



26 | certain circumstances; conforming cross-references;  
 27 | amending s. 507.05, F.S.; revising requirements for  
 28 | contracts and estimates for prospective shippers;  
 29 | creating s. 507.056, F.S.; providing limitations and  
 30 | prohibitions for moving brokers; requiring moving  
 31 | brokers to make a specified disclosure to shippers  
 32 | before providing any services; prohibiting moving  
 33 | brokers' fees from including certain costs; requiring  
 34 | that the documents moving brokers provide to shippers  
 35 | contain specified information; amending s. 507.07,  
 36 | F.S.; providing that it is a violation of ch. 507,  
 37 | F.S., for moving brokers to provide estimates or enter  
 38 | into contracts or agreements that were not prepared  
 39 | and signed or electronically acknowledged by a  
 40 | registered mover; amending s. 507.09, F.S.; conforming  
 41 | a cross-reference; requiring the department, upon  
 42 | verification by certain entities, to immediately  
 43 | suspend a registration or the processing of an  
 44 | application for a registration in certain  
 45 | circumstances; amending s. 507.10, F.S.; conforming a  
 46 | cross-reference; amending s. 507.11, F.S.; conforming  
 47 | provisions to changes made by the act; providing an  
 48 | effective date.

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 50 | Be It Enacted by the Legislature of the State of Florida:

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Section 1. Subsections (4), (6), and (10) of section 507.01, Florida Statutes, are amended to read:

507.01 Definitions.—As used in this chapter, the term:

(4) "Contract for service" or "bill of lading" means a written document prepared by a registered mover which is approved and electronically acknowledged or signed by the shipper in writing before the performance of any service by the mover and which authorizes ~~services from~~ the named mover to perform and lists the services and lists all costs associated with the household move and accessorial services to be performed.

(6) "Estimate" means a written document prepared by a registered mover which ~~that~~ sets forth the total costs and describes the basis of those costs, relating to a shipper's household move, including, but not limited to, the loading, transportation or shipment, and unloading of household goods and accessorial services.

(10) "Moving broker" or "broker" means a person who, for compensation, arranges with a registered mover for loading, transporting or shipping, or unloading of ~~for another person to load, transport or ship, or unload~~ household goods as part of a household move or who, for compensation, refers a shipper to a registered mover by telephone, postal or electronic mail, ~~Internet website, or other means.~~

76 Section 2. Present paragraph (b) of subsection (1) of  
 77 section 507.02, Florida Statutes, is redesignated as paragraph  
 78 (c), and a new paragraph (b) is added to that subsection, to  
 79 read:

80 507.02 Construction; intent; application.—

81 (1) This chapter shall be construed liberally to:

82 (b) Establish the law of this state governing the  
 83 brokering of moves of household goods by moving brokers.

84 Section 3. Subsections (1), (2), (5), (6), (7), (9), and  
 85 (11) of section 507.03, Florida Statutes, are amended, and  
 86 subsections (12) and (13) are added to that section, to read:

87 507.03 Registration.—

88 (1) Each mover and moving broker must register with the  
 89 department, providing its legal business and trade name, mailing  
 90 address, and business locations; the full names, addresses, and  
 91 telephone numbers of its owners, or ~~or~~ corporate officers, and  
 92 directors and the Florida agent of the corporation; a statement  
 93 whether it is a domestic or foreign corporation, its state and  
 94 date of incorporation, its charter number, and, if a foreign  
 95 corporation, the date it registered with the Department of  
 96 State; the date on which the mover or moving broker registered  
 97 its fictitious name if the mover or moving broker is operating  
 98 under a fictitious or trade name; the name of all other  
 99 corporations, business entities, and trade names through which  
 100 each owner of the mover or moving broker operated, was known, or

101 did business as a mover or moving broker within the preceding 5  
 102 years; and proof of the insurance or alternative coverages  
 103 required under s. 507.04.

104 (2) A certificate evidencing proof of registration shall  
 105 be issued by the department and must be prominently displayed in  
 106 the mover's or moving broker's primary place of business.

107 (5) (a) Each estimate or contract of a mover ~~or moving~~  
 108 ~~broker~~ must include the phrase "... (NAME OF FIRM)... is  
 109 registered with the State of Florida as a Mover ~~or Moving~~  
 110 ~~Broker~~. Fla. Mover Registration No. ...."

