



# Household Goods/ Unaccompanied Baggage Loss or Damage Claim



<http://8tharmy.korea.army.mil/sja/claim-services/>



**IF YOU HAVE NOT PROVIDED NOTICE OF YOUR LOSS OR DAMAGE TO THE TRANSPORTATION SERVICE PROVIDER – DO NOT PROCEED FURTHER – REFER TO OUR HANDOUT ON NOTICE OF LOSS OR DAMAGE!**



## 1. General Information Regarding Filing a Claim with the Transportation Service Provider (TSP):

You have **up to 9 months from the date of delivery** to file a claim directly with the TSP under the **Full Replacement Value (FRV) program** for property lost or destroyed during shipment. With FRV, the TSP will replace lost or destroyed items with new items or pay for a new item of the same kind and quality. The TSP will not (and you should not expect) replacement or FRV for damaged items that can be repaired (unless the repair cost exceeds the replacement cost). **If filed within 9 months from the date of delivery, the TSP is liable for the greater of \$5,000 per shipment, or \$4.00 per pound times the net weight of the HHG shipment, or the gross weight of the UB shipment, up to \$50,000.**

If you do not file your claim with the TSP within 9 months from the date of delivery, you still have **between 9 months and up to 2 years from the date of delivery** to file a claim directly with the TSP **for depreciated replacement cost** for lost or destroyed items, and repair cost for damaged items (unless the repair cost exceeds the depreciated replacement cost). **If filed after 9 months, but within 2 years, from the date of delivery, the TSP is only liable for depreciated value of the goods, up to a maximum of \$1.25 per pound times the net weight of the shipment.**

◀ A list and explanation of “exclusions” from first filing a claim with the TSP is attached in the on-line version of this handout (see left column attachment listing).



If the amount of your loss exceeds the TSP’s maximum liability, you may file a claim with the Military Claims Office (MCO) for any loss in excess of the TSP’s payment. However, the MCO can only pay the depreciated replacement value or repair cost, whichever is less, for those items for which the TSP did not pay.

References:

- [Defense Transportation Regulation 4500.9-R, Part IV, Chapter 401, Paragraph G4d\(1\) & \(4\)](#)
- [Defense Transportation Regulation 4500.9-R, Attachment K1, Paragraph X3a\(1\), \(4\) & \(5\)](#) (for military members)
- [Defense Transportation Regulation 4500.9-R, Attachment K2, Paragraph W3a\(1\), \(4\) & \(5\)](#) (for DOD employees)

## 2: Filing a Claim with the Transportation Service Provider (TSP):

The procedure for filing a claim with the TSP varies based on the type of shipment. When DOD ships household goods and baggage for its military and civilian personnel, it has two methods of shipment it can choose. Most often, it uses the **Through Government Bill of Lading (TGBL) method** in which a single forwarder or moving van company arranges for or provides all the services for the entire move. The other is the **Direct Procurement Method (DPM)** in which DOD contracts with a series of local packing and containerization contractors and line-haul freight carriers to handle each segment of a move. **TGBL shipments are normal between CONUS ~ CONUS, CONUS ~ OCONUS, and OCONUS ~ OCONUS (different countries) locations; and DPM shipments are normal between CONUS ~ NON-TEMPORARY STORAGE (NTS), and within OCONUS (same country) locations.**

- For DoD sponsored TGBL shipments, directly with the TSP electronically at <http://www.move.mil> (register/log-in to the Defense Personal Property System (DPS)). Specific instructions on how to file a claim can be found at:
  - [http://www.move.mil/documents/dod/Claims\\_Overall\\_Process.pdf](http://www.move.mil/documents/dod/Claims_Overall_Process.pdf)
  - [http://www.move.mil/documents/dod/2-Steps\\_for\\_a\\_Customer\\_to\\_File\\_a\\_Claim\\_in\\_DPS.pdf](http://www.move.mil/documents/dod/2-Steps_for_a_Customer_to_File_a_Claim_in_DPS.pdf)
  - [http://www.move.mil/documents/dod/10-Filing\\_a\\_Claim\\_May2012.pdf](http://www.move.mil/documents/dod/10-Filing_a_Claim_May2012.pdf)



Your claim is not “submitted” until you select the red “SUBMIT CLAIM TO TSP” button at the bottom of the DPS claim screen.

