

CLAIMS INSTRUCTION SHEET

1. If you had loss or damage to your household goods or other property moved at government expense, claims offices will assist you in filing your claim. Please review the following information carefully. Failure to meet the deadlines or to follow the instructions may result in a reduction of any award or a complete denial of your claim.
2. We're sorry you sustained damage and/or loss in your move. The mission of this claim office is to assist you in filing your claim and to settle your claim fairly and without delay. The carrier will reimburse the claims office for the damage and/or loss they caused.
3. Each service branch adjudicates its own claims for damage or loss of personal property. Claims are accepted and forwarded to a local claims office of the claimant's service for action. Below are this area's Army, Air Force, Coast Guard, Navy and Marine Corps claims offices.

NAVY PERSONNEL ONLY

Personal Property Division/Navy Claims Office
FISC- Norfolk DET Washington, DC
Naval District Washington Anacosta Annex
2791 Brookley Ave, SW Suite 168
Washington, DC 20373
(202) 685-1194/95/96

COAST GUARD PERSONNEL ONLY

Commandant GCAS-1-P
US Coast Guard Headquarters
Room B442
2100 2nd Street, SW
Washington, DC 20593-0001
(202) 267-2274

MARINE CORPS PERSONNEL ONLY

TMO, HQBN, HQMC
1555 South Gate Road
Arlington, VA 22214
(703) 614-7191/7199

ARMY AND DOD PERSONNEL ONLY

U.S. Army Garrison, Fort George G. Meade
Bldg 2257 Huber Road
Fort George G. Meade, MD 20755-5030
(301) 677-9960

AIR FORCE PERSONNEL ONLY

89th AW/JAD
Bldg 1535, Suite AA203
Andrews AFB, MD 20762
(301) 981-6697

AIR FORCE PERSONNEL ONLY

11 SPTWG/JAD
20 MacDill Blvd, Suite 207
Bolling AFB, DC 20332-0110
(202) 767-4439

MARINE CORPS PERSONNEL ONLY

Traffic Management Branch
2009 Zeilin Road, Suite 2
MCB Quantico, VA 22134-5099
(703) 784-2831/2832

ARMY AND DOD PERSONNEL ONLY

U.S. Army Military District of Washington
Fort Myer Military Community
204 Lee Avenue
Fort Myer, VA 22211-1199
(703) 696-0761/0762

ARMY AND DOD PERSONNEL ONLY

WRMAC Judge Advocate Bldg 11
Room D201
Washington D.C. 20307-5001
(202) 782-1550

ARMY AND DOD PERSONNEL ONLY

U.S. Army Garrison, Fort Belvoir
Open 0800-1300 hours
Drop box available 1300-0800 and weekends
Bldg 257, Hill Hall
23rd & Belvoir Dr.
Fort Belvoir, VA 22060
(703) 805-4159

4. DD Form 1840/1840R (Notice of loss or Damage).

a. It is the pink form you received from the carrier at delivery indicating any loss or damage you noticed at that time.

b. After delivery, inspect your shipment for any additional damage or loss and record that information on the DD Form 1840R. If additional space is needed, add to it a plain piece of paper. Present the DD Form 1840/R within 70 days of the date of delivery or your claim will be reduced or may be denied in total. Claims offices have a contractual obligation to notify the carrier of the loss or damage within 75 days of delivery; therefore, if you fail to provide notice of loss or damage within 70 days the Army's loss will be passed on to you.

c. Reporting your damages on the DD Form 1840/1840R is not filing a claim, it is only giving notice of damage and loss to the carrier.

