



FORT SILL POST CLAIMS

How to File a Claim for Missing or Damaged Household Goods



For more information or assistance with filing a claim, please visit the Fort Sill Claims Office. **You must provide notice to the moving company within 75 days of delivery of your household goods in order to preserve your right to file a claim.** You are encouraged to visit the Fort Sill Claims Office within 70 days of delivery of your household goods.

- 1) Make a list of your lost, damaged, or destroyed household goods.
 - Keep your DD Form 1850 in a safe place. The DD Form 1850 is the white sheet given to you by the moving company (Transportation Service Provider/"TSP") on the day of your delivery, along with your inventory sheets. Annotate any missing, damaged, or destroyed items on the DD Form 1850. **Do not discard any damaged items until after 120 days from your settled claim - no payment will be allowed for discarded items.**

- 2) Register in DPS (Defense Personal Property System).
 - Go to www.move.mil
 - Click on "DPS Registration" to request a user ID and password. It can take up to 48 hours for your request to be processed.
 - Some users experience difficulty accessing DPS with MAC systems, Windows 7, and Firefox. If you cannot access DPS or have any questions, please visit the Ft. Sill Claims Office for assistance.

- 3) Provide notice to the TSP (moving company) within 75 days of delivery.
 - Log into DPS and file a "Lost/Damaged Report" in the "Claims" section. Instructions can be found on the www.move.mil website under "Claims/CSS."
 - Additionally, you are strongly encouraged to bring your completed DD Form 1850 to the Ft. Sill Claims Office within 70 days of delivery to ensure the moving company receives notice.
 - This is **NOT** your formal claim. This just gives notice to the moving company about your lost or damaged items. You **MUST** follow through by filing a formal claim within 9 months on DPS.

- 4) File a claim in DPS within 9 months of delivery to receive Full Replacement Value.
 - Detailed instructions can be found on the www.move.mil website under "Claims/CSS." If you have questions or need assistance, please visit the Ft. Sill Claims Office.
 - Things to remember:
 - o You do not need to obtain any estimates of repair before filing a claim, and you should wait until the moving company arranges the estimates of repair to ensure you will not have to pay for them out of pocket.
 - o The moving company has the right to arrange estimates of repair and to inspect your damaged property.
 - o The moving company must pay, deny, or make an offer on your claim within 60 days of receiving a completed claim.
 - o You can accept, reject, or agree to a partial settlement of your claim with the moving company. If you are not satisfied with the carrier's offer with regards to any item, you must physically come to the Fort Sill Claims Office in order to

complete your claim against the government. **The claim will not automatically be transferred to the Fort Sill Claims Office.**

- Note: when you transfer your claim to the government, the most that you can be paid is the depreciated value of your items, **not** the full replacement value of your damaged or missing items.
- 5) If your shipment did not move through the DPS Program (i.e. Local Move, DPM, or your items were in a storage facility), you will receive a **DD Form 1840 (the pink form)**. These shipments claims must be filed with the Fort Sill Claims Office. You must submit your DD Form 1840 to our office within **70 days**, and then you will have **(2) two years** from the date of delivery to file your claim. **Take photos if possible, and do not discard any damaged items until after 120 days from your settled claim; otherwise, no payment will be allowed for discarded items.**
- You will need to come in to the Ft. Sill Claims Office in order to turn in your DD Form 1840, at which time you will be briefed on the procedures to file your claim.
 - The Fort Sill Claims Office may need to inspect your damaged property, and/or require estimates of repair for your damaged items (for which you will be reimbursed).

The Fort Sill Claims Office is located at 4700 Mow-Way Road, Suite 400 in the Client Services Center. Our office operates on a walk-in basis from the hours of 09:00 – 16:00, Monday, Tuesday, Wednesday, and Friday. On Thursdays, hours are from 13:00 – 16:00. Our telephone number is (580) 442-2317.

Updated: 03/21/2016