- **For DoD sponsored DPM shipments**, by facsimile, regular mail, or e-mail, dispatched directly to the TSP. TSP contact information is on the DD Form 1840/Form 1850. Filing a claim electronically in DPS is not authorized for these shipments, as DPS is only applicable to DoD sponsored TGBL shipments. **If filing a claim by regular mail or e-mail, ensure you maintain verifiable proof of your mailing.**
- **For non-DoD sponsored shipments** (i.e. transferring from a Department of State (DoS) position in another foreign country back to a Department of Defense (DoD) position, etc.), by facsimile, regular mail, or e-mail, dispatched directly to all TSP'S involved with your move. Filing a claim electronically in DPS is not authorized for these shipments, as DPS is only applicable to DoD sponsored TGBL shipments and only lists TSP's contracted by DoD. **If filing a claim by regular mail or e-mail, ensure you maintain verifiable proof of your mailing.**

### 3: Electing to “Transfer” a Claim to your Respective Military Service Affiliation:

If you can't satisfactorily resolve all items in your claim with the TSP, you can still settle specific line items with the TSP, and then transfer and file a claim (within 2 years from the delivery date) for the unsettled line items with an MCO, or the claim as a whole.

- **For DoD sponsored TGBL shipments:** To elect to transfer your “entire claim” to an MCO, simply select the “TRANSFER TO MCO” button located in the top “Claims” section of the DPS claim screen. Please do not confuse this option with the below option, as this selection applies to the entire claim and every line item in your claim. To elect to transfer “specific items of your claim” to an MCO, simply select the “TRANSFER ITEM TO MCO” button located in the middle “Add/Update Claim Items” section of the DPS claim screen. Please do not confuse this option with the above option, as this selection only applies to the highlighted line item listed. To transfer other line items, simply click on each line item to display the option for that item.
- **For DoD sponsored DPM shipments and non-DoD sponsored shipments:** You must specifically provide written notice transferring your claim by facsimile, regular mail, or e-mail, dispatched directly to the TSP. **You must provide a copy of this written notice, and proof of dispatch, when filing your claim with your military service affiliation.**

 **By selecting transfer to MCO in the DPS system, or providing written notice for DoD sponsored DPM shipments and non-DoD sponsored shipments, YOU ARE NOT FILING A CLAIM WITH THE MCO, you are only giving notice to the TSP that you have decided to terminate the claims process with the TSP for that claim or individual selected items.**

### 4: Filing a Claim with your Respective Military Service Affiliation:



**IF YOU HAVE NOT FIRST FILED A CLAIM WITH THE TSP, AND PROVIDED THE TSP AT LEAST 30 DAYS TO SETTLE YOUR CLAIM BEFORE ELECTING TO TRANSFER TO MCO – YOU WILL FORFEIT YOUR ENTITLEMENT TO FRV!**



As a secondary, instead of filing a claim directly with the TSP, you may file your claim with your respective military service affiliation, but must do so **WITHIN 2 YEARS OF THE DATE OF DELIVERY (or have elected “Transfer to MCO” within 2 years of the date of delivery):**

- Army & DoD personnel may submit their claim electronically with your CAC from a “.mil” system at <https://www.jagcnet4.army.mil/8525763F005D2EF5/frmHome?open>
- Air Force personnel can submit their claim electronically from a “.mil” system at <https://claims.jag.af.mil/>
- Navy personnel can find information at [http://www.jag.navy.mil/organization/code\\_15.htm](http://www.jag.navy.mil/organization/code_15.htm)
- Marine personnel can find information at <http://www.mcipac.marines.mil/StaffandSections/SpecialStaff/OfficeoftheStaffJudgeAdvocate/Claims.aspx>
- Coast Guard personnel can find information at <http://www.fincen.uscg.mil/hhg.htm>

