

2026-2027 Chairwoman Griselda Gonzalez Formally Installed at the 2026 CMSA Convention in Rancho Mirage, CA

The 108th Annual CMSA Convention was held May 12 - 17, 2026, at the Omni Rancho Las Palmas in Rancho Mirage, CA. The weather was warm and beautiful for our golf tournament and throughout our convention.

The convention started on Tuesday afternoon with the Executive Committee members meeting to discuss CMSA agenda items and prepare for the next day's committee and board meetings.

In the evening, almost sixty CMSA members attended the Movers & Shakers Dinner.

DEWITT CO./Royal Hawaiian Movers was the reception partner, and **IAT Insurance -Transguard** was the dinner partner.

Committee meetings started bright and early on Wednesday. The Insurance Com-



mittee met first, followed by the Government Affairs Committee, Membership Committee, and Military Affairs Committee. After a short lunch break, the Outgoing CMSA Chairwoman, **Jeanette Homan**, conducted the final board meeting of her successful year. Following her meeting, Incoming CMSA Chairwoman **Griselda Gonzalez** conducted her first meeting as chair. After all the meetings, everyone was ready for the nonstop, back-to-back events of the next three days!

Thursday began with the golf tournament at the Omni Rancho Las Palmas Golf Course. Golfers enjoyed a beautiful sunny day. Event Co-Partners **Champion Risk**

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Don't miss next month's Communicator for even more convention photos and an additional recap of all the excitement.

We'll also spotlight our 2026 Scholarship recipients and share highlights from the convention golf tournament!



CHAIRWOMAN'S CORNER

By: Griselda Gonzalez

The California Moving & Storage Association's 108th Annual Convention in Rancho Mirage was more than an annual gathering. It was a chance to reconnect,

learn, and recognize the people who continue to strengthen California's moving and storage industry.

The convention began with the Movers & Shakers Reception, a time to recognize and thank CMSA's chapter presidents and trusted associate members who consistently support the association's twelve chapters through local events, educational programs, and fundraisers.

Wednesday brought a full day of committee and board meetings covering insurance affairs, government affairs, military issues, and membership matters. Much of this work happens behind the scenes, but these con-

versations shape advocacy efforts, influence policy, and help ensure our industry remains informed and represented.

Thursday balanced business with connection. Members participated in the annual golf tournament while exhibitors prepared for networking events and meetings. The day also included the second official convention meeting of Women on The Move.

Women on The Move was more than a networking session. It became a space for honest conversation and encouragement. Together, we worked through what I called the "Wall of Worry," where attendees shared professional and personal worries, challenges, and limiting beliefs. We followed this with peer coaching and reframing before moving to our "Wall of Wows," where participants shared appreciation, accomplishments, and self-celebration.

Perhaps there was something symbolic about the exercise. The sticky notes on the Wall of Worry stayed firmly attached, while the Wall of Wows kept blowing off the wall under the room's overhead air vents.

Isn't that sometimes how our industry

(CHAIRWOMAN'S CORNER continued on page 4)

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PRESIDENT'S COMMENTS

By Steve Weitekamp

It's easy to get caught up in the challenges of daily life, particularly if you are running a business in a challenging market. The pace of change is almost impossible to comprehend, much less adjust

to. Costs in almost all areas continue to escalate, and team members want a larger cut of a pie that doesn't seem to grow as rapidly as business outlays. It can be a challenge to remember one of the core values of our industry: service to our customers. Let me throw out a concept that some may see as antiquated: the value of being NICE. A concept that doesn't mean being weak or a pushover but rather being someone who keeps the Golden Rule in mind in their daily life. In case you are feeling challenged in this social media-driven, I'll-get-mine environment, the Golden Rule is: **do unto others as you would have them do unto you.**

Sounds naïve, not the kind of idea that would get your favorite influencer the clicks that they believe validate their existence. But the reality is that in our Noise Economy, being nice can be a differentiator.

I had a conversation with a good friend and colleague just the other day about how he was driving his customer to make a more cost-effective and simpler decision in their upcoming move. He could have just taken advantage of their lack of knowledge and charged for things they didn't need. But being a long-term and successful businessperson, he knew that it was better for both him and his customers to be an honest broker of information. In the end, his customers were very appreciative, and other business opportunities will follow. He is playing the long game and doing it very well.

