

## **Procedures**

1. When your household goods were delivered, the carrier should have left three (3) copies of DD Form 1840/1840R, Notice of Loss or Damage. This form officially notifies the carrier of loss or damage to your shipment. You may have listed some damages on the DD Form 1840 side of the form. That side can only be used while the carrier is at your residence.

2. If you find additional loss or damage after the carrier has left, it **MUST** be listed on the DD Form 1840R side. Once you have listed all your loss or damage, bring the completed form to the Claims Office within 70 days of delivery. Items listed on the DD Form 1840 side at the time of delivery need not be transferred to the DD Form 1840R side. All loss/damage on the DD Form 1840/1840R **MUST BE REPORTED TO THE CLAIMS OFFICE WITHIN 70 DAYS OF THE DELIVERY DATE.** If you find any additional damaged or missing items after you have turned in your DD Form 1840R to this office, but are still within 70 days of the delivery date, report to the Claims Office to complete a supplemental DD Form 1840R.

3. Effective October 2007, Soldiers and Department of Army Civilians became eligible for Full Replacement Value (FRV) protection on most Army or DOD funded personal property shipments. If your shipment is covered by FRV, you have two options in filing your claim:

a) file your claim directly with the carrier to obtain full replacement value coverage for damaged or missing items.

- Time Limitations – Within 75 Days of Delivery you must notify the carrier in writing of a damaged and missing items. You have 75 days after delivery to annotate on the DD Form 1840R any additional loss or damage you discovered and submit it to the carrier. Include a detailed description of the damage and be careful to put the correct inventory number for all items, even items missing from cartons. If you fail to timely submit this form, you will not be reimbursed for the additionally discovered loss/damage. The Army Claims Office may grant waiver of this time –limit upon showing of good cause such as your officially recognized absence (such as TDY or deployment) or hospitalization during all or a portion of the 75 days from the date of delivery.

Within 9 months of delivery you must file your claim with the carrier to get FRV. At the time of delivery, the carrier will give you instructions on how to file a claim with them directly. A claim is a specific demand for the specific amount, listing the items lost or damaged. If your property is lost or damaged in transit, you can file your claim with the carrier within 2 years of the delivery of the shipment. However, if you submit the claim within 9 months of delivery, the carrier will be liable for the full, undepreciated replacement value on all lost or destroyed items. If you file past the 9-month mark but within the 2-year mark, you'll still get

reimbursed the depreciated value of your claim damages but you will not get FRV.

b) file your claim with the Army Claims Office where your claim will be processed and payment will be made based on depreciated replacement cost or cost of repair whichever is less.

• Time Limitations - You have TWO YEARS from the DATE OF DELIVERY to file your claim. If you have multiple deliveries resulting from one shipment, the time restrictions for the notification of the damage and submitting your claim begins from the DATE OF DELIVERY OF EACH SHIPMENT. For example, you live in the barracks and your shipment arrives on 1 Jan 99. You don't have enough room for all of your goods so you take a partial delivery on 1 Feb 99, which includes your TV and your stereo. The 70 day time frame for notification of damages for that delivery begins on the date of delivery (1 Feb 99). Your two year deadline for filing a claim for that delivery begins on the date of delivery and would end on 1 Feb 01, two years from the date of delivery. When you take delivery on the rest of your property, a second 70 day time frame for notification of damages for that delivery begins. The two year deadline for filing a claim for that delivery would be two years from that date of delivery.

**Note:** If you are approaching the 2-year deadline for filing a claim, then make sure you file your claim before the deadline, even if you do not have the documentation ready to support your claim. The reason is that the two-year time limit cannot be waived and your claim cannot be paid. All you have to do to file a claim is to make a signed written demand for compensation and present it to the claims office. Once you file the claim, you can gather the necessary documents to support your claim for compensation.

**4. TOTAL DEDUCTIONS WILL BE MADE FROM YOUR CLAIM FOR ANY DAMAGE OR LOST ITEMS CLAIMED BUT NOT NOTED IN A TIMELY MANNER ON THE DD FORM 1840/1840R.**

5. Prior to filing your claim, you should read the Special Instructions CAREFULLY. Those instructions contain important information about filing your claim. The instructions are attached below.

6. Once the DD Form 1840/1840R is brought to this office, you will need to complete the forms provided. In order to properly process your claim you must provide the following forms in the order shown below:

a. DD Form 1842 – 1 Copy – This form is available by clicking on the link and must be completed in black ink prior to coming in for your appointment. It must be signed in Block 17 by either the soldier or spouse. If the spouse signs the

form, they must provide proof of authority to sign for the soldier (e.g. Power of Attorney). If the individual filing the claim has a Power of Attorney, that person must sign his/her name along with the name of the claimant (the person for which the claim is being filed). After signing the appropriate names, the person filing the claim must write the following statement: "Attorney in fact for". Make sure the amount of the claim is put in block 9.

b. DD Form 1844 – 1 Copy – This form is also available by clicking on the link and must be completed in black ink prior to your appointment.

c. PCS Orders – 1 Copy – A copy can be obtained from the Transportation Office or MILPO if you do not have one.

d. DD Form 1299(Application for Shipment) – 1 Copy – A copy can be obtained from the Transportation Office if you do not have one.

