

# ATTENTION

ALL SERVICE MEMBERS AND DOD CIVILIANS!  
**FULL REPLACEMENT VALUE  
PROTECTION IS HERE**  
COVERS DOD - SPONSORED  
PERSONAL PROPERTY SHIPMENTS

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**WHO IS ELIGIBLE for Full Replacement Value Protection? —**  
**Military Service Members and DoD Civilians** moving and storing their personal property.

**WHAT IS Full Replacement Value? —**  
For personal property lost, damaged or destroyed while in care of the Transportation Service Provider (TSP) / Carrier, you can recover **as much as \$5,000 for any single shipment**, or **\$4.00 times the weight** of your shipment **up to \$50,000** (whichever is greater), as compensation for loss.

**WHEN IS Full Replacement Value Available? —**  
Applies to shipments picked up on or after **1 October 2007** for International shipments (to/from OCONUS), **1 November 2007** for Domestic shipments (within the US), **1 March 2008** for Non-Temporary Storage (NTS) and Direct Procurement Method (DPM) shipments.

**WHERE DO I FILE TO RECEIVE Full Replacement Value? —**  
You must file your claim directly with your Carrier within 9 months of delivery. Report loss/damage within 75 days of delivery on DD Form 1840 (at delivery) or DD Form 1840R (after delivery). If the Carrier does not respond to your claim, you may file through your Military Claims Office (MCO).

**HOW DO I FIND MORE INFORMATION? —**  
You can find detailed FRV information on The Military Surface Deployment and Distribution Command's (SDDC) website at [www.sddc.army.mil](http://www.sddc.army.mil) or on the Claims webpages of your particular Service branch. You can also ask your local Transportation Office or Military Claims Office.

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