One of the aspects of the California Moving and Storage Association (CMSA) that makes it unique is that the Golden Rule is an association core value. It is a reason why I am pleased to still represent CMSA members after over 20 years of service. Having just completed another annual convention, I

(PRESIDENT'S COMMENTS continued on page 5)

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(CHAIRWOMAN'S CORNER continued from page 2)

feels?

With increasing diesel costs, rising insurance premiums, labor shortages, and changing regulations affecting our businesses, it can be easy to remain focused on the challenges while allowing the positives to drift into the background. But the positives deserve our attention too.

Our doors are still open. We continue to employ hardworking people and create opportunity. Technology keeps evolving, making parts of our work more manageable and connected. Customers return and tell others about our services. And together, we continue making progress to protect consumers while delivering outstanding work throughout California and beyond.

Friday's General Business Session delivered informative programming, including a presentation on succession planning and updates from the Bureau of Household Goods and Services regarding regulatory developments and enforcement priorities.

Military relocation services remained an important focus throughout the convention.

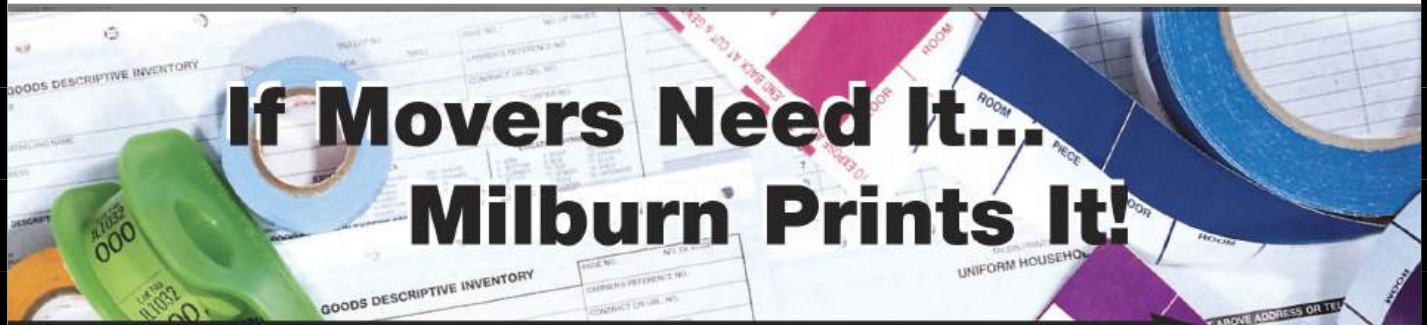
An interactive military panel and Saturday's van line panel brought together industry leaders and service partners to discuss current challenges and opportunities affecting military and interstate moving services.

Saturday also celebrated the next generation and the charitable spirit that has long defined CMSA. Scholarship awards recognized deserving recipients, chapters highlighted their fundraising efforts and community contributions, and donations were presented to Special Olympics and the Alzheimer's Association.

The convention concluded with the Chairman's Reception and Dinner and the passing of the gavel from outgoing Chairwoman Jeanette Homan to me, a moment I will carry with deep gratitude.

Jeanette delivered heartfelt remarks reflecting her appreciation for the industry and the difficult year we have faced. One of the evening's most meaningful moments for me was hearing my sister, Olga Garcia, introduce me to our colleagues and attendees. Celebrating this milestone alongside family

(CHAIRWOMAN'S CORNER continued on page 5)



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(CHAIRWOMANS CORNER continued from page 4)

and friends, including Fred Wallace who joined us for the evening, was both fulfilling and humbling.

I also left the convention with a new appreciation for the work happening behind the scenes. Our CMSA president Steve and his manager Gale, supported by a small team of convention helpers, coordinate board and

committee agendas and content, speakers, presentations, food and beverage arrangements, and the countless logistics that make the convention possible.

By the time I reached my room Saturday night, I had a deeper appreciation for all of it.

Simply put, it is a lot. And for that, I have nothing but gratitude.

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(PRESIDENT'S COMMENTS continued from page 3)

can share that the camaraderie of our members is something that first-time attendees frequently marvel at. Our Board and Committees work to improve the landscape for all movers; I have not seen self-serving behavior, and I know that if it were to ever happen, it would be shut down immediately. All board members complete and submit an annual conflict of interest document, which can advise of potential conflicts but, in our case, is more frequently just a reminder that we are here to serve the membership and not our individual companies.

