CLAIMS INSTRUCTION SHEET

GENERAL INSTRUCTIONS

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 claims office is to **assist** you in filing your claim and to settle your claim fairly and without delay. **As the claimant, you are responsible for substantiating your claim and providing the information necessary to allow the Government to obtain reimbursement from the carrier**. Failure to provide requested documentation may delay the processing of your claim and/or reduce the amount that you may receive in settlement of your claim. In many cases, the carrier will be held fully liable for loss and damage incurred to your property during shipment, provided your claim is properly completed.

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.

4. We recommend that you file your claim with the claims processing office nearest to your residence in case an inspection of your household goods is necessary. In cases where an on site inspection is not necessary, you may want to file your claim with the claims office nearest your work location.

5. **IMPORTANT INFORMATION FOR ARMY CLAIMANTS:** Household Goods Shipment claims and other incident to service claims are now filed online through the Personnel Claims Army Information Management System (PCLAIMS). The new program can be accessed at the Judge Advocate General's Corps Internet site at www.jagcnet.army.mil. Click on the U.S. Army Claims Service link and then click on the PCLAIMS link. The PCLAIMS link will describe the rules for filing personnel claims and allow you to fill out all of the required forms. You must have an Army Knowledge Online account to use PCLAIMS; claimants without such accounts should contact their nearest military claims office to file their claims. You may also access PCLAIMS through AKO/Self Service/My Legal/Claims/PCLAIMS.

CLAIMS OFFICES IN NATIONAL CAPITAL REGION

FORT BELVOIR – ARMY

U.S. Army Garrison, Fort Belvoir
Open 0800-1500 for walk in
9910 Lowen Road, Building 702
Fort Belvoir, VA 22060
This is a temporary location, near 16th & Gunston
Telephone: (703) 805-4385/4380
Fax: (703) 805-3263/1042
www.belvoir.army.mil/sja/claims.htm

FORT MYER – ARMY

U.S. Army Military District of Washington
Fort Myer Military Community
202 Custer Avenue
Fort Myer, VA 22211-1215
Telephone: (703) 696-0761/0762

FORT MEADE - ARMY

U.S. Army Garrison, Fort George G. Meade
Office of the Staff Judge Advocate/Claims
4217 Roberts Avenue
Fort George G. Meade, MD 20755-5030
Telephone: (301) 677-9898
Fax: (301) 677-9680

NAVY PERSONNEL ONLY

Personnel Claims Unit Norfolk
9053 First Street, Suite 102
Norfolk, VA 23511-3605
1-888-897-8217
norfolkclaims@navy.mil

AIR FORCE PERSONNEL ONLY

U.S. Air Force Claims Service Center
1050 Forrer Boulevard
Dayton, OH 45420-1472
https://claims.jag.af.mil
986-8044 (DSN)
(937) 656-8044 (Commercial)
1 (877) 754-1212 (toll free)
986-8307 (DSN Fax)
(937) 656-8307 (Commercial Fax)

MARINE CORPS PERSONNEL ONLY

Building 2009, 2nd deck
2009 Zellin Road
Quantico, VA 22134
Telephone: (703) 784-2831/2/3
Fax: (703) 784-3567
http://www.quantico.usmc.mil/activities/display.aspx?PID=2724
&Section=TRMB

COAST GUARD PERSONNEL ONLY

U.S. Coast Guard Finance Center
ATTN: Claims and Carrier Recovery
P.O. Box 4121
Chesapeake, VA 23327-4121
Telephone: (757) 366-6504
http://www.fincen.uscg.mil/hhg.htm

5. **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. Please ensure that it is legible and the information listed is correct for the move it is associated with. This form is a multi-page document. Do not continue on subsequent pages. If additional space is needed, add it on a plain piece of paper. Use the carbon paper from the form to make a copy for the driver. Indicate that a continuation sheet was used by noting it in block 14 on the front.

b. List the inventory number, name of the item, and a description of the damage. Specifically describe the damage. General or vague terms such as "broken" do not necessarily suffice to identify the type of damage or put the carrier on notice of the damage, which you may be claiming. Use specific terms (e.g., scratched – 5", gouged – 2", cracked) and list the location of the damage, especially for those items for which the carrier has identified pre-existing damage on the inventory.

c. After delivery, inspect your shipment for any additional damage or loss and record that information on the DD Form 1840R. You must inspect all of the shipment for damages. If additional space is needed, add to it a plain piece of paper and list it as a continuation sheet. Copies will be made for you.

d. Complete and present the DD Form 1840R to a claims office within 70 days of the date of delivery. Failure to provide notice for damage or loss within 70 days will result in a reduction of the amount payable. This normally results in a disallowance of every item for which is notice is not given to the

carrier. If you turn in the DD Form 1840R to the claims office and subsequently discover damage or loss within 70 days of delivery, immediately notify the claims office in writing of the additional damage. If you are deployed, TDY, or hospitalized for a substantial period of the notice period and are unable to turn in the DD Form 1840R within the 70 day period, report the damage and loss to the claims office as soon as you possibly can and provide the claims office with proof that you meet these conditions.

