

FILING A CLAIM

FACTS AND QUESTIONS

WHAT IS THE FIRST STEP I SHOULD TAKE IN FILING MY CLAIM?

The most important document you need to be concerned with is the DD Form 1840/1840R (Pink Form). You must document all damages on this form and dispatch it to the carrier within 75 days of the delivery date.

HOW DO I DISPATCH THE DD FORM 1840/1840R FORM TO THE CARRIER?

You can take this form to your nearest military claims office (see attached list). If you do so, please make sure you receive a copy of the dispatched form from that claims office.

You can mail the form to the carrier yourself. You would mail it to the carrier listed in block 9 of this form. If you do this, mail it certified mail and keep the certified stub.

You can fax the form to the carrier. If you do this, keep a copy of your cover sheet showing it was sent and received on that date.

IT IS EXTREMELY IMPORTANT TO MAKE SURE THE POSTMARK ON THIS FORM IS WITHIN THE 75 DAYS OF YOUR DELIVERY DATE.

HOW DO I KNOW IF I FILE WITH THE CARRIER OR WITH THE ARMY?

If your goods were picked up on or after *1 October 2007* for *International Household Good (HHG) and Unaccompanied Baggage (UB) shipments*, or after *1 November 2007* for *Domestic HHG*, and a pick-up date on or after *1 March 2008* for *Non-Temporary Storage (NTS), Direct Procurement Method (DPM) (local moves, intra-theater)*. **You will file directly with the carrier.**

If your HHG were picked up before these dates, you will file with a **military claims office.**

DO I HAVE A CHOICE IN FILING WITH THE CARRIER OR THE ARMY IF MY HHG WERE PICKED UP DURING THE DATE THE NEW FRV PROGRAM WENT INTO EFFECT?

Yes

WHAT ARE THE DIFFERENCES OF FILING WITH THE CARRIER OR THE ARMY IF MY HHG WERE DELIVERED WITHIN THE DATES OF THE NEW FRV PROGRAM?

FILING WITH THE CARRIER:

- You must file your claim directly with the carrier (TSP) within 9 months of delivery.

- If you file your claim with the TSP within **9 months of delivery**, they are required to replace any item that is lost or destroyed beyond repair with a new item, or pay the cost of a new item of the same kind and quality, without deducting depreciation.

The TSP is not required to replace items that can be repaired to its pre-move condition and would be less than the Full Replacement Value of the item. The TSP is only required to arrange for the repair of those items, or to pay for the cost of repairs.

FILING WITH THE ARMY:

- You must file your claim within **2 years of delivery**. The Army will pay you depreciated replacement cost for any items lost or destroyed beyond repair.

- For items that are repairable, you will be responsible for obtaining a repair estimate and you will be compensated the repair cost or replacement cost whichever is less.

WHAT STEPS DO I TAKE TO FILE WITH THE CARRIER?

Contact the carrier and they will provide you claim forms and instructions.

WHAT STEPS DO I TAKE TO FILE WITH THE ARMY?

If your claim falls under the FRV Program and you still decide to file your claim with the Army instead of the carrier, you will need to sign the attached Waiver Form which waives your right to full replacement value and that you elect to have the Army settle your claim based on the depreciated value of your goods.

WHAT IF I FILE WITH THE CARRIER, BUT AM NOT SATISFIED WITH THEIR SETTLEMENT?

You can accept settlement for the items you do agree with the carrier's settlement and not accept settlement for those items you disagree with. You then can file a claim with the Army for those items you did not accept the carrier's settlement.

If you disagree in whole with the carrier's settlement, **DO NOT CASH** the settlement check and return it to the carrier. You then can file your claim with the Army.

*****SEE ATTACHED INSTRUCTIONAL PACKET, WAIVER FORM, AND LIST OF CLAIMS OFFICE FOR ADDITIONAL GUIDANCE ON FILING YOUR CLAIM.*****