So perhaps being nice is not antiquated after all. Perhaps it is one of the smartest

business strategies we have. In a world that rewards noise, there is still real power in trust, decency, and doing the right thing.



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(2026 CMSA CONVENTION continued from page 1)

Insurance Services L.P. and Vanliner Insurance Company checked in golfers at the registration desk and provided food and refreshments at both the snack bar and on the course.

Thursday morning, **Griselda Gonzalez of CG Moving Co., Inc.** led the second an-



nual gathering of the Women on the Move at the annual convention. Later in the afternoon, the CMSA Young Professionals

Group (YPG) met, comprising members under 45 years old (or



young at heart)! YPG members heard from CMSA leadership and shared best practices. It was an excellent way for members who may be just starting in the industry or new to the association to connect with other members.

The Associate Members met immediately following the YPG. Associate Board Representative

Dan Dempsey of New Haven Moving Equipment, Corp. discussed this



year's booth bingo game, which involved attendees visiting each exhibitor's booth to collect stickers for their bingo card. Dan also introduced CMSA leadership to the Associate Members and conducted an election where he was reelected for another 2-year term.

Then came the big event of the evening, the always



popular Exhibitors Welcome Reception, partnered by **New Haven Moving Equipment Corp.** The reception was well attended, and CMSA members enjoyed visiting Associate member companies at 33 exhibitor booths! Delegates enjoyed delicious food, visiting booths, catching up with friends, and meeting new people.

The raffle board tags, sold by our current board members for the CMSA convention raffle, sold out as expected thanks to many of our convention attendees. Proceeds from the raffle support CMSA endeavors.

On Friday morning, a delicious breakfast buffet was served where delegates could eat and enjoy breakfast among friends, new and old.

Valley Relocation & Storage was the event partner for breakfast.



The Friday General Business Session opened to a crowded room. **Jay Casey**, Board Member and former CMSA Chairman of **Casey Moving Systems**, was the master of ceremonies.

Joe Hammer Sr. of California Relocation Services led delegates in a patriotic

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Pledge of Allegiance. Incoming Secretary/Treasurer **Marshall Lambert of Rene's Van and Storage** provided the invocation and, along with the delegates, paid their respect to CMSA members who passed away during the past year.

The Annual Roll Call followed, and everyone stood up individually to introduce themselves. This has always been a great way to put a face to a name. Jay then drew the name for the early registration raffle. This year, the winner received a \$350 credit towards next year's convention registration.

Casey Myers from **Champion Risk & Insurance Services** and **Elizabeth Vance** from **Vanliner Insurance Company** announced the big winners from the previous day's golf tournament.



The 2025-2026 CMSA Chairwoman, **Jeanette Homan of Lambert Enterprises, Inc.**, followed by sharing her experience over the past year meeting members, speaking at chapter meetings, attending various chapter events, and traveling throughout the state with CMSA

president **Steve Weitekamp**.

We then learned about business succession planning, listening to **Ben Julaniel, CEPA**, Founder/CEO of the **Navigators Advisory Group**. He shared valuable information on business planning that was a not-to-miss event.

CMSA president **Steve Weitekamp** in-

roduced **Claire Goldstene**, the BHGS Deputy Bureau Chief, and **Aida Aguirre**, BHGS Enforcement Chief, from the **Bureau of Household Goods and Services (BHGS)**.



They gave their regulatory/legislative presentation on behalf of the **Bureau of Household Goods and Services (BHGS)**. The presentation provided a regulatory update and then answered questions regarding the **BHGS** and household goods mover regulations. Our organizations share a common goal: to weed out illegal movers and provide safe, quality service to consumers.

CMSA members also heard from **Katie McMichael**, executive director of **Movers for America**. She detailed their successful engagement with the PPA and plans for legislative action.



After the Friday General Business Session, attendees headed over to the Canyon Breeze Luncheon, which was partnered by **Packaging Exchange**.

CMSA President **Steve Weitekamp** acknowledged the new 2026-2027 CMSA Board of Directors during the lunch.

Matt Robinson and **Lizzie Guansona**,





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both of **Shaw Yoder Antwih Schmelzer & Lange (SYASL)**, the CMSA legislative advocacy firm, gave delegates a legislative update on the state of California politics and legislative bills affecting the moving industry.

