

**CLAIMS INSTRUCTIONS  
HOUSEHOLD GOODS SHIPMENT**

**FULL REPLACEMENT VALUE**

Household goods carriers now called Transportation Service Providers (TSP) are liable for full replacement value (FRV) coverage at no cost to you, the service member/claimant. The TSP is responsible for obtaining all repair and replacement estimates **ONLY IF** the claim is filed directly with the TSP within the nine month deadline. You may use DD Form 1844 (List of Property and Claims Analysis Chart) when submitting a claim to the TSP or contractor or the Military Claims Office (MCO).

You must annotate your loss or damage at delivery on DD Form 1840 and any additional loss or damage must be submitted on DD Form 1840/R to the TSP within **75 days** from the date of delivery. You may also submit DD Form 1840/R to the MCO for processing within 70/75 days from the date of delivery.

The TSP or contractor shall pay, deny, or make an offer within 60 days of receipt of a complete, substantiated claim. If you are not satisfied with the TSP's offer or you do not receive payment within 30 days of settlement, you may transfer your claim to the MCO. If you transfer the claim, the MCO will only be responsible for the depreciated replacement value of the item. The MCO will attempt to recover FRV from the TSP. If the MCO recovers the FRV, any amount in excess of the amount allowed by the MCO will be reimbursed to you. If by some chance you miss the 9 month deadline, you can still file your claim with the MCO within **two years** of the date of delivery but, you will lose the FRV.

For items that are damaged but not destroyed, the TSP contractor will, at its option, either repair the items to the extent necessary to restore them to their condition when received by the TSP contractor or pay you for the cost of such repairs. The TSP is not required to make cash payments to claimants. They may replace items or have items repaired by a firm selected by the TSP.

A few large items, such as piano, organs, ATVs, personal watercraft, vehicle and motorcycles, as well as firearms and objects of art, the carrier may replace the item with a comparably used item or pay the fair market value replacement cost. This will also apply to small items of high value, such as collectible figurines, antiques, collectible plates, baseball cards, comic books and coin and stamp collections. Small high value items should be hand carried, if possible.

The TSP has the right to inspect the damaged items once the notice forms are received. In the event the TSP inspects your property and you submit an additional notice the TSP has the right to initiate an additional inspection.

You can file directly with the TSP or with the MCO. You are NOT REQUIRED to file with the TSP. However, to have your claim settled on the basis of FRV and have the TSP responsible for obtaining the estimates of repair, the claim must be filed directly with the TSP within 9 months of delivery. FRV is for lost or destroyed items. An item is destroyed when it cannot be repaired, or if the cost of repair would exceed the cost of a new item. The TSP is not required to replace items which can be repaired for less than the FRV of the item.