



# Household Goods Consumer Protection - Mediation Request Form

Form ENF-HHG-MR1  
(09/20)

Your Name: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_ Fax Number: (\_\_\_\_) \_\_\_\_\_

Work Phone: (\_\_\_\_) \_\_\_\_\_ Cell Phone: (\_\_\_\_) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

### Mediation is being requested with the following moving company:

Moving Company: \_\_\_\_\_

TxDMV # \_\_\_\_\_ USDOT # \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ Date of Move: \_\_\_\_\_

Moved From: \_\_\_\_\_

Moved To: \_\_\_\_\_

Amount of Claim: \_\_\_\_\_ Claim Number: \_\_\_\_\_

Type of Claim:  Damage  Service

Date You Filed Claim with Moving Company: _____	Date Moving Company Denied Claim: _____	Date Moving Company Made Settlement Offer: _____
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Have you filed a complaint with TxDMV?  YES  NO Complaint ID # \_\_\_\_\_

Please describe your dispute and the resolution you are seeking:

Please complete this form and E-mail to: [TruckStop@TxDMV.gov](mailto:TruckStop@TxDMV.gov) or fax your request to **512/465-5652** or mail to the address below. **Please include all paperwork you have pertaining to this move.** A copy of the mediation request will be provided to the mediator and the moving company.

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 comments concerning household goods carrier complaints, call **888/DMV-GOTX** or **888/368-4689**, or write to: TxDMV-ENF, 4000 Jackson Ave, Austin, Texas 78731. For more information, visit our website at [www.TxDMV.gov](http://www.TxDMV.gov).