e. U.S. Government Bill of Lading – 1 Copy – A copy can be obtained from the Transportation Office if you do not have one. If you had a local storage move, this would be replaced with a Service Order, DD Form 1164. This form is necessary for the claim to be adjudicated properly.

f. DD Form 1164 -FOR LOCAL NON-TEMP STORAGE CLAIMS ONLY - (Service Order) These documents may be obtained from the Transportation Office. You will need two of these forms. One DD Form 1164 will be placing your goods into storage. The other DD Form 1164 will be taking your goods out of storage. These forms are necessary for the claim to be adjudicated properly.

g. Inventory – 1 Copy – This is provided by the carrier at the time of pickup. If you cannot locate this form, contact the carrier or call this office for assistance in obtaining one.

h. DD Form 1840/1840R – 1 Copy – Must be date stamped by a claims office.

i. Repair Estimates - Repair estimates are required for all furniture damage over \$50.00. ALL ELECTRICAL ITEMS with internal damage must have an itemized estimate of repair from a qualified repair firm in order to be considered for payment. The estimate must also state that damage is due to shipping. Please ensure that you pick up a repair sheet from this office for the technician to use in preparing his/her estimate. This form is required in order for your claim to be properly adjudicated.

j. Purchase Receipts - In order to adjudicate your claim, we need to have purchase receipts, appraisals, photographs or some other form of substantiation on high-value items (over \$50.00). Without such substantiation it is possible that you will receive an amount considered fair and reasonable, i. e., an average price, rather than a more expensive one.

**k. Replacement Costs - Written replacement costs are required for any high-value item (over \$50.00) to be replaced. Written statements from a store employee with name, phone number, store name and address, cost, and model and serial number of item and catalog or ad pages are acceptable.**

**7. A separate claim must be filed for each shipment (household goods / hold baggage / POV).**

**8. The Government does not pay for incidental expenses such as phone bills, gas, items rented while waiting for your shipment to arrive or your claim to be paid, or time you spent on filling out your claim form.**

**9. Do not discard items damaged in shipment until all time requirements have been met or you get permission from this office to do so. In some cases, the damaged goods may have to be inspected or be turned in to the Defense Reutilization and Marketing Office.**

**10. If an item is not economically repairable and you wish to keep it, you may claim a reasonable amount for its loss of value and retain that article.**

**11. When you have both the claims forms completed and all required documentation, bring them to the claims office during our office hours: Monday - Friday, 0080 - 1130 and 1300 - 1600. On Wednesdays we close at 1500 for family time. We accept claims at any time during these hours. If you desire copies of any forms or documents pertaining to your claim, you should make those copies prior to coming in for your appointment. You must turn in all original documents to the Claims Office.**

### **SPECIAL INSTRUCTIONS**

**DO NOT THROW AWAY OR DESTROY ANY ITEMS WHICH HAVE BEEN DAMAGED DURING YOUR MOVE!!!!!!!!!!**

**If necessary, you may request and receive permission from the Claims Office to dispose of certain destroyed items before your claim has been adjudicated. DO NOT DESTROY ANY ITEMS WITHOUT SUCH PERMISSION!!!!**

**\* WHEN YOU COME IN TO FILE YOUR CLAIM MAKE SURE YOU BRING IN ANY SMALL BROKEN ITEMS YOU MAY HAVE.**

**\* IF YOU HAVE ANY MISSING ITEMS THAT WERE NOT LISTED ON THE INVENTORY, YOU MUST PROVIDE A WRITTEN STATEMENT EXPLAINING HOW**

**YOU KNOW THAT THOSE PARTICULAR ITEMS WERE INDEED PACKED AS PART OF YOUR SHIPMENT.**

**\* IF YOU HAVE ANY ELECTRONIC ITEMS THAT SUSTAINED INTERNAL DAMAGE DURING SHIPMENT, YOU MUST PROVIDE A WRITTEN STATEMENT (IN ADDITION TO THE REPAIRMAN'S ESTIMATE) EXPLAINING HOW YOU KNOW THAT THE ITEM IN QUESTION WAS IN SATISFACTORY WORKING CONDITION PRIOR TO SHIPMENT.**

### **REPAIR INSTRUCTIONS**

**1. When an item is repairable, and the repair cost does not exceed the replacement cost, you are entitled to claim a reasonable local repair cost. You will need a written estimate of repair when you are claiming repairs of \$50.00 or more. These estimates must be prepared by an established business, and signed by a representative of that firm. For electrical items (such as stereos, computers, TV's, VCR's, etc.) written itemized estimates indicating the damage are required for all internal damages. The estimates MUST include a statement by the repair person as to probable cause of damage and the exact nature of the damage to all parts being repaired or replaced.**

**2. You will normally be reimbursed for the reasonable cost of obtaining a written estimate, unless it is to be credited toward the repair bill. For estimate fees over \$40.00, you will need approval from this office. Our telephone number is 644-5213/4742. Be sure to get the name of the person giving you approval for a higher estimate fee.**

**3. You may obtain suitable estimates from any qualified firm that you desire and you may contact this office for a list of local businesses that routinely provide repair estimates for your items.**