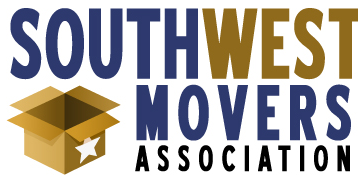


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MOVEFAX

July 30, 2010

Dear SMA Member:

IN THIS ISSUE

The SMA Foundation will offer both a silent and live auction to raise scholarship funds at the September conference. By making money donations to purchase items for the silent auction, you are showing your appreciation for the generous scholarship program of the SMA Foundation.

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The annual meeting and trade show is September 22-24, Lost Pines Resort, Lost Pines, TX. The Winter-Spring Moving and Trucking Day at the Texas Capitol is February 15-16, 2011. Please mark your calendars now.

[SMA Event Calendar for 2010](#)

Dorothy Brooks
Director of Operations

SMA Foundation Donations Requested - Silent Auction

SMA members have the opportunity to support and show their appreciation for the Foundation. By making a cash donation for the purchase silent auction items, you are supporting the Foundation Scholarship program. The auction will be held during the SMA annual conference in September. Checks, in the amount of \$25 or more, should be made payable to SMA Foundation, with a note on the subject line: "Silent Auction" and mailed c/o SMA, P.O. Box 684845, Austin, TX 78768-4845. Donations will be acknowledged for tax purposes.

Storage Facility Theft Prevention

Recently in Houston, a string of robberies has occurred in several self storage facilities. Not only is this tragic for the victims of the robberies but the self storage facilities as well. Your business is reliant on whether or not your customers trust you and your services. A robbery can break their trust and make them look elsewhere for a more secure storage facility.

Just some of the ways you can protect your customers as well as your business:

Require disc locks: These locks are harder for thieves to cut thus making the individual unit safer.

Video surveillance: Standard surveillance might not be enough in today's tech savvy generation. Thieves might be aware of how to get around standard, single-angle surveillance (as appears to be the case in one of the Houston burglaries). Having multi-angle cameras and motion detection lights will help to catch thieves in the act.

Fencing: standard fencing is not enough to keep thieves out. High concrete walls are ideal but if you have chained link fence they should be lined with barbed wire.

Urge your customers to inventory their belongings: By keeping a list of stored belongings with serial numbers recorded on high-value items such as electronics, police will have an easier time locating any missing items. You might even think about providing a simple inventory form to new customers.

Stress to customers not to share codes: Police in the aforementioned case have a strong suspect in one of the facility's renters since his code was used around the time of the burglaries. However, there is always a chance it was someone else who got a hold of the renter's entry code. Make sure your customers keep gate codes to themselves and in a safe place. Also let them know not to allow anyone to follow them into the facility.

Check units often: Have your customers visit their units regularly to make sure they are not missing anything. Customers should also check for signs of tampering with their locks.

Storage insurance: As a last line of defense suggest that your customers get storage insurance. In the unfortunate event that something does happen it's better to be prepared than to be at a total loss.

All of these suggestions will help to ensure both you and your customers' safety and peace of mind when it comes to the belongings they are trusting you with. What measures have you taken to prevent theft at your facility?

Posted by Relocation Insurance Group, LLC

Scam Alert from the BBB

Messages Referencing a Pending Consumer Complaint Pop Up in Inboxes

BBB serving Central, Coastal and Southwest Texas has received reports from local businesses that have been contacted by email regarding a consumer dispute. BBB has determined these emails are fake and could be a phishing scam. One message referenced a BBB Complaint Case (#812091498 Ref #96-3157080-65033480-5-164) and came from "seatac@bbb.org" which is not an official BBB email address.

The email directs business owners to click a link to respond to complaints, however, it redirects to a website that is not valid with BBB. Additionally, the case number listed in the subject line of the email and the case number listed in the body of the email does not match. BBB Accredited Businesses as well as non-Accredited businesses have received these emails and multiple messages reference "Jason Harlow" as the consumer filing the complaint, however, other names may be used.

Businesses who receive these emails are encouraged to contact their local BBB before responding. A legitimate email from BBB serving Central, Coastal and Southwest Texas will include the contact information for the Dispute Resolution Specialist that is handling your complaint. Our staff will be happy to confirm the validity of these emails with you over the phone at 512-445-2911. Anyone receiving a phony email confirmation claiming to be from BBB should not click on any links in the email. Instead, either delete the message or forward it to phishing@council.bbb.org.

Tentative Agenda for September Conference

Wednesday, September 22 (Education Seminars are free)

- 8:00 - 6:00 p.m. - Registration
- 8:00 - 9:00 a.m. - Education Session #1 - Religious Freedoms in the Workplace
Hiram Sasser, Liberty Legal Institute
- 9:30 - 11:00 a.m. - Associate Table Top Move-in
- 9:30 - 10:30 a.m. - Education Session #2 - Power of the Internet, Search Engines
and Websites - Sean Burchell
- 10:30 - 10:45 a.m. - Refreshment break
- 10:45 - 11:45 a.m. - Education Session #3 - Going from Good to Great
Bobby Albert and Jason Turner, Albert Moving & Storage
- Noon - 1:00 p.m. - Heritage Award Luncheon honoring Richard Willis
- 1:15 - 2:45 p.m. - Education Session #4 - CSA 2010 - Scott Sullins
Great West Casualty Company
- 3:00 - 4:10 p.m. - Associate Table Top Move-in
- 3:00 - 4:30 p.m. - Executive Committee
- 5:00 - 6:00 p.m. - Welcome Reception
- 6:00 - 8:00 p.m. - Dinner on your own
- 8:00 - 11:00 p.m. - SMA Foundation Silent & Live Fund Raising Auctions.
Casino and 4th Annual Texas Hold 'Em Tournament

Thursday, September 23

- 7:30 - 11:30 a.m. - Registration
- 7:30 - 8:30 a.m. - Associate Appreciation Breakfast
- 7:30 - 8:30 a.m. - SMA Foundation Trustees meeting
- 8:45 - 10:00 a.m. - General Session - Speaker Beverly Kearney
- 10:00 - 10:15 a.m. - Refreshment break
- 10:15 - 11:30 a.m. - Education Session #5 - Moving for the Military and the DP3 Program
Peggy Wilkens, Stevens Worldwide Van Lines
- Noon - 5:00 p.m. - Lunch and Golf Tournament
- Noon - 5:00 p.m. - Non-Golfer Luncheon and Program
- 6:00 - 6:30 p.m. - Registration
- 7:00 - 7:30 p.m. - Chairman's Reception
- 7:30 - 10:30 p.m. - Chairman's Dinner and Entertainment Featuring Comedienne Jan
McInnis

Friday, September 24

- 7:30 - 8:30 a.m. - Breakfast
- 8:45 - 10:30 a.m. - Board of Directors Meeting; Swearing in of new Officers
and Board members
- 10:30 - 11:00 a.m. - Associate Table Tear-Down

(Please note this is a tentative agenda and some items and/or times may change. It is offered as a good guideline for those who must make airline arrangements.)

2011 Moving and Trucking Day at the Capitol

Moving and Trucking Day at the Texas State Capitol has been set for Feb. 16, 2011. SMA committees and board will meet on Feb. 15. This is a great opportunity to visit with your elected official during the 2011 Legislative Session. Mark your calendar and make plans to attend.

SMA Event Calendar for 2010 - 2011

September 22-24 - Annual Conference & Trade Show, Hyatt Lost Pines Resort, Lost Pines,

TX

October 27 - Austin Board of Realtors Trade Show, Austin, TX

February 16 - Moving & Trucking Day at the Texas Capitol

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