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

IMPORTANT INFORMATION
TWO-YEAR DEADLINE TO FILE CLAIM

Your claim must be filed within two years of the date of delivery to be considered. To present a claim within two years, you must submit a written demand to a claims office. The written demand does not have to be the DD Form 1842 to meet the statute of limitations. However, the DD Form 1842 will have to be completed and submitted to the claims office before payment of the claim. The claim (written demand) **must be received** by the claims office or by the Army Post Office within two years of delivery to meet the statute of limitations. Placing a claim in the mail does not establish filing until it is actually received by the military.

ESSENTIAL DOCUMENTS

The documentation listed below is necessary to process your claim. Failure to provide required documents may result in a denial of the claim. Delay in submitting essential documents will delay the settlement of your claim. AR 27-20 requires these documents to process and substantiate your claim.

1. **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. This is the claim; all other documents are in support of your claim.

2. **DD Form 1844** (List of Property And Claims Analysis Chart). Complete blocks 1-13. Describe the nature of the damage - be as specific as possible in the space allotted concerning the damage. Describe the item in sufficient detail to indicate value. **Brand names and model numbers should be entered when available. The purchase price and date of purchase must be entered for each line item**. If the item was a gift, identify it as a gift and the date you received it. Also, provide your best estimate of its value when you received it. You may also submit additional information concerning the damaged or missing items that may assist in evaluating the value of the item or the severity of the damage. Generally, you should not list multiple items on the same line unless the items are identical (e.g., part of a collection) and the type of loss is identical (e.g., missing items).

3. **PCS Orders** or the document that allowed you to move your personal property at Government expense. 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.

4. **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. If you do not have the DD Form 1164, it can be obtained from the Joint Personal Property Shipping Office that originally placed your property into storage.

5. **GBL or BL** (Government Bill of Lading or 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. Spouses will need a power of attorney to obtain the GBL on behalf of the member.

6. **Inventory**. Submit the original copy you received when the property was packed. **This inventory must be legible**. If not legible, it will delay the settlement of your claim.

7. **DD Form 1840/1840R** reflecting your submission to the claims office within 70 days of delivery.

8. **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. A written estimate may not be not required when the damage claimed for repair or loss of value is less than $100.00. However, you may be required to provide pictures of the damage. In some cases, an inspection of the item may be necessary to evaluate and document the value of your loss. 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**. Brand and model information is often necessary to evaluate your loss, whether the loss involves electronic items or crystal. Claimants should retain evidence of value, especially for high-value items, and should ensure that damaged items are available for inspection to confirm value of damage or loss. This type of documentation is necessary because inventory entries frequently reflect a generic description without the essential information to establish an item's value.

RELATED ISSUES

1. **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. The claimant's agent should sign the claim form as follows: Claimant By: *Claimant's Agent*, Attorney in Fact.

2. **Full Replacement Value Program**: If your shipment is covered through the full replacement value program, you must file your claim directly with the Transportation Service Provider (TSP) within nine months of delivery to receive the benefits of the program. Additional information about the program is available from the Fort Belvoir Claims Office and the Fort Belvoir Office of the Staff Judge Advocate Claims Web Site. If you have attempted settlement through the TSP but were unable to reach settlement, please provide the claims office documents related to your claim filed with the TSP. If the TSP wrongfully disallowed full replacement on items, the claims office will attempt to recover that amount and reimburse you for any collection exceeding the adjud

3. **Private Insurance.**

a. **Insurance Purchased Through Transportation Office**: If you purchased full replacement protection, Option 2, under the Increased Release Valuation program, the claim must be presented to the carrier. The carrier may reimburse the member for satisfactory repairs to items that are repairable. If an item cannot be satisfactorily repaired, the carrier must reimburse the member for the substantiated full replacement cost for missing and destroyed items. If the carrier fails to settle the claim within 30 days, the claim may then be filed against the government.

b. **Private Insurance**: If you have a personal policy of insurance that would cover a portion of your loss, you may elect to not file against your insurer. It may be to your advantage to not file against your insurer if your policy covers replacement cost. If you elect not to fie against your insurer, you should write in block 10 on the DD Form 1842, "I elect to not file against my insurer." Additional guidance on insurance is available on the Fort Belvoir claims web site.

