

FILING A CLAIM FOR A VEHICLE DAMAGED WHEN SHIPPED AT GOVERNMENT EXPENSE

1. It is the Claimant's responsibility to properly complete the required forms and to provide documentation substantiating their claim. A claim must be submitted in writing within two years from the date of delivery of the vehicle. Please contact the Claims Office for more information.

2. In order to file a claim, the following documents must be provided:

DD Form 1842 Claim for Loss of or Damage to Personal Property Incident to Service.

DD Form 1844 List of Property & Claims Analysis Chart

VISF (Vehicle Inspection and Shipping Form)

The form provided to the owner of the vehicle or his/her agent when the vehicle is delivered.

(Damage claimed must be noted & verified by the carrier on the reverse side in order for the damage to be payable).

Proof of Vehicle Ownership: A document showing ownership of vehicle at time of incident (copy of registration or title).

Estimates: One written estimate of repair that describes the damage and necessary repair work in detail (It must be itemized. If we determine that additional estimates are needed, we will inform you).

3. The Fort Jackson Claims Office hours are as follows:

MONDAY, TUESDAY, THURSDAY, FRIDAY, 0900 – 1130 & 1300-1600

Closed 1130 – 1300 for Lunch

Closed on Wednesdays, Federal and Training Holidays

4. If you require assistance, contact the Claims Office by telephone 803-751-3603 or come into the office which is located at 2600 Lee Road, Fort Jackson, SC 29207.