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36	A	B	C	D	E
37	A	B	C	D	E
38	A	B	C	D	E
39	A	B	C	D	E

PRACTICE QUESTIONS

CA Bureau of Household Goods and Services

CAC2Q8BN

CA Household Movers

EDITION

Demo

QUESTIONS

9

FORMAT

Limited Edition PDF

Before you begin

What this is

9 practice questions for CA Bureau of Household Goods and Services **CAC2Q8BN**, each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, **CAC2Q8BN**
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

QUESTION 1

SINGLE CHOICE

Under BHGS rules, when a mover's charges are based on weight and distance, the distance used to compute the transportation charge must be measured between which two points?

- ☐ A The mover's principal place of business and the point of delivery
- ☒ B The point of origin (pickup) and the point of destination (delivery)
- ☐ C The center of the city of origin and the center of the city of destination
- ☐ D The fueling station nearest to origin and the fueling station nearest to destination

ANSWER B

WHY BHGS rules specify that distance, when used as a factor in computing charges, is measured between the point of origin and the point of destination. Options A, C, and D describe distances that have no regulatory basis for the tariff.

QUESTION 2

SINGLE CHOICE

Which of the following items is required by BHGS regulations to appear on the bill of lading issued to a shipper?

- ☐ A The mover's projected profit margin on the move
- ☒ B The agreed-upon date or time period for delivery of the shipment
- ☐ C The shipper's annual household income
- ☐ D A list of every BHGS employee assigned to the job

ANSWER B

WHY The bill of lading must contain the agreed-upon date or period of time for delivery. Movers are not required to disclose profit margins, shipper income, or internal staffing assignments on the bill of lading.

QUESTION 3

SINGLE CHOICE

A mover prepares a written non-binding estimate for a shipper. The actual shipment weight is 1,500 pounds more than estimated. Under BHGS rules, what is the mover's obligation regarding the additional weight?

- ☐ A The mover may collect the full difference at any time, without notice
- ☒ B The mover may collect no more than 110 percent of the estimated total charges at delivery, and the balance must be deferred for invoicing within a regulatory time limit
- ☐ C The mover must waive the entire additional charge
- ☐ D The mover may demand the entire revised amount in cash before unloading

ANSWER B

WHY For a non-binding estimate, the mover may not demand more than 110 percent of the estimated total at delivery. Any amount over 110 percent must be deferred and billed to the shipper, and may not be collected at delivery.

QUESTION 4

SINGLE CHOICE

Under the Household Movers Act, the mover's basic level of liability for household goods is commonly referred to as:

- ☐ A Full replacement value coverage, provided at no charge
- ☒ B Released-value protection, at 60 cents per pound per article
- ☐ C Replacement-cost coverage at the shipper's option, mandatory
- ☐ D Third-party insurance purchased by the shipper only

ANSWER B

WHY California law provides for a basic (released-value) level of liability at 60 cents per pound per article unless the shipper elects, and pays for, full-value protection. Option A is wrong because full value is not free; Option C misstates the default; Option D is not how the statutory scheme works.

QUESTION 5

SINGLE CHOICE

Under BHGS rules, a shipper must file a written claim for loss or damage to household goods with the carrier within how many days after delivery?

- ☐ A 30 days
- ☐ B 60 days
- ☒ C 90 days
- ☐ D 1 year

ANSWER C

WHY A written claim for loss, damage, or injury must be filed with the carrier within 90 days after delivery under BHGS regulations. The 30-day and 60-day options are too short; one year is too long for this initial filing requirement.

QUESTION 6

SINGLE CHOICE

Before a household goods carrier may operate in California, which of the following is required?

- ☒ A A permit issued by the Bureau of Household Goods and Services (BHGS)
- ☐ B A certificate issued by the Federal Aviation Administration
- ☐ C A charter from a California city council
- ☐ D A franchise agreement with a national van line only

ANSWER A

WHY Household goods carriers must obtain a permit from the BHGS to operate in California. The FAA does not regulate surface movers; city charters and franchise agreements do not replace the state permit requirement.

QUESTION 7

SINGLE CHOICE

When a shipment is transported on a weight-and-distance basis, which document must the mover provide to the shipper showing the weight of the shipment?

- ☒ **A** A certified weight certificate from a licensed weighmaster
- ☐ **B** A notarized letter from the driver
- ☐ **C** A receipt from the shipper's home scale
- ☐ **D** A photocopy of the mover's fuel invoice

ANSWER A

WHY On a weight-and-distance shipment, the mover must obtain a certified weight certificate from a licensed weighmaster and provide the weight information to the shipper. Driver letters, home scales, and fuel invoices do not satisfy this requirement.

QUESTION 8

MULTIPLE CHOICE

Which of the following are prohibited advertising or sales practices under BHGS rules for household goods carriers? (Choose two.)

- ☒ **A** Advertising a guaranteed price without meeting the regulatory requirements for a binding estimate
- ☒ **B** Requiring an advance deposit that exceeds regulatory limits before the move
- ☐ **C** Providing a written, signed estimate with itemized charges
- ☐ **D** Refusing to provide the shipper with a copy of the bill of lading at pickup

ANSWER A - B

WHY Advertising a guaranteed price without complying with binding-estimate requirements is prohibited, and demanding an advance deposit exceeding regulatory limits is prohibited. Providing a written itemized estimate and providing the bill of lading are required, not prohibited.

QUESTION 9

MULTIPLE CHOICE

Which of the following items must appear on a written estimate issued by a household goods carrier? (Choose two.)

- ☒ **A** The carrier's name, address, and BHGS permit number
- ☒ **B** An itemized breakdown of the charges or the basis on which charges will be computed
- ☐ **C** The mover's projected annual revenue
- ☐ **D** The names of every employee who will load the truck

ANSWER A • B

WHY A written estimate must identify the carrier (including name, address, and permit number) and contain an itemized breakdown, or the rate basis on which charges will be computed. Annual revenue projections and individual employee rosters are not required estimate contents.