM member companies must adhere to as a condition of earning and maintaining their IAMTrusted Moving Company designation. These requirements are as follows:

1. It has been in continuous legal operation under its current legal structure and operating name for at least 4 years.
  - a. Not applicable to ITMC Branch Companies in the same country as the Parent ITMC
2. A Principal of the IAMTrusted Moving Company has taken the IAMTrusted Moving Company course and agreed to abide by the terms and conditions of the IAMTrusted Moving Company Agreement.
3. It has demonstrated a commitment to professionalism and continual improvement by having at least one staff member of the company earn and maintain in good standing the IAMTrusted Moving Specialist (ITMS) designation.
  - a. ITMC Branch Companies may share a Group ITMS to meet this requirement:
    - i. 1 to 5 branch offices – 1 Group ITMS
    - ii. 6 to 10 branch offices – 2 Group ITMS
    - iii. 11 to 20 branch offices – 3 Group ITMS
    - iv. 21+ branch offices – 5 Group ITMS
4. It has agreed to abide by the FIDI Professional Cooperation Guidelines when dealing with other IAM members when an existing service level agreement (SLA) has not been agreed.
5. It complies with all licensing, regulatory, insurance and bonding requirements for the applicable jurisdictions and specific service lines which it advertises and provides to the public.
6. It has provided documentation of its written data privacy and protection policy that conforms to the principles set forth in the IAM Code of Ethics.

7. It will respond promptly and completely according to the IIRS Guidelines to any issues, disputes or complaints filed against it. Listing in the IAM Company Alerts (excluding the New IAM Members category) shall result in the immediate removal of IAMTrusted Moving Company status.
8. It will comply in a timely and complete manner with any judgment resulting from an issue referred by IAM Staff to its established resolution processes in the RPP Operating Rules and Regulations and IAM Procedures for Dispute Resolution and Ethics Enforcement.
9. An IAMTrusted Moving Company must pay the debts it has incurred on services it has ordered. Failure to resolve undisputed debts reported into the IIRS against an IAMTrusted Moving Company within the 30-day self-resolution time period shall result in the immediate removal of IAMTrusted Moving Company status.
10. IAMTrusted Companies must be in good standing with IAM. If an ITMC fails to renew its IAM membership dues after 45 days of the invoice date, it will lose its IAMTrusted status.
11. An IAMTrusted Moving Company may not hold current shipments hostage as a means of collecting past debts. It may not withhold service unless a requirement for pre-payment of the particular services has been predetermined and agreed.
12. IAMTrusted Moving Company credentials will be documented, reviewed, and validated through the IAMX Validation system.