### 5: Filing a Claim with the U.S. Army Military Claims Office (MCO):

As a final option, you may submit your claim in person at an MCO **WITHIN 2 YEARS OF THE DATE OF DELIVERY (or have elected “Transfer to MCO” within 2 years of the date of delivery)**. However, a claim must be processed by your respective military service affiliation, and claims received by Air Force, Navy, Marine or Coast Guard personnel (military & civilian) will be packaged and mailed to the respective service's MCO for processing.

# Checklist for Filing a Claim for a DoD sponsored DPM Shipment, non-DoD sponsored Shipment, or with the Military Claims Office (MCO)

If appropriate forms/documentation are not provided or not properly completed, you will be notified and provided a reasonable time period in which to take corrective action. Should corrective action not be taken within a reasonable period, we will take action to either pay the claim in part if permitted based on available documentation, or deny the claim in full. You will be notified in writing of the action taken on your claim, and if paid in part or denied, provided the opportunity to request reconsideration.

◀Regulatory extract on proper claimants attached in on-line version of this handout (see left column attachment listing)

## CLAIM FORMS:

\_\_\_\_\_ **Letter to DoD Sponsored DPM TSP or non-DoD sponsored TSP**

◀ Template letter for submitting a claim to a TSP for a DoD sponsored DPM shipment or non-DoD sponsored shipment is attached in the on-line version of this handout (see left column attachment listing). **DO NOT USE THIS TEMPLATE TO FILE A CLAIM WITH A DOD SPONSORED TGBL SHIPMENT, YOU MUST FILE YOUR CLAIM THROUGH THE DPS ON-LINE PROGRAM.**

– OR –

\_\_\_\_\_ **DD Form 1842, Claim for Loss of or Damage to Personal Property Incident to Service** (Part I, Blocks 1 ~ 18)

This form must be signed by a proper claimant. If other than a proper claimant is completing and signing the form:

- The personal information listed MUST be that of the proper claimant
- Written authorization to sign the form on behalf of the proper claimant (i.e. power-of-attorney, attorney representation, etc.) must be provided

◀Blank & sample completed form attached in on-line version of this handout (see left column attachment listing)

\_\_\_\_\_ **DD Form 1844, List of Property and Claims Analysis Chart** (Blocks 1 ~ 11, 13 & Page Count/Total Pages)

◀Blank & sample completed form attached in on-line version of this handout (see left column attachment listing)

**SHIPPING DOCUMENTS:** With exception to the Missing Item Tracer Action, you should have already been provided copies of these documents either upon shipping or receiving your property. Missing documents may be obtained from the local Transportation Office.

\_\_\_\_\_ **Standard Form 1103, U.S. Government Bill of Lading (GBL)** (on all non-DPM shipments) A copy can be obtained from the Transportation Office.

\_\_\_\_\_ **DD Form 1840 or Form 1850, Joint Statement of Loss or Damage at Delivery** Provided to you at the time of delivery.

\_\_\_\_\_ **DD Form 1840R or Form 1851, Notice of Loss or Damage** (if applicable)

\_\_\_\_\_ **Household Goods Descriptive Inventory**

\_\_\_\_\_ **High Dollar Value Inventory Sheet** (if applicable)

\_\_\_\_\_ **Missing Item Tracer Action** (See the Transportation Office for missing inventory items)

## ADMINISTRATIVE DOCUMENTS:

\_\_\_\_\_ **Assignment Orders under which the Shipment was made and all Amendments**

\_\_\_\_\_ **Electronic Funds Transfer Worksheet**

◀Blank form attached in on-line version of this handout (see left column attachment listing)

\_\_\_\_\_ **Insurance Settlement** (if private insurance paid any funds associated with damage). There is **NO REQUIREMENT** for you to first file a claim through private insurance.

