

Full Replacement Value

Most household goods shipments are now eligible for Full Replacement Value (FRV) protection. This means claims for lost or destroyed items will be paid replacement cost, not depreciated cost.

FRV coverage is automatic and applies to personal-property shipments picked up on or after October 1, 2007 for international shipments to and from OCONUS. To receive FRV, servicemembers must file their claim directly with the Transportation Service Provider (TSP) instead of the Military Claims Office (MCO).

The first step in the claims process is to note lost or damaged items on DD Forms 1840 or 1840R. These forms must be submitted to the TSP within 75 days of delivery. Once the forms are received, the provider has the right to inspect the damaged items.

The second step is filing the claim with the TSP within nine months of delivery. This is typically done by completing DD Form 1844 (or other form provided by the TSP) and sending it to the TSP. Once the claim is filed, the TSP should settle the claim within 30 days. The TSP is responsible for obtaining repair and replacement costs. The provider will also pay FRV cost on items that need replacing or have been lost or destroyed.

If the provider denies the customer's full claim, makes an offer on the claim that is not acceptable, or does not respond within 30 days, the customer may transfer the claim to the MCO.

Claims transferred to the MCO Claims transferred to the MCO within nine months of delivery will be paid depreciated replacement cost only. The MCO, however, will attempt to recover FRV from the provider. If successful, the claims office will pay the difference between the amount paid and the amount recovered to the claimant.

Claims may still be filed with directly with the MCO if the nine month deadline is missed; however, the claim will only be paid depreciated value. Claims filed more than two years after delivery cannot be paid.

Full Replacement Value is distributed by the Camp Zama Claims Office, located in Building 101, Room CE 209. Our office hours are 0830 to 1200 and 1300 to 1600 Monday through Friday. You may call for an appointment at DSN 263-4137/commercial 081-46-407-4137.