111 (b) Any document from a moving broker must include the  
 112 phrase "... (NAME OF FIRM)... is registered with the State of  
 113 Florida as a Moving Broker. Fla. Moving Broker Registration No.  
 114 ...."

115 (6) (a) Each advertisement of a mover ~~or moving broker~~ must  
 116 include the phrase "Fla. Mover Reg. No. ...." or "Fla. IM No.  
 117 ...." Each of the mover's vehicles must clearly and  
 118 conspicuously display a sign on the driver's side door which  
 119 includes at least one of these phrases in lettering of at least  
 120 1.5 inches in height.

121 (b) Each advertisement of a moving broker must include the  
 122 phrase "Fla. Moving Broker Reg. No. .... ... (NAME OF MOVING  
 123 BROKER)... is a moving broker. ... (NAME OF MOVING BROKER)... is  
 124 paid by a shipper to arrange, or offer to arrange, the  
 125 transportation of property by a registered mover."

126 (7) A registration is not valid for any mover or moving  
 127 broker transacting business at any place other than that  
 128 designated in the mover's or moving broker's application, unless  
 129 the department is first notified in writing before any change of  
 130 location. A registration issued under this chapter is not  
 131 assignable, and the mover or moving broker may not conduct  
 132 business under more than one name except as registered. A mover  
 133 or moving broker desiring to change its registered name or  
 134 location or designated agent for service of process at a time  
 135 other than upon renewal of registration must notify the  
 136 department of the change.

137 (9) The department shall deny or refuse to renew the  
 138 registration of a mover or a moving broker or deny a  
 139 registration or renewal request by any of the mover's or moving  
 140 broker's directors, officers, owners, or general partners if the  
 141 mover or moving broker has not satisfied a civil penalty or  
 142 administrative fine for a violation of s. 507.07(10) ~~s.~~  
 143 ~~507.07(9)~~.

144 (11) ~~At the request of the department,~~ Each moving broker  
 145 shall provide the department with a complete list of the  
 146 registered movers that the moving broker has contracted or is  
 147 affiliated with, advertises on behalf of, arranges moves for, or  
 148 refers shippers to, including each mover's complete name,  
 149 address, telephone number, ~~and~~ e-mail address, and registration  
 150 number and the name of each mover's owners, corporate officers,

151 and directors ~~owner or other principal~~. A moving broker must  
152 notify the department of any changes to the provided  
153 information. The department shall publish and maintain on its  
154 website a list of all moving brokers and the registered movers  
155 each moving broker is contracted with.

156 (12) A person required to register pursuant to this  
157 section may not operate as or hold itself out to be a mover or  
158 moving broker without first registering with the department  
159 pursuant to this section.

160 (13) The department must immediately issue a cease and  
161 desist order to a person upon finding that the person is  
162 operating as a mover or a moving broker without registering  
163 pursuant to this section. In addition, and notwithstanding the  
164 availability of any administrative relief under chapter 120, the  
165 department may seek from the appropriate circuit court an  
166 immediate injunction prohibiting the person from operating in  
167 this state until the person complies with this section and pays  
168 a civil penalty not to exceed \$5,000 and court costs.

169 Section 4. Present subsections (3), (4), and (5) of  
170 section 507.04, Florida Statutes, are redesignated as  
171 subsections (4), (5), and (6), respectively, a new subsection  
172 (3) is added to that section, and subsection (1) and present  
173 subsections (4) and (5) of that section are amended, to read:

174 507.04 Required insurance coverages; liability  
175 limitations; valuation coverage.—

176 (1) LIABILITY INSURANCE.—

177 (a)1. Except as provided in paragraph (b), each mover  
 178 operating in this state must maintain current and valid  
 179 liability insurance coverage of at least \$10,000 per shipment  
 180 for the loss or damage of household goods resulting from the  
 181 negligence of the mover or its employees or agents.

182 2. The mover must provide the department with evidence of  
 183 liability insurance coverage before the mover is registered with  
 184 the department under s. 507.03. All insurance coverage  
 185 maintained by a mover must remain in effect throughout the  
 186 mover's registration period. A mover's failure to maintain  
 187 insurance coverage in accordance with this paragraph constitutes  
 188 an immediate threat to the public health, safety, and welfare.

