

PROCEDURES FOR FILING A HOUSEHOLD GOODS CLAIM

1. When your household goods were delivered, the carrier should have left a Notice of Loss or Damage form. There are several versions of these forms now being used by the carriers: The (pink) DD1840/1840R, the 1850, 1851 and unnumbered forms that say "Notice of Loss or Damage AT Delivery" or "Notice of Loss or Damage AFTER Delivery" at the top of the page. Any of these forms officially notify the carrier of loss or damage to your shipment. The loss and damage noted at the time of delivery may have been listed in the DD1840, the 1850 or the Notice of Loss or Damage AT Delivery form.

2. If you find additional loss or damage after the carrier has left, it **MUST** be listed on the DD Form 1840R, the 1851 or the Notice of Loss or Damage AFTER Delivery form. Once you have listed all your loss or damage, bring the completed form, along with the form you signed at delivery (the DD1840, 1850 or Notice of Loss or Damage AT Delivery form) to the Claims Office within 75 days of delivery. All loss/damage **MUST BE REPORTED TO THE CLAIMS OFFICE WITHIN 75 DAYS OF THE DELIVERY DATE**. If you find any additional damaged or missing items after you have turned in your Notice of Loss or Damage forms to this office, but are still within 75 days of the delivery date, report to the Claims Office to complete supplemental forms.

3. Once your Notice of Loss or Damage forms are turned in you will be given additional information regarding how to file your claim directly with the carrier. Remember - submitting the notice forms merely gives the carrier notice that you may submit a claim; it is not the same as filing a claim.

4. Effective 1 October 2007, DoD Customers (Service Members and Department of Defense Civilians) are eligible for Full Replacement Value (FRV) protection on most DoD funded personal property shipments. FRV coverage will apply to personal property shipments with a **pickup date** on or after: **1 October 2007** for International shipments (to / from OCONUS); **1 November 2007** for Domestic shipments (within CONUS); **1 March 2008** for Non-Temporary Storage (NTS) shipments; and **1 March 2008** for Local Move / Direct Procurement Method (DPM) shipments.

5. IMPORTANT - NOTICE OF LOSS OR DAMAGE MUST FIRST BE PROVIDED

Providing prompt notice of loss and damage will still be an essential part of the claims process, whether you file your claim directly with the carrier within nine months to get FRV, or file it with the military claims office.

6. FILING YOUR CLAIM WITH THE CARRIER

a. Each carrier has their own process with regard to how claims are actually transmitted to them. Some carriers are streamlined and will provide you with a website to log onto; however most will have you transmit your claim via email, fax or regular mail. If you submit your claim via regular mail please ensure that you obtain some sort of tracking so that you have a record of when the claim was sent and when it was received.

b. Under the FRV program, if you file your claim directly with the carrier **within nine months of delivery**, the carrier will settle the claim by repairing or paying to repair damaged items. In addition, if you file your claim directly with the carrier within nine months of delivery, the carrier will be responsible for obtaining all repair and replacement costs.

c. For items that are lost or destroyed, the carrier will either replace the item with a new item, or pay the full, un-depreciated replacement cost. A few large items, such as pianos, organs, ATVs, personal watercraft, vehicles and motorcycles, as well as firearms and objects of art are not covered by FRV; however the repair cost, depreciated replacement cost or current market value may still be claimed. Likewise, the carrier cannot replace some missing items with new ones. These are items that have value because of their age, such as collectible figurines, antiques, collectible plates, baseball cards, comic books, and coin and stamp collections.

d. If you file your claim directly with the carrier **more than nine months** after delivery, the carrier will only pay the depreciated replacement cost or repair cost, whichever is less. Also, the carrier will not be responsible for obtaining repair or replacement estimates and the carrier will not pay more than \$1.25 times the weight of the shipment. For example, if you filed a claim on a 10,000 pound lost shipment ten months after delivery, the carrier would not be required to pay more than \$12,500.

e. Once the carrier receives your claim, it will have up to 60 days to pay, deny or make a final written offer. Once you have settled the claim, the carrier will have 30 days to make the payment.

7. If you are dissatisfied with the carrier's final offer or if you any questions about their offer, you should contact the Fort Jackson Claims Office for assistance with a rebuttal letter. We will need to see your entire claim and any correspondence you have had with the carrier.