FILING A CLAIM
ESSENTIAL DOCUMENTS

5. The documentation listed below is necessary to actually file and have your claim processed. It must be filed within two years of the date of delivery. Failure to provide any of the required documents will delay your claim and may result in the reduction of the amount paid to you or denial of the claim completely. AR 27-20 requires these documents to process your claim and you are responsible for substantiating the claim.

a. **PCS Orders.** Include any applicable amendments. If your property was in non-temporary storage you must submit PCS orders authorizing storage and PCS orders authorizing removal from storage.

b. **DD Form 1164 (Service Orders For Personal Property).** This form is for shipments which were in **non-temporary storage**. DD Form 1299 is only an application for non-temporary storage.

c. **GBL (Government Bill of Lading).** This very important document is available from the Joint Personal Property Shipping Office, Washington Area, 9325 Gunston Road, Suite N110, 5th & Gunston, Bldg. 1466, Fort Belvoir, VA 22060, (703) 806-4900 or (800) 762-7186. If you do not have one, it is your responsibility to obtain it.

d. **Inventory.** Submit the original copy you received when the property was packed.

e. **DD Form 1840/1840R** evidencing it was filed within the required 70 days of delivery.

f. **DD Form 1842 (Claim For Loss Of Or Damage To Personal Property Incident To Service).** Complete blocks 1-18. The date entered in block #18 is the date the claim is turned into the claims office.

This form must be signed by the service member or an agent possessing a valid Power of Attorney or written authorization to a spouse.

g. **DD Form 1844** (List Of Property And Claims Analysis Chart). Complete blocks 1-13. Describe the nature of the damage - be very specific. The purchase price and date of purchase must be entered for each line item as well; if the purchase date is left blank, maximum depreciation will be taken) Additional written personal statement detailing damaged or missing items is accepted.

h. **Evidence Of Ownership And Valuation.** Receipts, canceled checks, credit card statements or other documents are needed for items that were less than 6 months old at the time of loss or damage. Generally, when the repair of an item will cost less than \$100.00, a written estimate is not necessary. Receipts, canceled checks, credit card statements or other documents are needed for items over \$100.00 that have been lost and being replaced or the estimate of repair of the item greater than \$100.00.

RELATED ISSUES

6. Spouses signing and filing claims must furnish a written authorization or Power of Attorney (POA) from the claimant authorizing the filing of the claim. Anyone else signing and filing a claim must furnish a POA authorizing them to file and settle a claim against the Government in the claimant's behalf.
7. Appraisal fees will not be paid. Appraisals are valuations of an item's worth, and are usually done on items such as antiques, jewelry, and works of art.
8. Private Insurance. Claimants must file and settle their claim with their private insurance carrier before receiving payment from the government, if they have such insurance. If you purchased full replacement protection, Option 2, under the Increased Release Valuation, the claim must be first presented to the carrier because the carrier is required to reimburse the undepreciated cost of missing items and make satisfactory repairs to damaged items. If the carrier fails to settle the claim within 30 days, the claim may then be filed against government.
9. Electronic Items (VCRs, stereos, CD layers, camcorders, etc.). If there is no external damage, an expert must explain in detail how the damage to the electronic item occurred or it will not be paid.
10. Pre-existing damage. Claimants cannot be reimbursed for the repair of pre-existing damage. If the evidence indicates that your property had some damage prior to shipment, the cost of repairs will only include the repairs for new damage.
11. Estimates. Estimate fees are refundable as long as they do not go towards the cost of repairs. Claimants must submit a receipt for the estimate fee. If an estimate fee will be credited toward the cost of repair, the estimate is not payable regardless of whether the claimant chooses to have the work done.
12. Missing Items. Claimants must submit evidence of the ownership (purchase receipts, canceled checks, credit card statements, photos, or witness statements).
13. Inspection. The carrier and our office have the right to conduct an inspection of the property.
14. Pre-existing damage. Claimants cannot be reimbursed for the repair of pre-existing damage. If the evidence indicates that your property had some damage prior to shipment, the cost of repairs will only include the repairs for new damage.
15. Replacement of damaged items. To obtain replacement cost for damaged property, claimants must

clearly establish that the damaged property cannot be economically repaired. Provide our office with a detailed repair estimate showing the item is beyond repair. In addition, you must submit an appraisal, purchase receipt, canceled check, or credit card statement to substantiate the value of the destroyed item. The replacement item must be identical or substantially similar to the one destroyed.

16. Replacement of damaged items. To obtain replacement cost for damaged property, claimants must clearly establish that the damaged property cannot be economically repaired. Please provide our office with a detailed repair estimate showing the item is beyond repair. In addition, you must submit an appraisal, purchase receipt, canceled check, or credit card statement to substantiate the value of the destroyed item. The replacement item must be identical or substantially similar to the one destroyed.