After lunch, attendees gathered back in the Las Palmas Ballroom for the Military



Breakout Session, which included **Dan Bradley** of the **International Association of Movers (IAM)** as the presenter and then moderator of a panel discussion. Panelists included **Jeanette Homan** of **Lambert Enterprises Inc.**, **Michael Wilson** of **National Forwarding Co.**, **Matt Connell** of **Total Military Management (TMM)**, and **Lakelan Fennell** of **Suddath Government Services**. **Bradley** started with a brief overview of the current status of military moves and provided prompts for the panelists to offer insight on various issues.

After a busy morning and afternoon, attendees got a night off to relax and enjoy various activities, such as trying their hand at some gambling at the nearby casino, dinner and drinks with friends, or just some quiet time.

Saturday morning started bright and early with a hearty breakfast buffet partnered by **Lambert Enterprises, Inc.** CMSA Board Member **Sally Bolger** of **Grace Moving Co.** was the master of ceremonies for the Saturday General Business Session.

A different-looking session started with the Van Line Discussion Panel, which included well-respected industry leaders: **Bob McCabe** of **UniGroup**, **Mark Haller** of **Atlas Van Lines**, **Paul Gregory** of **National Van Lines**, **Justin Umthum** of **North American**

Van Lines, and **Roger Wise** of **Wheaton | Bekins**.

CMSA's current co-chapter president for the Monte-

rey Bay Chapter, **Roseann Orlebeck**, moderated the discussion.

Once again, we had a **Move for Hunger** presentation to award **Alexander's Mobility Services** as the #1 moving company to help fight hunger through the Move for Hunger program.

The session ended with an in-depth session on Artificial Intelligence (AI). **Tim Wicker** of **Republic Moving and Storage** did a terrific job of leading the session, which included a panel discussion,



which he moderated, followed by a breakout session where members could get one-on-one time with

CMSA exhibitors in the AI space. Panelists included **Jeremy Day** of **Ace Relocation**, **Justin Hart** of **Just in Time Moving & Storage**, and **Michael Cameron** of **DeWitt Move Worldwide**. Breakout presenters included **MoversSuite by EWS**, **Rotate Digital**, **Smart Moving**, and **Supermove**.

Immediately after the General Session, the Sands of Opportunity Awards Luncheon,

partnered with **Total Military Management (TMM)**, began.

CMSA Secretary/Treasurer Marshall Lambert served as emcee for the luncheon.

The program began with the introduction of **Brandon Tanner**, a representative of **Special Olympics Southern California**. He was then presented with a ceremonial check for \$5K.



This year's Chairman's Choice Charity, the **Alzheimer Foundation**, was chosen by CMSA Chairman **Jeanette Homan** and approved by

the board. **Jeanette** presented **Susan Howland** of the **Alzheimer Foundation** with a ceremonial \$5000 check on behalf of the membership.



The 2026 CMSA Scholarship winners were announced to the delegates.

Due to the convention's location and time of year, only a few scholarship recipients accepted their scholarship in person. However, we were lucky to have the opportunity to show many of the scholarship recipients thank-you videos.



Scholarship winners

(chosen by an independent third-party judge) receive \$2,000 each, with the best essay receiving the **CMSA Outstanding Essay Award in Recognition of former CMSA President Doug & Beck Hill** for \$3,000.



CMSA chapter presidents were recognized for their service to the association and presented with certificates of achievement. Each chapter president or representative announced their chapter's donation to the

CMSA.

The Chapter of the Year went to two chapters—the **San Diego/Imperial Counties Chapter** and the **Monterey Bay Chapter!** **Andria Skiff** of **Republic Moving & Storage** accepted the award on behalf of the **San Diego/Imperial Counties Chapter**. **Roseann Orlebeck** of **Cardinale Moving & Storage** accepted the award on behalf of the **Monterey Bay Chapter**. Both chapters were praised for their member participation and enthusiasm!



We then recognized a retiring CMSA Board Member. Former Chairman **Vince Cardinale** was given a plaque to recognize and thank him for his service to the CMSA. He shared with the attendees his heartfelt commitment to the association. The drawings for the two Scholarship Board Tag winners, receiving \$500

each, were drawn. After lunch, delegates could relax before an informal reception in incoming **Chairwoman Griselda Gonzalez's** suite. The party later moved to the Las Palmas Ballroom for the formal Chairman's Reception and the Dinner/Ball, with which **Smurfit Westrock/Packaging Solutions** partnered. The dinner began with the **CMSA** officers and their spouses entering the ballroom, and delegates waving their white table napkins. Once on stage, CMSA Vice Chairwoman **Andria Skiff** of **Republic Moving &**



each, were drawn.