8. Finally, if you cannot settle your claim with the carrier satisfactorily, you may transfer part or your entire claim to the Fort Jackson Claims Office. We will give you more guidance regarding this procedure once you contact our office; however you should be aware that the Army cannot pay you the full replacement value immediately. On transferred FRV claims, the Army will pay you the depreciated replacement cost or repair cost, and then try and recover the full replacement value from the carrier. Once the Army has recovered the full replacement value from the carrier, the Army will then pay you the difference between what it recovered from the carrier and the amount it has already paid you.

9. FILING YOUR CLAIM WITH THE MILITARY CLAIMS OFFICE.

a. You may elect to bypass the carrier and file your claims directly with the Fort Gordon Claims Office. We will settle your claim by paying the depreciated replacement (if applicable) or repair cost, whichever is less. You will have to obtain your own estimates of repair and pay the estimate fees up front, but you will be reimbursed when you file your claim. There are some cases where it is more advantageous to bypass the carrier since we process claims more quickly than the carrier. For example, if all of your claimed items can be repaired and nothing has to be replaced, or if you have some items that need to be replaced and they are new, filing with the military claims office will most likely result in a faster settlement. You should be aware however, that if you do choose to file your claim with the military claims office, you will give up your right to have the carrier settle your claim on the basis of full replacement value.

b. The carrier has the right to inspect the damaged items once it receives the notice forms even if you choose to file with the military. Normally the carrier will arrange to inspect your goods within 45 days of receipt of the Notice of Loss or Damage forms, but it has the right to inspect damaged items up until the claim is finally settled on FRV claims or within 45 days after the last Notice of Loss or Damage form was dispatched. Please cooperate with the carrier in arranging a time for such inspections.

10. Regardless of whether you file directly with the carrier or with a military claims office, you must file your claim within TWO YEARS from the DATE OF DELIVERY. Although there are some very limited exceptions to this requirement, they are rarely approved. 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 09. You don't have enough room for all of your goods so you take a partial delivery on 1 Feb 09, which includes your TV and your stereo. The 75 day time frame for notification of damages for that delivery begins on the date of delivery (1 Feb 09). Your two year deadline for filing a claim for that delivery begins on the date of delivery and would end on 1 Feb 11, two years from the date of delivery. When you take delivery on the rest of your property, a second 75 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.

11. 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 or other Notice of Loss or Damage forms.

12. 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.

13. Once the DD Form 1840/1840R or other Notice of Loss or Damage form 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.

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.

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, such as 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, ad pages or internet printouts are acceptable.

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

15. 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.

16. 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 over to the carrier.

17. 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.

18. When you have both the claims forms completed and all required documentation, bring them to the claims office during our office hours: Monday, Tuesday, Thursday and- Friday, 0900 - 1130 and 1300 - 1600. We accept claims at any time during these hours. If you cannot come in during these times please contact the Claims Office and we will set up a different time for you. If you desire copies of any forms or documents pertaining to your claim, you should make those copies prior turning them in to us. 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!!!!!!!!!!

The carrier which moved your household goods has the right to pick up destroyed items from you. Therefore, you must retain all damaged or destroyed items for 105 days after you receive your check from the Army in settlement of the claim.

If you refuse to allow the carrier to pick up destroyed items for which the Army has allowed you the depreciated replacement cost, or are unable to do so because you disposed of the item, you will be required to reimburse the Army for the salvage value of the item.

If necessary, you may request and receive permission from the Claims Office to dispose of certain destroyed items before 105 days have elapsed. **DO NOT DESTROY ANY ITEMS WITHOUT SUCH PERMISSION!!!!**

Additionally, the carrier has up to 45 days from the date of delivery or the date of the last DD Form 1840R to inspect any damaged household goods. **DO NOT** have anything repaired prior to 45 days from the date of delivery without requesting permission from the Claims Office to do so. If the carrier is not afforded the opportunity to inspect, you may lose all of your money from your claim.

*** 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. The form which must be used when obtaining an estimate for electronics is [here](#).

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 \$50.00, you will need approval from this office. Our telephone number is 803-751-3603. 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.