



DEPARTMENT OF THE ARMY
HEADQUARTERS, US ARMY SIGNAL CENTER of EXCELLENCE
and FORT GORDON
OFFICE OF THE STAFF JUDGE ADVOCATE
419B STREET
FORT GORDON, GEORGIA 30905-5719

REPLY TO
ATTENTION OF:
ATZH-JAC

8 March 2011

MEMORANDUM FOR Newly Arriving Personnel, Fort Gordon, GA

SUBJECT: Claims for Losses/Damages to Property During PCS Moves

1. Soldiers and civilian employees may be compensated for property damages and losses they suffered as a result of their transfer to a new duty station. The costs of household goods that are lost or damaged while being shipped by commercial carriers pursuant to official orders are compensable claims.
2. To properly file a claim for household goods damaged or lost during a move, the claimant must first notify the mover, also known as the Transportation Service Provider (TSP), of all losses and/or damages. This notification step is best accomplished by taking the notice forms provided by the TSP at the time of delivery to the local Military Claims Office (MCO) within **75 days after the date of delivery**. There are 3 variations of the notice of loss or damage forms: a pink DD Form 1840/1840R; a white 1850/1851 form; and a white form titled "Notice of Loss AT Delivery accompanied with a Notice of Loss AFTER Delivery. After completing whichever one of the forms the TSP left, a claimant **must** bring the forms to the claims office. Meeting the 75 day notification limit is crucial to obtaining reimbursement for damaged or lost property.
3. After giving notice within the 75 day period, a claimant has 9 months to file the claim with the TSP in order to receive full replacement value for missing or unrepairable items. The system used to file the claim depends upon the type of contract under which the TSP moved a claimant's property. Those claimants whose property was moved pursuant to the Defense Personal Property Program (DP3), i.e. the white Notice of Loss forms, must file directly with the TSP. Those who received the pink Notice of Loss forms have the option to file their claims directly with the TSP or the MCO. Claimants who file with the TSPs are entitled to full replacement value for lost or destroyed property. If a problem arises by filing on-line, the claimant should immediately bring the claim material to the MCO.
4. The TSP may advise claimants to forego filing the notice form with the MCO and instead file the notice solely with the TSP. Although claimants may follow this advice, by filing the notice forms with the MCO, the claimants have established evidence with a third party that they have met the regulatory time lines. Additionally, the MCO will be able to help the claimant throughout the claims procedure by providing guidance and assistance regarding the FRV rules and processes. The MCO can also provide assistance in negotiating claims matters with the TSP. Without bringing the notice forms to the MCO, the claims personnel are unaware that a claim may be filed.
5. The Ft. Gordon MCO is located on the 1st floor of Building 29718, next door to Godfather's Pizza across the street from Darling Hall. Claims Office hours are 0800-1130 and 1230-1500. Telephone numbers are: 791-3630/6542. The Ft. Gordon MCO website is: www.gordon.army.mil/osja/claims.htm

JOHN H. BELSER
Chief, Claims Branch