\_\_\_\_\_ **Power of Attorney (POA)** – You must have a POA if you are filing for your sponsor or someone else.

## CLAIM SUBSTANTIATION/SUPPORTING DOCUMENTATION:

\_\_\_\_\_ **Transfer to MCO Written Notice & Proof of Dispatch** (for DoD sponsored DPM shipments and non-DoD sponsored shipments only)

### \_\_\_\_\_ **Full Replacement Value Waiver Form**

If you are filing your claim directly with the Military Claims Office (MCO) within 9 months of delivery AND you have not first filed a claim with the Transportation Service Provider (TSP); OR you have filed a claim with the TSP and transferred your claim to an MCO within 30 days of submission to the TSP; you are not authorized to file your claim with an MCO unless you first sign a waiver of your rights under the Full Replacement Value program.

◀ **Blank form attached in on-line version of this handout (see left column attachment listing)**

### \_\_\_\_\_ **Original Signed Statement Regarding Obvious Damage or Missing Item from Inventory not Reported at Delivery**

If any items from your inventory you are claiming had obvious damage, or were missing, at the time of delivery, and you did not annotate the items at the time of delivery, you must provide a statement specifically explaining why you did not immediately report it. You must provide a separate statement for each item being claimed.

◀ **Blank form attached in on-line version of this handout (see left column attachment listing)**

### \_\_\_\_\_ **Original Signed Statement Regarding Proof of Tender of Damaged Item not Listed on the Inventory**

If any items you are claiming are NOT listed on the inventory, you must complete the enclosed questionnaire. You must complete a separate questionnaire for each item being claimed.

◀ **Blank form attached in on-line version of this handout (see left column attachment listing)**

### \_\_\_\_\_ **Original Signed Statement Regarding Working Condition of Electronic Item Prior to Shipment**

If any items you are claiming are electronic items, you must provide a statement specifically stating the working condition of the item prior to shipment, and specifying how you knew it was working. A general statement stating it worked before shipment is not sufficient. You must complete a separate statement for each item.

◀ **Blank form attached in on-line version of this handout (see left column attachment listing)**

\_\_\_\_\_ **Photographs.** You must provide photographs of your damaged or destroyed items. Photographs must include a view of the entire object, as well as mid-range and close-ups of the damage. Photographs must be of good quality, and not grainy in nature. Photographs will be taken by claims personnel (if necessary).

\_\_\_\_\_ **Purchase Receipts.** You must provide copies of a purchase receipt, credit card statement, cancelled check, appraisal, or some other form of substantiation to prove purchase date, cost, and ownership, of items of a value of \$100 or greater (if your total claim exceeds \$500), or for any missing item that is not listed on the inventory.

### \_\_\_\_\_ **Electronic Item Repair Form (not to be used for CPUs & laptops)**

If electronic items were damaged, you must obtain an electronic repair estimate from a reputable repair firm.

◀ **Blank form attached in on-line version of this handout (see left column attachment listing)**

### \_\_\_\_\_ **Computer Repair Form**

◀ **Blank form attached in on-line version of this handout (see left column attachment listing)**

\_\_\_\_\_ **Written Repair Estimates/Bills.** ALL property that is damaged, having a value of \$100.00 or more, must have an itemized repair estimate from a reputable repair firm. The estimate of repair must specifically detail the specific damage(s) being repaired and cost, or specify that the item is not repairable. NOTE: If already repaired, a detailed written repair bill specifying the damage(s) repaired must be submitted.

◀ **A partial list of repair firms attached in on-line version of this handout (see left column attachment listing)**

\_\_\_\_\_ **Replacement Costs.** Replacement costs must be substantiated for items determined not repairable by a reputable repair firm. You may submit documentary evidence of replacement costs from the PX, catalogs, or the Internet.

**NOTE:** Additional documentation or information may be required in the course of adjudicating your claim.



**PLEASE STOP BY YOUR MILITARY CLAIMS OFFICE IF YOU NEED FURTHER ASSISTANCE**

