

Important Deadlines for Filing a Claim for PCS Shipments

By John James, Claims Attorney

With the summer PCS season ending most newcomers have received their hold baggage and household goods shipments. If damage is sustained they have the option of filing directly with the transportation service provider/carrier (TSP) to obtain full replacement value of any lost or destroyed items or filing with a military claims office (MCO) and obtaining depreciated value coverage. Example: A five year old television that costs \$2000 to replace is destroyed. Under the full replacement value (FRV) program the full \$2000 could be recovered whereas under the MCO depreciated value standards only \$1000 could be recovered (depreciation of 10% a year for 5 years). Here are two important time deadlines that must be met to get compensated for the damage:

1. **Filing Notice of Loss/Damage** Written notice of any loss and damage must be provided to the carrier within **75 days of delivery**. This must be done before a claim is filed with the carrier or the military claims office. Upon delivery the carrier will provide the forms (DD Form 1840R or similar Notice of Loss Form) to make this notice of loss and damage. Even if you do not intend to file a claim with the military claims office, you can still bring this notice form to the military claims office to make sure the form is mailed to the proper carrier. *
IMPORTANT: This notice form is not a claim, a claim must be filed later within the below time limits to obtain compensation. A claim is an actual signed demand for payment of money for the loss/damage.

2. **Filing a Claim**

a. Claims must be filed **within 9 months after delivery** if a claim is made for full replacement value. The claim is filed directly with the carrier. * Claims can be transferred to the military claims office if more than 30 days has transpired since the claim was filed and a final settlement has not been reached with the carrier.

or

b. Claims must be filed **within two years of delivery** with the military claims office. This two year deadline is based on a federal statute and cannot be extended except in very rare circumstances.

For Army personnel on Okinawa your military claims office is located in Room 222 of Building 218 on Torii Station. For more information check out the claims information at the below site or call 644-4742.

<http://www.usagts.jp.pac.army.mil/sites/installation/legal.asp>.

*If your shipment was moved under the new Defense Personal Property Shipment (DPS) program you must file the notice of loss and file the claim with the carrier via the internet at <http://www.move.mil>.

