



Legal Information Paper
Office of the Staff Judge Advocate
19th ESC and Area IV



FILING A CLAIM

Notification of Loss or Damage: Household Goods (HHG)/Unaccompanied Baggage (UB): Notification of Loss or Damage of HHG or UB AFTER Delivery within 70 days of the delivery date to respective Military Claims Office or 75 days of the delivery date to Transportation Service Provider (TSP) directly by e-mail or through: <https://eta.sddc.army.mil>.

You can get the company's information from the Transportation Office at 763-0716.

Filing a claim:

HHG/US Shipment Claims:

-DPS: Filing claim through <https://eta.sddc.army.mil> – A shipment that was processed through the DPS will have a Government Bill of Lading (GBL) what will have a file format of 4 alphabetic characters followed by 7 digits (e.g., ABCD0000123). Within 9 months from the delivery date, you must file a claim for Full Replacement Value (FRV).

-Military Claims Office (MCO): Within 2 years of delivery you must file your claim against the government.

-POV Shipment: Within 2 years of delivery you must file your claim against the government. At the Joint-Inspection; as a general rule, loss or damage discovered after the joint inspection and departure from the pickup point will not be honored.

Military Claims Act (MCA): Damage to personnel property by negligent or wrongful act of omission of a DA or DOD soldier or Civilian employee. A written claim must be filed not later than two (2) years the loss or damage occurred or the date on which the injured person discovered the injury and the cause.

Incident to Service Claim: Incident to Service claims may include, but are not limited to: -damage to vehicles while property on post or while being driven for the convenience of the Government. losses at quarters; and, fire, flood, hurricane, earthquake, or losses attributed to unusual weather conditions.

Article 139 claims: Claim for personal property wrongfully taken or willfully damaged by a member of the Armed Forces. A written claim should be submitted within 90 days of the incident unless the claimant has good cause for delay.

INSURANCE NOTE: If you have a private insurance policy that may cover all or part of your loss, you DO NOT HAVE TO FILE with your private insurance company before you can be paid by the Army, if your claim is for a loss or damage to your personal property **while it was being transported or store at government expense.**

Claims Office, Camp Henry, Building Number 1805 by Gate #1, Mrs. So, Yong Hui, yonghui.so4.ln@mail.mil, 763-4424, Commercial: 0503-363-4424.

Other Military Claims Offices (MCO)

Mr. Feist, Leslie or Kim, Chi Yong or Pang, Ka Hui, 757-2607/2632, Camp Humphreys
Ms. Chong, 730-3687, 2ID, Dongdu-cheon Claims Office