

INFORMATION PAPER

SUBJECT: Deployment-related Damage – Filing a Claim

1. **PURPOSE.** To provide information about filing a claim for damaged household goods or privately owned vehicles (POVs) after a deployment.
2. **BOTTOM LINE.** Claimants have 70 days to notify moving or storage companies of damage. Damage to POVs must be noted at the time of delivery. Visit the installation claims office promptly for assistance.
3. **DISCUSSION.**
 - a. Filing a claim for damage to household goods requires several forms. First, claimants must complete the DD Form 1840/R, notice of damage to household goods. This form gives notice to the moving or storage company that the damage has occurred. Soldiers have 70 days to deliver this form to the claims office in order to provide notice. Failure to deliver this form to the claims office within 70 days can reduce the amount payable for the claim. Soldiers have 2 years from the time of delivery to file the other forms. These include the DD Form 1842, the claim form, and the DD Form 1844, an item-by-item description of the damage and amount claimed. Claimants may also need to provide receipts, estimates or repair, or other documents.
 - b. Filing a claim for damage to a POV requires notification of the damage on the DD Form 788. This form is an inspection sheet for the vehicle. This form must be completed before leaving the vehicle checkpoint. A thorough inspection is important because damage not noted on the DD Form 788 at the time of delivery often cannot be paid. If a claimant discovers damage after taking possession of the vehicle, he or she should immediately return to the vehicle checkpoint and note the damage on the DD Form 788. Once damage has been noted, the claimant has 2 years to complete the DD Form 1842 and DD Form 1844, and other forms the claims office may require.
 - c. If a vehicle or other property was lost or destroyed while stored during deployment in a commercial or government storage facility, the member has the option of filing directly with the Army or filing with his private insurer. If a commercial or government storage facility was not used, determine whether the member had an opportunity to use such a facility but declined. If so, the member should complete the notice forms, DD Form 1840/R or DD Form 788, in a timely manner, and must settle with their private insurance before completing their claim with the Army for deployment-related damage. If the member was not given an opportunity to use a commercial or government storage facility, the member has the option of filing directly with the Army or filing with his private insurer.
 - d. Soldiers may always file a claim, even if they do not have sufficient information or documentation at the time they file. Each claim receives individual consideration.
 - e. The installation claims office will provide forms, instructions, and case-specific guidance to each claimant.