



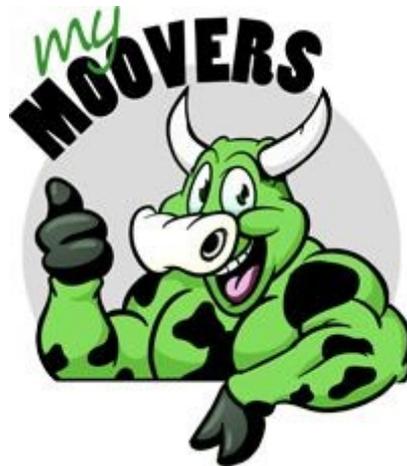
## Department of Justice and Community Safety

Consumer Affairs Victoria

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Our ref: 21012564

### **PUBLIC WARNING NOTICE**



I, Nicole Rich, the Director of Consumer Affairs Victoria issue this public warning notice under section 223 of the Australian Consumer Law (Victoria) (ACL (Vic)) and section 228 of the *Australian Consumer Law and Fair Trading Act 2012*, in respect of Ajanvi Pty Ltd trading as My Moovers (ACN 614 779 930) (**My Moovers**).

My Moovers is a Melbourne-based furniture removalist company that operates nationally, with consumers engaging their services via the website, [www.mymoovers.com.au](http://www.mymoovers.com.au).

I believe that issuing a statutory public warning notice is in the public interest given the disproportionately high level of recent contacts received by Consumer Affairs Victoria (CAV) in relation to the business, and the high level of consumer detriment evident in these contacts.

Throughout 2020, CAV received contacts from consumers which raise ongoing and serious concerns about My Moovers' willingness to comply with its legal obligations. These contacts include allegations that My Moovers:

- acted in an unprofessional and aggressive manner;
- failed to exercise due care and skill;
- failed to accept liability for damage caused to walls and items such as furniture;
- failed to provide services as agreed, such as using inadequately sized vehicles;

*Personal and health information received by the Department of Justice and Community Safety is managed in accordance with the Victorian privacy legislation. A copy of the Department's privacy policy is available at [www.justice.vic.gov.au](http://www.justice.vic.gov.au). For Privacy enquiries, please telephone (03) 8684 0071.*



- failed to attend jobs on time as arranged, and in some instances were several hours late;
- failed to disclose the total cost of their removalist services and charged above their quotation;
- purposely drove longer travel routes between properties to increase the amount charged for their services; and
- failed to adequately deal with consumer complaints.

My Moovers has recently advised CAV that it introduced a new software system to remedy some of these concerns in the second half of 2020, and that it intends to introduce live GPS tracking to allow clients to monitor the location of their goods and video streaming calls to better match load size and vehicle capacity at the time of booking. Despite the actions taken or proposed by My Moovers, since November 2020 CAV has continued to receive contacts from consumers which include allegations that My Moovers:

- acted in an unprofessional manner;
- failed to attend a jobs on time as arranged;
- failed to provide services as agreed;
- charged above their quotation; and
- failed to adequately deal with consumer complaints.

Given these contacts and the nature of the issues raised, I urge consumers to be cautious about entering into any agreements with My Moovers for any goods or services.

If you have any concerns in relation to My Moovers, please contact Consumer Affairs Victoria on 1300 55 81 81 or by emailing [consumer@justice.vic.gov.au](mailto:consumer@justice.vic.gov.au).

DATE: 18 January 2021



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**Nicole Rich**  
Director, Consumer Affairs Victoria