4. **Depreciation**: For items that require replacement, military claims offices are required to use the Allowance List – Depreciation Guide (ALDG) to determine the replacement value of the item. Use of the ALDG ensures that the Army complies with the congressional intent to limit compensation to the actual value of the items at the time of loss. Claimants who desire additional protection may purchase private insurance or insurance through their transportation office to provide additional protection. Claims offices are authorized to deduct five years of depreciation when a claimant lists a high number of items as recently purchased but fails to substantiate recent purchase dates.

5. **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. Furniture is not considered an antique unless an appraisal establishes it as least 100 years old.

6. **Electronic Items** (Computers, DVD players, VCRs, stereos, CD players, camcorders, etc.). If there is no external damage, an expert must describe the damage to the internal components and should provide an opinion concerning the cause of the damage to establish that the damage resulted from rough or improper handling by the carrier. The repair technician **must** complete the electronic repair form and specifically describe the damage that they observe and how he or she thinks it happened. **Also, you must provide a written statement explaining *how* you know that electronic item was in working condition when the carrier picked it up from your former residence**. For example, you may explain when you last used the item before your move and how the item worked during its last use. **"It worked before the move", is not an adequate written statement.** Claims directives do not allow payment of claims for internal damage to electronic items unless there is substantial evidence that its condition is due to rough or improper handling during shipment or storage.

7. **Pre-existing damage**. Payment is not authorized for repairs of pre-existing damage. If the evidence indicates that your property had damage prior to shipment, the cost of repairs will only include the repairs for new damage. If the description of the damage cannot be distinguished from damage entries made by the carrier, payment may not be approved. Merely listing scratches to a piece of furniture won't justify reimbursement when the carrier has also listed multiple scratches to the same item. Be specific. In some cases, it may be necessary for the claims office to inspect when the carrier has listed similar pre-existing damage to that listed on the DD Form 1840/1840R, the claims form (DD Form 1844), or the repair technician.

8. **Missing Items**. Claimants must submit evidence of the ownership (purchase receipts, canceled checks, credit card statements, photos, or witness statements) to substantiate value, especially when high values are asserted. In the case of a missing box or boxes, a complete list of the items contained in that box should be listed, especially when significant value is claimed for the missing contents. A "carton of clothes" without proof, as described above, will not establish the contents as missing designer suits.

9. **Proof of Tender to Carrier**. Proof of tender is needed to recovery against the carrier for missing high value items such as expensive jewelry. Items with higher value have a higher evidentiary standard for proof of tender. The best proof of tender is a description of each item on the inventory. There should also be receipts establishing purchase, an explanation of how you acquired the property, or photos showing its use before shipment.

10. **Inspection and Photographs**. The carrier and the claims office have the right to conduct an inspection of the property. If inspection by the claims office is impractical due to distance or other factors, photographs may still help evaluate the damage to your property and its value for claims purposes. In some cases, we may suggest that you take pictures and will allow reimbursement for a roll of film and developing costs. If you feel that pictures may help us evaluate your claim, please inform claims personnel in advance if you want reimbursement for pictures taken of your damaged property.

11. **Estimates.** Estimate fees are refundable as long if they are not deducted from the cost of repairs. An estimate fee should be listed as a separate line item on the DD Form 1844. 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. Estimates should be on letter head or company logo paper, stating the nature of the work, damage and the cost to repair. In case of high repair estimates, the repair estimate should also address whether repairs can be economically made. Replacement costs from a repair firm are not authorized unless that firm also sells the particular item.

12. **Replacement of damaged items**. *To obtain replacement cost for damaged property, claimants must establish that the damaged property cannot be economically repaired.* A detailed repair estimate should indicate how the item is beyond repair. In addition, claimants must substantiate the value of the destroyed item. Such substantiation may include a pre-move appraisal, purchase receipt, canceled check, credit card statement, or a picture of the item. This is essential for items costing $100.00 or more. Printouts from a web site or from magazines should show the actual item and allow comparison with the damaged item to assist in the settlement of the claim. If the item is crystal or figurine costing more than $50.00, an inspection by the claims office may be required. The replacement item must be identical or substantially similar to the one destroyed.

