

INSTRUCTIONS

PLEASE READ THESE INSTRUCTIONS CAREFULLY. These instructions will provide you with guidance in preparing and submitting the documents and forms which are essential for this office to process your claim. Failure to properly complete the claim forms or provide the necessary information will delay the processing of your claim and may result in denial of the claim.

INFORMATION AND ASSISTANCE TO CLAIMANTS: Claims personnel are available to assist you. If you have any questions, contact the Claims Office at (803) 751-2739 or DSN 734-2739. The hours of operation are – Monday through Friday from 0900-1600. It is highly recommended that Claimant's call for an appointment during the above mentioned hours to turn in their claim. During appointments, claims personnel can explain in greater detail the adjudication process and may be able to adjudicate the claim on the spot.

PURPOSE OF THE PERSONNEL CLAIMS ACT: The statute which authorizes compensation for personal property losses which occur incident to service is a gratuitous payment statute. It does not provide insurance coverage. Army Regulation 27-20 provides that a claim may be allowed only for the amount and quantity of personal property considered reasonable or useful for the claimant to have possessed or used under the attendant circumstances, incident to service or employment. The amount of compensation allowed for damage caused by the carrier/warehouse is limited to the fair market value of the property at the time of the loss.

A CLAIM MUST BE SUBMITTED WITHIN TWO (2) YEARS OF THE DATE OF DELIVERY OF THE PROPERTY TO CLAIMANT OR CLAIMANT'S AGENT. FAILURE TO DO SO WILL RESULT IN DENIAL OF THE CLAIM. THIS STATUTE IS NOT WAIVERABLE. PLEASE NOTE THAT TURNING IN THE DD FORM 1840/1840R (PINK FORMS), REFERENCED BELOW, DOES NOT MEAN THAT YOU HAVE FILED A CLAIM.

Prior to filing a storage or household goods shipment claim you must file the following:

DD FORM 1840/1840R: This is the pink form which is given to you by the carrier at the time of delivery of your goods. You and the carrier should have listed the damage on the DD Form 1840 side and signed the form at the time of delivery. Any additional damage which you discover later must be listed on the DD Form 1840R side. **THIS FORM MUST BE DELIVERED TO THE CLAIMS OFFICE WITHIN 70 DAYS OF DELIVERY OF THE GOODS.** The Claims Office will submit this form to the carrier for the purpose of putting the carrier on notice of the additional loss or damage, which you are claiming. If additional loss or damage is discovered after you have delivered the DD Form 1840/1840R to the Claims Office (and before the 70 days has elapsed), you must file a supplemental DD Form 1840R. Merely listing the additional damage on the DD Form 1844 is not sufficient notice of the additional damage. Failure to comply with the notice requirement will result in total or partial denial of the amount claimed for items on which notice was not timely given, unless you have good cause for not complying. If waiver of the notice requirement is requested, you must provide a written statement of the reason for not complying. A copy of any supporting documents should be attached to the request. Please not that turning in the DD Form 1840/1840R (pink forms)

does not mean that you have filed a claim. NO APPOINTMENT IS REQUIRED FOR YOU TO TURN IN THIS FORM.

WHAT MUST BE FILED:

The following forms and documents are required for filing and substantiating a claim. The forms must be legibly filled out. Use black ink only.

1. **DD FORM 1842-CLAIM FOR PERSONAL PROPERTY AGAINST THE UNITED STATES:** You must complete Part I (blocks 1-18) of this form. You should read the back of this form immediately. Refer to the completed sample at page 5.
2. **DD FORM 1844- SCHEDULE OF PROPERTY AND CLAIM ANALYSIS CHART:** Each damaged or lost item must be listed separately, and you must describe the damage, which was caused by the carrier/contractor. Failure to adequately describe the nature of the damage may adversely affect your claim. **CLAIM ONLY DAMAGES CAUSED BY THIS PARTICULAR SHIPMENT.** If you claim preexisting damage, you may forfeit your right to compensation for damages caused by this particular storage/shipment. Your description of the item damaged or lost must include the size, brand/pattern name, and model number. You must also include the date of purchase and the purchase price. If an item was received as a gift, you should include the date it was received by you. If an item was purchased used, you should indicate this fact. You may be required to submit the purchase receipt for expensive items. Refer to the sample at page 6. Complete blocks 1-13 only.
3. **GOVERNMENT BILL OF LADING (GBL):** If you do not have one, you may obtain a copy from the Fort Rucker Transportation Office, Inbound Section (334) 255-2343.
4. **INVENTORY:** The original Origin Inventory, which notes the condition of your household goods at the time they were packed, must be submitted. If you have misplaced this document, you must obtain a copy from the origin transportation office or the carrier.
5. **INSURANCE POLICY:** You will be required to complete a Declaration of Insurance Coverage Form. If damage to any of the property was covered by insurance, you must file a claim with the insurance company prior to filing a claim against the United States. You must submit a copy of the insurance company's decision and analysis of you claim and a copy of the policy/declaration at the time you file a claim against the United States. Failure to provide this information will result in denial of your claim. Occasionally, it will be necessary for Claims personnel to communicate directly with the insurance company.
6. **ORDERS:** You must submit a copy of the orders that authorized this particular shipment/storage/travel. If you have more than one, a copy of the orders pertaining to each shipment/storage/travel on which you are claiming damage is also necessary.
7. **ESTIMATES:** It is the claimant's responsibility to obtain a reasonable estimate to substantiate the repair or replacement cost of a damaged item. Only reasonable repair or replacement costs will be

allowed. Local repair/replacement costs should be submitted, unless the item is of unusual nature and cannot be repaired/replaced through local sources. Carefully read the instructions below regarding repair and replacement cost estimates.

