

Department of Justice and Community Safety

Consumer Affairs Victoria

Level 20
121 Exhibition Street
Melbourne Victoria 3000
Telephone: (03) 8684 6009
Facsimile: (03) 8684 6222
justice.vic.gov.au
DX210220

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.

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:

- x acted in an unprofessional and aggressive manner;
- x failed to exercise due care and skill;
- x failed to accept liability for damage

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. For Privacy enquiries, please telephone (03) 8684 0071.