189 (b) A mover that operates two or fewer vehicles, in lieu  
 190 of maintaining the liability insurance coverage required under  
 191 paragraph (a), ~~may, and each moving broker must,~~ maintain one of  
 192 the following alternative coverages:

193 1. A performance bond in the amount of \$50,000 ~~\$25,000~~,  
 194 for which the surety of the bond must be a surety company  
 195 authorized to conduct business in this state; or

196 2. A certificate of deposit in a Florida banking  
 197 institution in the amount of \$50,000 ~~\$25,000~~.

198 (c) A moving broker must maintain one of the following  
 199 coverages:

200 1. A performance bond in the amount of \$50,000, for which



201 the surety of the bond must be a surety company authorized to  
202 conduct business in this state; or

203 2. A certificate of deposit in a Florida banking  
204 institution in the amount of \$50,000.

205  
206 The original bond or certificate of deposit must be filed with  
207 the department and must designate the department as the sole  
208 beneficiary. The department must use the bond or certificate of  
209 deposit exclusively for the payment of claims to consumers who  
210 are injured by the fraud, misrepresentation, breach of contract,  
211 misfeasance, malfeasance, or financial failure of the mover or  
212 moving broker or by a violation of this chapter by the mover or  
213 moving broker. Liability for these injuries may be determined in  
214 an administrative proceeding of the department or through a  
215 civil action in a court of competent jurisdiction. However,  
216 claims against the bond or certificate of deposit must only be  
217 paid, in amounts not to exceed the determined liability for  
218 these injuries, by order of the department in an administrative  
219 proceeding. The bond or certificate of deposit is subject to  
220 successive claims, but the aggregate amount of these claims may  
221 not exceed the amount of the bond or certificate of deposit.

222 (3) REGISTRATION SUSPENSION.—The department must  
223 immediately suspend a mover's or moving broker's registration if  
224 the mover or moving broker fails to maintain the performance  
225 bond or certificate of deposit required under subsection (1) or

226 the insurance required under subsection (2), and the mover or  
227 moving broker must immediately cease operating as a mover or  
228 moving broker in this state. In addition, and notwithstanding  
229 the availability of any administrative relief pursuant to  
230 chapter 120, the department may seek from a circuit court an  
231 immediate injunction prohibiting the mover or moving broker from  
232 operating in this state until the mover or moving broker  
233 complies with subsections (1) and (2) and pays a civil penalty  
234 not to exceed \$5,000 and court costs.

235 (5)~~(4)~~ LIABILITY LIMITATIONS; VALUATION RATES.—A mover may  
236 not limit its liability for the loss or damage of household  
237 goods to a valuation rate that is less than 60 cents per pound  
238 per article. A provision of a contract for moving services is  
239 void if the provision limits a mover's liability to a valuation  
240 rate that is less than the minimum rate under this subsection.  
241 If a mover limits its liability for a shipper's goods, the mover  
242 must disclose the limitation, including the valuation rate, to  
243 the shipper in writing at the time that the estimate and  
244 contract for services are executed and before any moving or  
245 accessorial services are provided. The disclosure must also  
246 inform the shipper of the opportunity to purchase valuation  
247 coverage if the mover offers that coverage under subsection (6)  
248 ~~(5)~~.

249 (6)~~(5)~~ VALUATION COVERAGE.—A mover may offer valuation  
250 coverage to compensate a shipper for the loss or damage of the

251 shipper's household goods that are lost or damaged during a  
 252 household move. If a mover offers valuation coverage, the  
 253 coverage must indemnify the shipper for at least the minimum  
 254 valuation rate required under subsection (5) ~~(4)~~. The mover must  
 255 disclose the terms of the coverage to the shipper in writing at  
 256 the time that the estimate and contract for services are  
 257 executed and before any moving or accessorial services are  
 258 provided. The disclosure must inform the shipper of the cost of  
 259 the valuation coverage, the valuation rate of the coverage, and  
 260 the opportunity to reject the coverage. If valuation coverage  
 261 compensates a shipper for at least the minimum valuation rate  
 262 required under subsection (5) ~~(4)~~, the coverage satisfies the  
 263 mover's liability for the minimum valuation rate.

264 Section 5. Section 507.05, Florida Statutes, is amended to  
 265 read:

266 507.05 Estimates and contracts for service.—Before  
 267 providing any moving or accessorial services, an estimate and a  
 268 contract and estimate must be prepared by a registered mover and  
 269 provided to a prospective shipper in writing, and the shipper,  
 270 the mover, and, if applicable, the moving broker must sign or  
 271 electronically acknowledge and date the estimate and contract.