a. **REPAIR ESTIMATES:** A repair estimate is the estimated cost that a reputable repair shop (in the business of repairing the type of damage claimed) would charge to repair an item. **IT IS NOT AN APPRAISAL. AN APPRAISAL WILL NOT SUFFICE FOR A REPAIR COST ESTIMATE.** If the cost to repair the damage to an item is nominal, depending on the reasonable value of the item, no written estimate of repair cost is necessary. For instance, a minor rub or scratch to a table which can be touched-up for less than \$50.00; a loose binder from a book which can be reglued by claimant by purchasing a small amount of glue for \$4.00; a broken chair leg which can be replaced for \$25.00. If there is extensive damage to an item or the repair cost is likely to exceed \$100.00, a repair estimate is necessary.

Claims personnel will give you a form, which must be completed, by a reputable repair shop to substantiate shipping damage to electrical items. All of the information requested on this form must be provided. Failure to do so may adversely affect your claim.

If a repair firm charges you a fee for an estimate and refuses to credit it to the repair bill in the event you elect to have the item repaired, obtain a receipt from the repair shop with a note written on the receipt that the shop will not credit the fee to the repair bill if you select the shop to perform the repair work. You may then file a claim for reimbursement of the estimate fee. Only a reasonable estimate fee will be allowed. Appraisal fees are not authorized, unless the appraisal is specifically requested by the claims approval official.

IT IS YOUR RESPONSIBILITY TO ENSURE THAT THE REPAIR ESTIMATE DESCRIBES THE WORK, WHICH IS TO BE PERFORMED; IT IS ALSO YOUR RESPONSIBILITY TO ENSURE THAT THE ESTIMATE DOES NOT INCLUDE THE COST TO REPAIR PREEXISTING DAMAGE. If an item cannot be repaired for a reasonable amount or the repair cost will exceed the reasonable cost to replace the item, the estimator should write a note to that effect on the repair estimate. When necessary as determined by Claims Office personnel, the repair shop from which you have obtained and submitted an estimate will be contacted regarding the cost and work to be performed.

b. **REPLACEMENT COST ESTIMATE:** If an item is missing, or totally destroyed (determined to be unrepairable by a shop in the business of repairing such items, or it is not economical to repair because repair costs would exceed replacement cost) you should obtain a replacement cost estimate to substantiate the amount of damages which you claim. The replacement cost estimate should be obtained from a local merchant/store that is in the business of selling the type of property that was lost or damaged. You may submit Web Sites/catalogue clippings of identical or substantially similar items instead of a written estimate. The estimate or clipping should be as specific as possible and include the name brand/pattern, size, and model number of the item. **DO NOT CLAIM MORE THAN WHAT IS ACTUALLY DAMAGED.**

8. POWER OF ATTORNEY, DEATH CERTIFICATE, OR OTHER AUTHORITY TO FILE: If you are filing as the claimant's spouse, representative, agent, or survivor, you must submit the

applicable authority at the time the claim is filed. The claim must be filed in the name of the soldier or Department of the Army employee in whose name the Orders and GBL were issued.

9. MISSING ITEMS STATEMENT: If items are claimed missing and not noted missing at delivery, claimant must provide a detailed statement identifying each missing item by name, purchase date, brand/model number, where the item was located at the time of packing, and when last seen. If the item is not listed on the inventory, attach purchase receipt or other proof of ownership. Payment is not usually allowed for expensive items, large items, or large quantities not noted on an inventory.

IMPORTANT REMINDERS:

DO NOT THROW AWAY OR OTHERWISE DISPOSE OF ANY ITEM WITHOUT FIRST OBTAINING PERMISSION FROM THE CLAIMS OFFICE. It is in your best interest to keep the property in order to prove the extent of the damage. Carriers have the right to inspect damaged items within 75 days of delivery or 45 days after the DD Form 1840R has been dispatched. A claimant must allow the carrier to inspect the damaged items, if contacted. Additionally, the carrier or the government is entitled to the salvage value of items that are not totally destroyed. Department of the Army Pamphlet 27-162, paragraph 11-21f(8) requires that a claimant retain antiques, figurines, and crystal with a single value of \$50.00 or more for a minimum of 90 days after final payment. Furniture, appliances and other expensive items should also be retained for carrier salvage. YOU MUST KEEP THOSE ITEMS FOR 90 DAYS. It is not unusual for carriers/contractors to dispute a claim. Notify the Claims Office if you will be relocating prior to final disposition of the claim.

THE FOLLOWING PENALTIES MAY BE IMPOSED FOR FILING A FALSE CLAIM: Denial of payment on items tainted by false information, recoupment from pay of any amount already allowed, and/or criminal prosecution which could result in a fine, imprisonment, or both.