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CG Moving Company of Northern California Joins the National Van Lines Agent Network

South San Francisco, CA | April 22, 2026 — National Van Lines is proud to announce that CG Moving Company, Inc. has joined its national agent network. Founded in 2005 and incorporated in the State of California in 2007, CG Moving Company brings more than 20 years of relocation and storage experience to the National Van Lines family. The company serves customers throughout Northern California, including the San Francisco Bay Area, Silicon Valley, and the Sacramento Valley.

CG Moving Company is led by founder Carlos “Charlie” Gonzalez, whose career spans every level of the industry: from packer and driver to project manager and supervisor. Alongside him is Contracts Manager Griselda Gonzalez, who brings more than 14 years of financial services experience to the company’s business operations. Their team has relocated everything from high-tech labs and



government facilities to national park monuments. They have also long supported charitable causes, including low-income health clinics, farmworker organizations, and foster youth nonprofits.

“We’ve built CG Moving Company on the same values that National Van Lines stands for: integrity, quality, and genuine care for the people we serve,” said Griselda Gonzalez, Contracts Manager of CG Moving Company.

“Whether we’re relocating a centrifuge in a high-tech lab or a family heirloom like someone’s grandmother’s teapot, every move gets the same level of precision and respect.”

“CG Moving Company brings valuable operational experience and a strong service background to our agent network,” said Mark Doyle, President of National Van Lines. “We are pleased to welcome Charlie, Griselda and their team to National Van Lines.”



California Legislative Proclamation – Honoring the California Moving and Storage Association (CMSA)

At our Convention Legislative Luncheon, CMSA legislative advocates Shaw, Yoder, Anthwih, Schmelzer, and Lange presented President Weitekamp with a legislative proclamation honoring CMSA for its meritorious service in promoting May Is Moving Month annually.

The proclamation was authored by California Assemblymember Sharon Quirk-Silva of California's 67th Assembly District.



MEMORIAL BULLETIN

Mike Blower was born March 3, 1943, and left us peacefully on May 27, 2026. He was surrounded in comfort by his loving family. Mike was born in Santa Ana, California and spent most of his life in Newport Beach, California.

Mike's journey with Pioneer Packing began fifty years ago on January 20, 1976. He had a new vision for the way moving companies receive their products. Free next-day delivery instead of the old ninety-day order required by the major corrugated manufacturers. This new concept was spreading across the country, and Mike seized the opportunity in California and continued this model throughout the western part of the United States. Pioneer opened locations Costa Mesa, CA, Northern California, Washington State, Arizona, Colorado and Illinois. Mike also saw a need for an industrial paper supplier and founded



MICHAEL BLOWER
March 3, 1943 - May 27, 2026

Heritage paper with Ron Scagliotti in 1978. His business portfolio also included Pioneer Converting and Heritage Container.

Mike created a positive, fun work environment and enjoyed making sales calls. Many of his customers became personal best friends over the years. Aside from running his business, Mike's love of family came first. Kids sports, grandchildren, fishing, and classic cars filled his life with meaning and purpose. Mike spent much of his time on the water doing what he loved, saltwater sportfishing. Mike was past president of the oldest saltwater fishing club in the world, The Tuna Club of Avalon in 1993.

Rest in Peace Mike! Your presence will be missed by all.



(2026 CMSA CONVENTION continued from page 12)

Storage announced **Griselda Gonzalez** of **CG Moving Company, Inc.** as the 2026-2027 CMSA Chairwoman. Former **CMSA** Chairmen escorted **Griselda** to make her grand entrance into the ballroom.



Outgoing Chair **Jeanette Homan** was thanked for her service and given a chairman's gavel plaque, an honorary lifetime membership certificate, and a gift of appreciation from the **CMSA**.

Incoming Chairwoman **Griselda Gonzalez** was introduced to the dele-

gates by her sister, **Olga Garcia**. She shared with us the background that has made Griselda the successful mover she is today and how proud she is to call her sister.

Griselda was formally installed with the passing of the giant ceremonial gavel from 2025-2026 **CMSA** Chairwoman **Jeanette Homan**.