17. Disposal of damaged items. You may dispose of mildewed, smoke-damaged or dangerous items only. Do not dispose of any other damaged items until you consult the claims office or after 90 days from when the claim has been paid by us. Inspection of damaged items may be necessary to adjudicate your claim. Failure to save damaged items could reduce the amount payable. Additionally, damaged items that have salvage value become the property of the United States or the carrier, and disposal without authority could also result in a reduction of the amount payable.

18. You cannot receive double payment for the same damage. Should this happen, you are responsible for returning any overpayment to the government.

19. Damage to real property, other personal property or inconvenience claims. If any other property is damaged during pickup or delivery or if you have been inconvenienced by the pick up or delivery, contact the carrier's office immediately. You should also contact a legal assistance office for assistance. These types of claims are between you and the carrier or agent involved. Regulations forbid the payment of such claims by the government.

REPAIR SHOPS

20. Our office does not endorse or recommend any of the following businesses. The list is furnished to provide claimants with a source of repair or replacement estimates. This list is subject to change without notice.

A-1 Porcelain Repair, Reston, VA, (703)860-3790
A-1 Upholstery, Arlington, VA (703) 534-4409
AAA Professional Repair Services, Herndon, VA (Furniture Rugs, etc.) 1-800-548-3131
ACCENTE (Furniture) Fairfax, VA (703) 968-7363
A.B. Crialex, Inc. (Computers) Springfield, VA (703) 425-9145
Atlantic Furniture Service Forestville, MD 20747 (301) 870-7742
Bergmann's Laundry & Dry Cleaners Arlington, VA (703) 247-7600
Bit & Bytes Computers, Inc. Alexandria, VA (703) 799-9561
Bikes USA Fairfax, VA 703-323-0500
Carr Piano Repair Alexandria, VA (703) 750-2256
COMPUSA (Computers) Alexandria, VA (703) 212-6610
Electronics Express (TV, VCR, Microwave, CD Players) Dale City, VA (703) 680-2988
Expert Clock Repair Washington, DC (202)347-6511
Extra Touch of Class (Paintings & Frames) (703) 354-2905
Fairfax Glass Co. Arlington, VA (703) 560-1140
Furniture Medic, Springfield, VA (703) 912-6546
Harts Antiques (China, Glass & Paintings) Alexandria, VA (703) 360-5857
Heritage Clock & Brassmiths Woodbridge, VA (703) 494-9399

Joe's T.V., Alexandria, VA (703)780-8310
Leather Repair & Restoration Manassas, VA (703) 369-7919
Lucis Worldgifts (Lladros estimates) Springfield, VA (703)971-0281
Metal Magic Alexandria, VA (703)354-2905
Metalcraft Refinishers Rockville, MD (301) 929-3345
Miles Glass Company Arlington, VA (703) 522-1234
Minnieville Woodshop Dale City, VA (703) 360-2232
Mount Vernon Jewelers (Clock Repairs) Alexandria, VA (703) 768-6622
Orient East, LTD (solid rosewood and oriental accessories) Baileys Crossroads, VA (703) 824-8181
Pealer Piano Repair (703) 780-2827
Performance Bike Shop Fairfax, VA 703-352-1660
Replacements, LTD (china, crystal, and flatware) Greensboro, NC (1-800-562-4462)
Restorations Unlimited, Inc., (Furniture, pianos, etc.), Sterling, VA (703) 904-9575
ServiceMaster (Cleaning Company) Springfield, VA (703) 455-8400
Simmons Furniture Service (Wicker and Rattan) Oxon, MD (301)894-0662
Furniture Services, Inc Annandale, VA (703) 698-1445
Star Furniture •Alexandria, VA (703) 751-8070
The Clock Shop Rockville, MD (301) 340-0024
Woodbridge Woodworking Furniture Repair & Refinishing Woodbridge, VA (703) 494-3300

1. WITHIN 70 DAYS OF DELIVERY YOU MUST NOTIFY A CLAIMS OFFICE IN WRITING OF ALL DAMAGED AND MISSING ITEMS. At the time of delivery you received and signed a DD Form 1840 (pink sheet) with the carrier indicating any loss or damage you noticed at that time. On the reverse side of the DD Form 1840 is the DD Form 1840R.

