

Some things you should know about filing your household goods claim

DOD recently entered into a new program with the carrier industry. This new program is called "Full Replacement Value" (FRV). This is an important and new benefit for Military Service Members, Department of Defense Civilian Employees and DoD Families. There are new filing deadlines to ensure you timely file your claim and are made whole for damages/loss you may have suffered. An important difference is that the member files their claim directly with the carrier rather than their local Military Claims Office (MCO).

The FRV applies to shipments with a pick up date on or after 1 October 2007 for international shipments to and from OCONUS; 1 November 2007 for domestic shipments within the United States, and on 1 March 2008 for Non-Temporary Storage (NTS) and Direct Procurement Method (DPM) Shipments.

In order to be paid for an item, the loss or damage to the item must be reported to the carrier **within 75 days** of the date of delivery. The carrier's agent should list all missing or damaged items that are discovered on the day of delivery on a DD Form 1840, which you will also sign. Three copies of this form will be left with you by the carrier. Items discovered missing or damaged after delivery must be listed on the reverse side of the DD Form 1840, known as the **DD Form 1840R**, and mailed to the carrier **within 75 days** after delivery. Alternatively, the DD Form 1840R may be brought to the nearest MCO within 70 days, which will mail it for you. Submission of the DD Form 1840R **does not constitute** the filing of a claim. You must submit a written demand for a specific amount.

Claim Must Be Filed Within 9 Months to Receive FRV. The carrier will provide instructions on how to file a claim. You do not need to obtain estimates of repair in order to file your claim. The carrier is responsible for obtaining estimates, if you file your claim directly with them **within 9 months of delivery**. Do not delay filing your claim past the nine month deadline in order to get additional information you think the carrier may need. If your claim has been timely filed, additional information may be presented at a later time.

You still have the right to file a claim with the MCO, within two years after the date of delivery. However, if you do, you will only be paid depreciated value for lost or destroyed items. If you file with the carrier within 9 months, but are unwilling to accept the carrier's offer for certain items, you can file a claim for those items with the MCO. The MCO will then pay you their depreciated value, but will attempt to recover FRV from the carrier (if the carrier is liable for the item) and will pay you the difference between FRV and depreciated value when it is recovered.

Any questions regarding this new program or any other claims related questions please contact our office at (808) 655-9279.