272 At a minimum, the estimate and contract for service must be  
 273 signed and dated by the shipper and the mover, and must include:

274 (1) The name, telephone number, and physical address where  
 275 the mover's and, if applicable, the moving broker's employees

276 are available during normal business hours.

277 (2) The date the estimate and contract were ~~or estimate is~~  
278 prepared by the mover and the any proposed date or dates of the  
279 shipper's household move, including, but not limited to,  
280 loading, transportation, shipment, and unloading of household  
281 goods and accessorial services.

282 (3) The name and address of the shipper, the addresses  
283 where the articles are to be picked up and delivered, and a  
284 telephone number where the shipper may be reached.

285 (4) The name, telephone number, and physical address of  
286 the any location where the household goods will be held pending  
287 further transportation, including situations in which ~~where~~ the  
288 mover retains possession of household goods pending resolution  
289 of a fee dispute with the shipper.

290 (5) An itemized breakdown and description and total of all  
291 costs and services for loading, transportation or shipment,  
292 unloading, and accessorial services to be provided during a  
293 household move or storage of household goods, including the fees  
294 of a moving broker, if used.

295 (6) Acceptable forms of payment, which must be clearly and  
296 conspicuously disclosed to the shipper on the binding estimate  
297 and the contract for services. A mover must ~~shall~~ accept at  
298 least a minimum ~~of~~ two of the three following forms of payment:

299 (a) Cash, cashier's check, money order, or traveler's  
300 check;

301 (b) Valid personal check, showing upon its face the name  
 302 and address of the shipper or authorized representative; or

303 (c) Valid credit card, which shall include, but not be  
 304 limited to, Visa or MasterCard.

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306 A mover must clearly and conspicuously disclose to the shipper  
 307 in the estimate and contract for services the forms of payments  
 308 the mover will accept, including the forms of payment described  
 309 in paragraphs (a)-(c).

310 Section 6. Section 507.056, Florida Statutes, is created  
 311 to read:

312 507.056 Moving brokers; services.-

313 (1) A moving broker may only arrange with a registered  
 314 mover for the loading, transportation or shipment, or unloading  
 315 of household goods as part of a household move or refer a  
 316 shipper to a registered mover. Moving brokers may not give a  
 317 verbal estimate or prepare a written estimate or contract for  
 318 services which sets forth the total costs and describes the  
 319 basis of those costs relating to a shipper's household move,  
 320 including, but not limited to, the loading, transportation or  
 321 shipment, or unloading of household goods and accessorial  
 322 services.

323 (2) Before providing any service to a prospective shipper,  
 324 a moving broker must disclose to the shipper that the broker may  
 325 only arrange, or offer to arrange, the transportation of

326 property by a registered mover. A moving broker's fees may not  
327 include the cost of the shipper's household move, including, but  
328 not limited to, the loading, transportation or shipment, or  
329 unloading of household goods and accessorial services. Any  
330 document provided to a shipper by a moving broker must include  
331 all of the following:

332 (a) The name of the moving broker and the moving broker's  
333 registration number.

334 (b) The following statement displayed at the top of the  
335 document: "... (Name of Moving Broker)... is not a mover.  
336 ... (Name of Moving Broker)... is paid by the shipper to arrange,  
337 or offer to arrange, the transportation of property by a  
338 registered mover. The moving broker's fees do not include the  
339 cost of the shipper's household move, including, but not limited  
340 to, the loading, transportation or shipment, or unloading of  
341 household goods and accessorial services."

342 (c) The name, telephone number, and physical address where  
343 the moving broker's employees are available during normal  
344 business hours.

345 (d) An itemized breakdown, description, and total of all  
346 fees the moving broker charges to arrange with a registered  
347 mover for the loading, transportation or shipment, or unloading  
348 of household goods as part of a household move or to refer the  
349 shipper to a registered mover.

350 (e) A list of all of the registered movers the moving

351 broker has contracted with or is affiliated with, advertises on  
352 behalf of, arranges moves for, or refers shippers to, including  
353 each mover's complete name, address, telephone number, e-mail  
354 address, and Florida Intrastate Registration Number and the name  
355 of each mover's owners, corporate officers, and directors.

356 (f) A list of acceptable forms of payment, which must  
357 include all of the forms of payment listed in at least two of  
358 the following subparagraphs:

359 1. Cash, cashier's check, money order, or traveler's  
360 check.

