

# TOP 10 THINGS

Our Customers Told Us About Moving

1

After moving yourself, would you do it again or hire a professional moving company? 83% said, "I would definitely hire a professional mover next time."

2

31% of our customers said the most important thing for them on a move was a respectful moving crew.

3

70% of customers said they obtained two or more moving quotes before hiring a mover.

4

While moving themselves: 76% found it took longer than they thought, 20% broke something, and 12% said it cost more than they expected.

5

53% of all our customers said they look to a friend or family member to recommend a mover.

6

68% of our customers say they begin to look for a moving company at least one or more months before they need to move.

7

The top two criteria for hiring a moving company: "the moving company takes the utmost care with our belongings" (39%) and "price" (36%).

8

65% of customers indicated they would like a recommendation on how much to tip the moving crew.

9

31% of the customers moving themselves stated they were fearful in loading or driving the moving truck.

10

When asked to select which phrase best represents how the customer feels once their move was over, 31% said, "I want my life to return to normal."

