



## *Code of Ethics and Professional Practices*

### *The Pledge of the Certified Moving Consultant*

1. I will not willfully and knowingly make, circulate, or transmit any statement, written, printed, or by word, which is untrue in fact or calculated to mislead a customer or prospective customer with respect to moving services, including such matters as:
  - (a) estimated cost for moving services subject to the rules and regulations of the Federal Motor Carrier Safety Administration (FMCSA);
  - (b) pickup and/or delivery dates; and
  - (c) valuation protection, claims handling, and reimbursement for meals and lodging.
2. I will honor the moral sanctity of all contracts of the company, whether written or oral, breaching no agreement, promise, or tariff provision, whether by evasion, deliberate misinterpretation, or otherwise.
3. I will not take advantage of the confidence entrusted in me by a customer or prospective customer or act or refrain to act in a manner detrimental to the customer.
4. I will refrain from defaming competitors by falsely representing or falsely disparaging the quality of their services.
5. I will encourage the certification of all employees who deal with the public in an advisory capacity and provide a job atmosphere facilitating the certification program and encouragement of employee adherence to the Code of Ethics and Professional Practices.
6. I will not aid or abet a violation of the Code of Ethics and Professional Practices by assisting or encouraging another member or prospective member in a violation whether it be written, oral, or through action.