361 2. Valid personal check, showing upon its face the name  
362 and address of the shipper or authorized representative.

363 3. Valid credit card, including, but not limited to, Visa  
364 or MasterCard.

365 Section 7. Present subsections (8) and (9) of section  
366 507.07, Florida Statutes, are redesignated as subsections (9)  
367 and (10), respectively, and a new subsection (8) is added to  
368 that section, to read:

369 507.07 Violations.—It is a violation of this chapter:

370 (8) For a moving broker to provide an estimate or enter  
371 into a contract or agreement for moving, loading, shipping or  
372 transporting, or unloading services with a shipper which was not  
373 prepared and electronically acknowledged or signed by a mover  
374 who is registered with the department pursuant to this chapter.

375 Section 8. Section 507.09, Florida Statutes, is amended to

376 read:

377 507.09 Administrative remedies; penalties.—

378 (1) The department may enter an order doing one or more of  
 379 the following if the department finds that a mover or moving  
 380 broker, or a person employed or contracted by a mover or moving  
 381 broker, has violated or is operating in violation of this  
 382 chapter or the rules or orders issued pursuant to this chapter:

383 (a) Issuing a notice of noncompliance under s. 120.695.

384 (b) Imposing an administrative fine in the Class II  
 385 category pursuant to s. 570.971 for each act or omission.  
 386 However, the department must impose an administrative fine in  
 387 the Class IV category for each violation of s. 507.07(10) ~~s.~~  
 388 ~~507.07(9)~~ if the department does not seek a civil penalty for  
 389 the same offense.

390 (c) Directing that the person cease and desist specified  
 391 activities.

392 (d) Refusing to register or revoking or suspending a  
 393 registration.

394 (e) Placing the registrant on probation, subject to the  
 395 conditions specified by the department.

396 (2) The department, upon notification and subsequent  
 397 written verification by a law enforcement agency, a court, a  
 398 state attorney, or the Department of Law Enforcement, must  
 399 immediately suspend a registration or the processing of an  
 400 application for a registration if the registrant, applicant, or



401 officer or director of the registrant or applicant is formally  
 402 charged with a crime involving fraud, theft, larceny,  
 403 embezzlement, or fraudulent conversion or misappropriation of  
 404 property or a crime arising from conduct during a movement of  
 405 household goods until final disposition of the case or removal  
 406 or resignation of that officer or director.

407 (3) The administrative proceedings ~~that~~ which could result  
 408 in the entry of an order imposing any of the penalties specified  
 409 in subsection (1) or subsection (2) are governed by chapter 120.

410 ~~(4)-(3)~~ The department may adopt rules under ss. 120.536(1)  
 411 and 120.54 to administer this chapter.

412 Section 9. Subsection (2) of section 507.10, Florida  
 413 Statutes, is amended to read:

414 507.10 Civil penalties; remedies.—

415 (2) The department may seek a civil penalty in the Class  
 416 II category pursuant to s. 570.971 for each violation of this  
 417 chapter. However, the department must seek a civil penalty in  
 418 the Class IV category for each violation of s. 507.07(10) ~~s.~~  
 419 ~~507.07(9)~~ if the department does not impose an administrative  
 420 fine for the same offense.

421 Section 10. Subsection (1) of section 507.11, Florida  
 422 Statutes, is amended to read:

423 507.11 Criminal penalties.—

424 (1) The refusal of a mover or a mover's employee, agent,  
 425 or contractor to comply with an order from a law enforcement

426 officer to relinquish a shipper's household goods after the  
427 officer determines that the shipper has tendered payment of the  
428 amount of a written estimate or contract, and, if applicable,  
429 amendments to the contract for services reflecting the price  
430 adjustment signed by the shipper or after the officer determines  
431 that the mover did not produce a signed or electronically  
432 acknowledged binding estimate or contract for service and, if  
433 applicable, amendments to the contract for services reflecting  
434 the price adjustment signed by the shipper upon which demand is  
435 being made for payment, is a felony of the third degree,  
436 punishable as provided in s. 775.082, s. 775.083, or s. 775.084.  
437 A mover's compliance with an order from a law enforcement  
438 officer to relinquish goods to a shipper is not a waiver or  
439 finding of fact regarding any right to seek further payment from  
440 the shipper.

441 Section 11. This act shall take effect July 1, 2024.