13. **Disposal of damaged items**. You may dispose of broken glass items only. Do not dispose of figurines or crystal items with a per item value of $50.00 or more. Please contact the claims office before disposing of wet, mildewed or smoke-damaged items. Do not dispose of any other damaged items until you consult the claims office or after 120 days from when the claim has been paid. 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 carrier. Premature disposal may result in a reduction of the amount payable.

14. **You cannot receive double payment** for the same damage. If you receive reimbursement from the carrier or an insurance carrier, you must notify the claims office. You are responsible for returning any overpayment to the government.

15. **Damage to real property and inconvenience claims**. Army claims offices may not pay for damage to real property or inconvenience claims. If your house or other real property is damaged during pickup or delivery by the carrier, you should contact the carrier's office immediately. If there is a delay in delivery beyond the required delivery date due to the fault of the carrier, you may file an inconvenience claim through the transportation office. You may contact a legal assistance office for assistance with these types of claims.

REPAIR FIRMS

In accordance with the Joint Ethics Regulation, we do not specifically endorse any of the following businesses. You may also consult the yellow pages for local repair firms. Some businesses have not been listed because estimates have exceeded the amount considered reasonable, or because of specific complaints about business practices. **The company that provides the estimate of repair must be able to do the repair work.**

Furniture Repair

AAA PROFESSIONAL REPAIR
HERNDON, VA
800-548-3131

ACCENTE
FAIRFAX, VA
703-968-7363

ALLIASON FURNITURE SERVICE
DUMFRIES, VA
703-583-8051

BEAR TRACE FURNITURE WORKS
FREDERICKSBURG, VA
540-286-2660

EVANS UPHOLSTERY
FREDERICKSBURG, VA
540-898-2569

FURNITURE MEDIC
SPRINGFIELD, VA
703-912-6546

FURNITURE MEDIC
LORTON, VA
703-339-9736

FURNITURE RESTORATION
WOODBRIDGE, VA
703-490-4221

GUARDSMAN FURNITURE
STAFFORD, VA
540-720-7009

ORTMANN'S FURNITURE SERVICE
WOODBRIDGE, VA
703-670-2220

QUANTICO UPHOLSTERING CO
TRIANGLE, VA
703-221-4500

SMITH'S ANTIQUES
SUMEREDUCK, VA
540-439-8240

THE MASTER'S TOUCH
FREDERICKSBURG, VA
540-371-5566

THORNBURG WOODWORKING &
ANTIQUES
THORNBURG, VA
540-582-2314

WOODBRIDGE WOODWORKING
WOODBRIDGE, VA
703-494-3300

China Replacement

CHINA FINDERS
1-800-900-2557

MICHAEL ROUND CHINA
SPRINGFIELD, VA
703-550-7880

REPLACEMENT LIMITED
1-800-562-4462

Clock Repair

EXPERT CLOCK REPAIR
WASHINGTON, DC
202-347-6511

HERNDON CLOCK & WATCH CO
HERNDON, VA
703-709-0234

HOUR CLOCK WORKS
OCCOQUAN, VA
703-491-6646

MOUNT VERNON JEWELERS
ALEXANDRIA, VA
703-768-6622

NEDA JEWELERS
DALE CITY, VA
703-670-2177

THE CLOCK GALLERY
WOODBRIDGE, VA
703-730-1534

Painting and Frames

ADLERS ART& FRAMES
WOODBRIDGE, VA
703-491-7170

EXTRA TOUCH OF CLASS
ALEXANDRIA, VA
703-354-2905

FARM GIRL CUSTOM FRAMING & MATTING
CENTREVILLE, VA
703-322-8748

FRAME MASTERS
FAIRFAX, VA
703-573-5734

JR FRAMING & ART
DUMFRIES, VA
703-878-1036

Marble Repair

MANASSAS GRANITE & MARBLE
MANASSAS, VA
703-330-9618

MARBLE & TERRAZZO CLEANING
ANNANDALE, VA
703-256-5252

Glass and Mirror Service

BANNER GLASS
MANASSAS, VA
703-361-9400

FAIRFAX GLASS CO
ARLINGTON, VA
703-560-1140

MAJESTIC GLASS & MIRROR
DUMFRIES, VA
703-441-9074

MILES GLASS COMPANY
ARLINGTON, VA
703-522-1234

STAINED GALSS ARTWORKS
MANASSAS, VA