Convention Exhibitors



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Ron Scheenstra



Champion Risk & Insurance Services
Casey Myers



DEWITT Co./Royal Hawaiian Movers
Jeff Nadeau



Enterprise Database Corporation
Emily Slyman, Jack MacKay, Kimmo Piironen, Sandra Clary



eTransport Solutions Vehicle Relocation
Bob London



Flenor Paper Company, Inc.
Todd Helms, Kerrin Smith

Convention Exhibitors



IAT Insurance - TransGuard
Eric Swanson, Hannah Williams



Intermove, Ltd
Morrie Stevens



InterWest Insurance Services, LLC
Taylor Wallace, Will Lawrence



Milburn Printing
Lisa Quinn



Moveauto
Kory Whittaker



MoversSuite by EWS
Mike Marxer

Convention Exhibitors



MSS, Inc.
Michael Cordaro



National Van Lines, Inc.
Paul Gregory, Mark Doyle, Michael Wilson



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A. Jimenez, R. Longo, S. Dooley, B. Zullo



Packaging Exchange
Jon Wenger, Eric Paul, Pat Higgins



Pioneer Packing
Terry Notko, Gary Blower, Colleen Warden, Jeff Blower



Quote2Cash
Jason Webley

Convention Exhibitors



Rainier Overseas Movers, Inc.
Don Arroyo



Relo Solutions Group
Scott Hyland, Billy Donlon



Robinson Oil Corp.
Katrina Johnson



Rotate Digital
Trevor Gavin, Travis Weathers, Kyle Pearson



Ship Smart
Tim Kessler, Nick Rivera



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Edward Sanchez, Chris Saad, Billy Bowles, Alex Dimitracopoulos

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Ken Robertson Named President of Earl Farnsworth Express

San Rafael, CA — As of March 1, 2026, Ken Robertson has been named President of Earl Farnsworth Express in San Rafael, California. Ken succeeds Cal Farnsworth, who has transitioned into the role of Vice President.

Ken began his career with the company in 1994 after being hired by Earl Farnsworth Sr. Since then, he has worked his way through the company, gaining hands-on experience across multiple areas of the business. He earned his Class A commercial driver's license and transported high-profile customers before moving into operations, where he learned both local and interstate dispatch. Ken later transitioned into sales, where his operational expertise and personable approach proved to be a strong combi-



nation.

Over the years, Ken has developed extensive knowledge in residential, commercial, international, and logistics operations. As Vice President, he had expanded the company's military business sector, helping bring greater diversity and growth to the organization. His

efforts helped strengthen relationships with Unigroup Inc. and the broader agent family network.

Well respected by employees and industry partners alike, Ken has played a significant role in shaping the direction and culture of the company. Earl Farnsworth Express looks forward to his leadership and vision as the company continues toward future growth and success.

NEW MEMBER SPOTLIGHT



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ARTICLE SUBMISSION

Insect Damage and Moving Claims: What Movers Should Know

Helping members set clear expectations before claims become disputes.



By Casey Myers
Champion Risk & Insurance Services

June 2026

Introduction

Moving companies occasionally receive claims from customers who discover insect damage after delivery. These claims can be frustrating for both sides because the customer may assume the damage happened while the shipment was in the mover's possession, while the mover may have no evidence of when or where the infestation began. The key issue is that insect damage is usually treated as a pre-existing, environmental, or maintenance-related condition, not as accidental damage caused by the mover.

For that reason, insect-related losses are typically excluded from valuation coverage and many insurance policies. The basic logic is similar to other conditions that develop over time: if a problem likely existed before pickup, or if it results from storage conditions, household infestation, or ordinary wear and tear, it is generally not considered the mover's responsibility.

Why these claims are hard to prove

Insect damage is often discovered only after unloading, which makes timing difficult to establish. A customer may see holes, larvae, droppings, or contamination in furniture, boxes, or textiles and assume it happened during the move. But insects may have entered the goods long before the move, especially if items were stored in garages, basements, attics, sheds, or other vulnerable spaces.

Unlike a broken leg on a table or a dented appliance, insect damage usually does not point to a single event during transport. Claims personnel often need evidence that the mover caused the damage, and insect activity rarely provides that kind of clear chain of responsibility. Without proof that the infestation began in the mover's custody, the claim is usually difficult to support.

Policy-driven points

- Insect damage is usually excluded because it is typically considered a pre-existing condition, infestation, or maintenance issue rather than sudden accidental loss during a move.