NOTE: THIS IS NOTICE OF DAMAGE OR LOSS ONLY, AND IS NOT THE CLAIM AGAINST THE GOVERNMENT WHICH MUST BE FILED LATER.

2. WITHIN TWO YEARS OF THE DATE YOU RECEIVED YOUR SHIPMENT, YOU MUST FILE YOUR CLAIM FOR PAYMENT OR YOU WILL BE BARRED FROM PAYMENT. The statute of limitations for filing a Household Goods claim is two years and it cannot be waived. During your visit to our claims office, you will receive a short briefing on all the requirements of filing, and you will receive a claims packet containing all the necessary claims forms you need as well as instruction sheets.

CLAIMS DOS AND DON'TS

DO

1. Do keep copies of all your documents (including but not limited to PCS orders, DD Form 1164 for non temporary storage, United States Government bills of lading, inventories, DD Forms 1840, and evidence of ownership and valuation), and do bring them all with you each time you come to the claims office.
2. Do note on the DD Form 1840 (pink form) any damage or loss at the time of delivery; keep a copy for your self and give a copy to the carrier's driver.
3. Do inspect your shipment after delivery for any additional damage or loss and record that information on the DD Form 1840R.
4. Do present the DD Form 1840/R to a claims office within 70 days of the date of delivery.
5. Do file your claim within two years of the date of delivery.

DON'T

1. Don't throw away any documents given to you.
2. Don't dispose of any damaged items unless they are mildewed, smoke damaged, or dangerous.
3. Don't claim any pre-existing loss or damage.
4. Don't file for any damage to any other personal or real property or for inconvenience.
5. Don't assume claims personnel know as much about your claim as you do because we don't.

Claims office locations.

NAVY PERSONNEL ONLY

Personal Property Division/Navy Claims Office
FISC- Norfolk DET Washington, DC
Naval District Washington Anacosta Annex
2791 Brookley Ave, SW Suite 168
Washington, DC 20373
(202) 685-1194/95/96

AIR FORCE PERSONNEL ONLY

89th AW/JAD
Bldg 1535, Suite AA 203
Andrews AFB, MD 20762
(301) 981-6697

COAST GUARD PERSONNEL ONLY

Commandant GCAS-1-P
US Coast Guard Headquarters
Room B442
2100 2nd Street, SW
Washington, DC 20593-0001
(202) 267-2274

AIR FORCE PERSONNEL ONLY

11 SPTWG/JAD
20 MacDill Blvd, Suite 207
Bolling AFB, DC 20332-0110
(202) 767-4439

MARINE CORPS PERSONNEL ONLY

TMO, HQBN, HQMC
1555 South Gate Road
Arlington, VA 22214
(703) 614-7191/7199

MARINE CORPS PERSONNEL ONLY

Traffic Management Branch
2009 Zeilin Road, Suite 2
MCB Quantico, VA 22134-5099
(703) 784-2831/2832

ARMY AND DOD PERSONNEL ONLY

U.S. Army Garrison, Fort George G. Meade
Bldg 2257 Huber Road
Fort George G. Meade, MD 20755-5030
(301) 677-9960
(703) 696-0761/0762

ARMY AND DOD PERSONNEL ONLY

U.S. Army Military District of Washington
Fort Myer Military Community
204 Lee Avenue
Fort Myer, VA 22201-1199

ARMY AND DOD PERSONNEL ONLY

WRMAC Judge Advocate Bldg 11
Room D201
Washington D.C. 20307-5001
(202) 782-1550

ARMY AND DOD PERSONNEL ONLY

U.S. Army Garrison, Fort Belvoir
Open 0800-1300 hours
Drop box available 0800 - 1300 and weekends
Bldg 257, Hill Hall
23rd & Belvoir Dr.
Fort Belvoir, VA 22060
(703) 805-4159