703-330-5119

WILSON'S GLASS & MIRROR
FREDERICKSBURG, VA
540-371-2138

WOODBRIDGE GLASS CO
WOODBRIDGE, VA
703-494-5181

Piano Repair

ARTISAN'S CHOICE PIANO SERVICE
MANASSAS, VA
703-791-3335

CARR PIANO REPAIR
ALEXANDRIA, VA
703-750-2256

HENDERSON PIANO SERVICES
FALMOUTH, VA
540-373-0361

MUSIC OUTLET
MANASSAS, VA
703-369-1007

PEALER PIANO SERVICE
ALEXANDRIA, VA
703-780-2827

TV & Electronic Repair

A & M ELECTRONICS INC
MANASSAS, VA
703-369-1995

BURKE ELECTRONICS
PRINCE WILLIAM, VA
703-551-0111

GEEKS ON CALL
1-800-905-4335

AUDIO SHOP
ALEXANDRIA, VA
703-781-8888

G & E TV SERVICE
MANASSAS, VA
703-361-7791

TV SHOP
FREDERICKSBURG, VA
540-373-1212

WOODBRIDGE TV INC
WOODBRIDGE, VA
703-494-2001

Bicycle Repair

A-1 CYCLING
HERNDON, VA
703-793-0400

PERFORMANCE BIKE SHOP
FAIRFAX, VA
703-352-1660

VILLAGE SKIS AND BIKES
WOODBRIDGE, VA
703-730-0303

OLDE TOWN BICYCLES
WOODBRIDGE, VA
703-491-5700

Miscellaneous

APPLIANCE FIT-IT
BAILEY'S CROSSROADS, VA
703-820-1255

CINTRON SAFE AND LOCK
ALEXANDRIA, VA
703-768-2060

LUCIS WORLD GIFTS (LLADROS)
SPRINGFIELD, VA
703-971-0281

METRO LEATHER
STERLING, VA
703-450-6850

SERVICE MASTER OF ALEXANDRIA
(CLEANING)
703-212-7000
SERVICE MASTER OF WOODBRIDGE
9703-490-3355

BERGRMANN'S LAUNDRY & DRY CLEANERS
ARLINGTON, VA
703-247-7600

LAMP FACTORY OUTLET
SPRINGFIELD, VA
703-569-5330

MCGUIRE APPLIANCES
FALLS CHURCH, VA
703-849-1850

RAM LEATHER SERVICE
MANASSAS, VA
703-818-2300

SWAROVSKI CRYSTAL
1-800-426-3088

TRIBLE'S INC (APPLIANCE PARTS)
ALEXANDRIA, VA
703-921-2100

REMINDERS

1. WITHIN 70 DAYS OF DELIVERY YOU MUST NOTIFY A CLAIMS OFFICE IN WRITING OF ALL DAMAGED AND MISSING ITEMS ON THE DD FORM 1840/1840R (PINK FORM).

2. THE 1840/1840R IS ONLY NOTICE OF DAMAGE OR LOSS. IT IS NOT A CLAIM.

3. YOU MUST FILE YOUR CLAIM WITHIN TWO YEARS OF THE DATE YOU RECEIVED YOUR SHIPMENT OR YOUR CLAIM AGAINST THE GOVERNMENT WILL BE BARRED. The statue of limitations for filing a household goods claim against the Government 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.

FINAL CHECK LIST

The following is a list of documents and required information necessary to process your claim.

1. **DD Form 1842** completed block 1 through 18. The military member must sign or the person signing must have a power of attorney or letter authorizing them to sign. Please provide a copy of either of those documents. DOD civilians, your military address is where you work or who you work for.

2. **DD Form 1844** with blocks 1 through 11 filed in.
   a. Block 2 can be N/A if you are not filing an insurance claim.
   b. Block 5 is the sequential number from 1 to your last item claimed.
   c. Line 9 is the original cost when you purchased it. If it was a gift or an inheritance, please determine what the value was when you received it. Values in 9 and date in 10 and amount in 11 are all used for adjudication.
   d. Block 11, only the repair cost in a or the replacement cost in b, not both. If there is a disparity we will contact you for additional information.

3. **DD Form 1840/1840R.** It should have been signed within the 70 day time limit.

4. **Inventory**

5. **US Government Bill of Lading** or **DD Form 1164.** Sometimes you can have a GBL and DD Form 1164 for some non-temporary storage shipments. Please provide both if you have both a Bill of Lading and DD Form 1164.

6. **Government orders** that authorized the move. These can be ETS or retirement orders.

7. **Estimates of repair** and any other **supporting documents** that support your claim. You should identify the line number for each of the items.