KEY TAKEAWAYS

- Insect damage is usually treated as a pre-existing or environmental issue, not damage caused during the move.
- Most valuation terms and conditions and insurance policies do not cover pest-related losses, so clear expectations matter.
- Good documentation at pickup and careful customer communication can prevent confusion and reduce claim disputes later.

(INSECT DAMAGE continued on page 26)

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- Most moving protection plans are designed to cover damage caused during packing, loading, transit, or unloading, not damage caused by pests.
- Claims for insect damage are often hard to verify because the infestation may have existed before pickup, or may have developed in storage, not in the mover's custody.
- Coverage decisions usually depend on whether the mover caused the damage and whether the policy specifically includes pest-related losses.
- If the shipment showed signs of infestation at pickup, that condition should be documented immediately so expectations are clear later.
- Movers should avoid promising reimbursement for pest-related damage before reviewing the applicable terms and claim requirements.

Coverage is meant for damage caused by the move, not for conditions that already existed or developed independently.

What movers should tell customers

Movers should explain this issue early, before a problem turns into a difficult conversation. Customers should understand that protection plans usually do not act like a blanket warranty for every kind of loss. A clear explanation during booking, on the estimate, or in the contract review can prevent frustration later.

A simple way to frame it is this: moving coverage is meant for damage caused by the move, not for conditions that already existed or developed independently. If a customer asks about insect-related loss, it helps to explain that infestations, contamination, and pest damage are usually handled as a pre-existing condition unless there is strong evidence the mover caused it. That message is easier for customers to accept before the move than after delivery.

Best practices for members

Movers can reduce confusion by setting expectations in writing and documenting the condition of items at pickup. If a shipment contains signs of infestation, it is wise to note that clearly and, when appropriate, pause the move or ask the customer to address the issue before loading. Good documentation protects both the carrier and the customer.

It also helps to train crews to avoid making off-the-cuff promises like "we'll take care of it" when pest-related damage is mentioned. Those comments can be remembered as a coverage commitment later. A better approach is to say the issue will be reviewed under the applicable terms and that claims involving insect damage are often excluded because they are usually unrelated to transit handling.

A clearer customer conversation

A useful rule of thumb is this: if the loss came from insects, it probably came from an environmental condition rather than from the move itself. That makes it different from damage caused by dropping a box, crushing furniture, or improper loading. The more clearly movers explain that distinction, the fewer misunderstandings they will face after delivery.

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For association members, the goal is not to avoid customer empathy. It is to pair empathy with accurate expectations. When movers explain coverage limits in plain language, they protect customer relationships and reduce the chance of an avoidable claim dispute.

Need more clarification?

At Champion Risk, we help moving and storage professionals navigate coverage questions with confidence. If your team wants to better understand how claims, exclusions, and protection plans work in practice, we're here to help you reduce confusion, strengthen customer communication, and stay prepared for the conversations that matter most.

ABOUT THE AUTHOR

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ABOUT CHAMPION RISK

Champion Risk & Insurance Services is a full-service commercial insurance brokerage and risk management firm with deep specialization in the moving and storage industry. Founded in 2004 and headquartered in San Diego, Champion Risk serves clients nationwide with local expertise and a hands-on partner approach.

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CALENDAR OF EVENTS

Fri., Oct 2

Monterey Bay
Chapter
Cardinale Classic
Bocce and Golf
Tournament

CMSA chapters post new dates for future chapter meetings and fundraisers.

Stay up to date by reviewing the current CMSA meeting dates listed at the link below:

Fri., Nov 6 - 8

CMSA Fall Board Meeting

<https://thecmsa.org/events/>

***109th Annual
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May 11 - 16, 2027
Atlantis Casino Resort & Spa
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Looking for managers in L.A./ Orange and Northern Bay Area. Must be extremely computer literate. Must be good with people and should have experience in the Moving and Storage Industry. Send resumes and letters of inquiries to: CMSA, Box J2, 10900 E. 183rd St., #300, Cerritos, CA 90703.



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Association Leaderboard Report

CA Leaders for the Month		Total
1	Ace Relocation Systems Of San Diego	7,793 lbs
2	Republic Moving & Storage	4,656 lbs.
3	NMS Moving Systems	585 lbs.

CMSA Report Food Collected and Delivered

Monthly	Year to Date	All Time
14,009 lbs.	26,391 lbs.	2,721,741 lbs.
11,674 meals	21,993 meals	2,268,117 meals



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