

Damaged or Missing Household Items?

If any of your property was damaged or is missing you are eligible to receive the full replacement value or repair cost if you submit a notice of loss to the moving company (TSP) within **75 days** of delivery AND you submit a claim within **9 months** of delivery.

Notice: To submit the notice of loss or damage, you may mark any damaged/missing items on the Notice of Loss/Damage at the time of delivery, use the DPS system (see below), fax it (keep the transmission confirmation sheet), mail it (return receipt requested) or e-mail it (keep a delivery receipt).

To submit a claim: You **MUST** use the DPS system. To do so, go to the website at: www.move.mil. Call (800) 462-2176 or 618-589-9445 if you have any difficulties.

User guides are available here: http://www.move.mil/dod/claims_css/dod_claims.cfm.

If you are unsure that your notice of loss or claim has been properly submitted, **DO NOT WAIT!** Please visit or call the claims office on Kelley Barracks (Bldg 3312, next to Community Bank) and DSN 421-4152 and CIV 0711-729-4152 ASAP.

Did You Know?

When you file a claim via DPS, you are filing with the moving company, not the US Government or the US Army. However, you **DO NOT** have to accept any offer the moving company makes to you.

If the moving company is giving you the "run around," if an offer is insufficient or if the TSP denies your claim, you should immediately contact the Army claims office located on Kelley Barracks.

If you transfer to MCO (Military Claims Office) any of your claimed items in DPS, **YOU** must notify our office. The DPS system **DOES NOT** send a message or notice to us notifying us that an item has been transferred.

Important Tips:

- The movers will try to rush you to sign, don't! If there is damage, document it.
- If the company did not do an excellent job, don't write "Excellent." This is our only way to retain good moving companies and drop bad ones.
- If the movers damage your property, mark the damage prominently on the Notice of Loss/Damage. Take photos. Before you sign anything have the movers acknowledge the damage also. Otherwise, your landlord may hold you liable!

POVs: To file a claim, damage **MUST** be listed on VISF on the day of pick-up! Go first-thing in the morning so you have time to wash your car and bring it back.