CLAIMS RELATED DEADLINES FOR FILING

- You are required to report all **loss and damage** to the Transportation Service Provider (TSP, your household goods carrier) within **75 days of the date of delivery** to qualify for reimbursement of your missing or damaged items. The preferred way to make your report is to use this DPS program. Once you have entered the required data listing all your loss and damage, you must click the "**SUBMIT**" button to properly transmit your notification of loss or damage to the household goods carrier, hereinafter known as the Transportation Service Provider (TSP). **Transmitting your loss and damage report does not constitute the filing of a claim.**

  You also may submit your "Notification of Loss/Damage after Delivery" form to the TSP by mail or FAX or by attaching the form to an email and sending it to the TSP. The form should have been given to you by the TSP at the time of delivery. If you elect to submit the form using one of these methods, you must dispatch it to the TSP by the 75th day following delivery, and you should ensure that you save some proof of dispatch, e.g., return receipt, FAX confirmation sheet, or email delivery receipt. If you had good cause to exceed the 75-day notice period, such as an officially recognized absence or hospitalization during all or a portion of the time period, please pass this information to your TSP for their consideration. In these cases, your TSP is required to contact your Military Claims Office (MCO) for a determination.

  You are required to file your **claim** in DPS and "**SUBMIT**" it to the TSP within **9 months from the date of delivery** to qualify for full replacement value (FRV) protection. Claims filed after 9 months but within 2 years qualify for limited compensation. Any filing after 2 years could result in the denial of your entire claim. Limited exceptions apply to these timelines.

IMPORTANT! **If you have any questions regarding the 75-day or 9-months timelines, contact your Service Military Claims Office (MCO). Any delay in meeting these timelines may have an adverse effect on any claim you may file.**

IMPORTANT INFORMATION REGARDING FRV LIMITATIONS

- **Limits of Liability:** If you **"SUBMIT" your claim within 9 mon**ths, the TSP's maximum liability on a shipment is $5,000 or $4 per pound times the weight of the shipment, whichever is greater, but not more than $50,000. If these limitations do not satisfy your loss, the government will evaluate for additional settlement. If you "**SUBMIT**" your claim after nine months from delivery, but before 2 years, the TSP is liable for only depreciated value of the goods, up to a maximum of $1.25 per pound times the net weight of your shipment.

- **Processing Times:** The TSP is required to pay, deny, or make an offer of settlement to you within 60 days of receipt of your completed and substantiated claim. Completing all the fields contained in DPS will help ensure you have properly submitted your claim. The TSP is required to complete payment to the owner within 30 days of the owner's acceptance of the offer in DPS.

- **Settlement Offers:** The FRV program protection provides for the lesser of the repair or replacement cost of an individual item. The TSP, at its option, can arrange for the repair of the item or replace the item with an item of like kind and quality or, to provide an equivalent cash settlement for the item. The TSP will document the offer on a line item in DPS. Your options are to accept the offer, make a counter offer or transfer the line item or your entire claim to the MCO. You should receive an email notification at the email address you entered into DPS when the TSP completes an offer in DPS so it is important your contact information remain updated in this system. However, you are encouraged to routinely monitor your DPS account to remain updated on the status of your claim.

  If you cannot reach a mutually acceptable settlement directly with the TSP on your entire claim, you can accept payment from the TSP on those items on which you and the TSP have reached agreement and transfer the remaining line items to the MCO. The TSP will pay you on the items on which you have reached an agreement.

  If the TSP's offer equals the maximum program liability and your loss exceeds this amount, you should accept the offer and transfer your claim to the MCO for further evaluation.

  Should you have any questions or concerns about any offer, it is recommended you contact your MCO or TSP directly. If you have any concerns about signing a settlement agreement that indicates the offer is in full and final settlement of your entire claim, contact your MCO. Claims experts will be available to answer your questions and provide guidance on the process.

- **Transferring your claim to the MCO:** 30 days after you have submitted your claim to the TSP, you have the option of transferring your claim to your MCO and still be eligible for Full Replacement Value (FRV). Please be aware that your MCO can only provide limited compensation to you; however your MCO will assert an FRV claim against your TSP. If your MCO recovers additional monies above what you were paid initially, that amount will be passed along to you.

IMPORTANT! **DPS and the MCO's systems are not compatible and therefore do not "talk" to each other. It is strongly recommended that you contact your Service MCO directly after transferring your claim to the MCO in DPS so that your MCO knows to go out and pull your claim from the DPS system and to obtain further guidance on the way forward. You can contact your MCO by email at the following email addresses**.

Army: usarmy.meade.hqda-otjag.mbx.dpsclaimtransfers@mail.mil
Air Force: afcsc.ja@wpafb.af.mil
Navy: norfolkclaims@navy.mil
Marine: hqmc.claims@usmc.mil
Coast Guard: FIN-SMB-HHG@uscg.mil