



21st Theater Sustainment Command
Office of the Staff Judge Advocate
Stuttgart Claims Office



For more information on how to file a Household Goods or Unaccompanied Baggage claim under the Full Replacement Value Program, call DSN 421-4597 / 2473 or com. 0711-729-4597 / 2473

The Claims Office is located at the **Stuttgart Law Center** on Kelley Barracks, building 3312, room 222. Claimants are seen on an appointment basis from 09:00-12:00 and from 13:00-17:00 on Mondays, Tuesdays, Wednesdays and Fridays. We are closed on Thursday mornings, USAREUR training holidays and federal holidays. Walk-in claimants are seen for notice form turn-in and initial claims briefing only (all Military Services). Please call for appointments.

The most important thing to remember when you are filing your **Full Replacement Value (FRV)** claim with the **Transportation Service Provider (TSP)** is that **claims filing is a two-way communication process!**

The Defense Personal Property System, **DPS**, puts you directly in touch with your TSP, but you have to make sure that you select the right shipment when filing on DPS. Your Unaccompanied Baggage and Household Goods shipments both have a different **PPBOL number** that you can find on the shipping documents. Even on DPS, giving notice of loss and damage and filing a claim are still **two different steps**. When you give notice, you have to submit a detailed list of all damaged or missing items, whereas when you file your claim, you are required to ask for **a specific \$ amount** for these items. Claims personnel do not have universal access to the DPS database and we cannot walk you through the filing process or fix potential problems. If you need technical support, contact the **DPS Help Desk** at **DSN 312-770-7332** or com. +1-618-220-7332.

Whenever you receive a settlement offer that you are not fully satisfied with, the TSP should be the first to know. You should contact them through DPS by making a counter-offer if that option is available, next you can email or call them. Please always keep your written correspondence with the TSP. A list of all TSPs and their contact information can be found on our website: http://www.stuttgart.army.mil/Legal/Legal_Claims.html In case of a dispute with your TSP, contact your **Military Claims Office (MCO)** before you transfer your claim in DPS. **DPS does not transfer your claim to the Military** for you, it only records your intentions to do so. Find the contact address and website for your Military Claims Office on the next page. The Stuttgart Claims Office only handles claims for Soldiers, DA and DoD Civilians.

Last but not least, do not forget the two basics of FRV claims:

- **timely notice** of loss and damage must be given within **75 days** of delivery (important: **do not dispose** of damaged or broken items)
- your claim must be **filed** with the TSP within **9 months** of the date of delivery



Army active duty members, Department of the Army and DoD civilian personnel:

Stuttgart Law Center, Claims Office
Unit 30401
APO AE 09107

We are your local, U.S. Army Claims Office in Stuttgart, Germany
Phone numbers: DSN 421-4597, com. 0711-729-4597
Please call for appointments or more detailed information



Air Force active duty members, Air Force civilian personnel:

Air Force Claims Service Center
1050 Forrer Blvd
Dayton, OH 45420-1472

Phone: DSN 312-986-8044, commercial: +1-937-656-8044 toll free:
+1-877-754-1212, Fax: +1-937-656-8307, fax DSN: 312-986-8307
Email: afcsc.ja@wpafb.af.mil



Navy active duty members, Navy civilian personnel:

OJAG, Personnel Claims Unit Norfolk
9053 First St. Suite 102
Norfolk, VA 23511-3605

Phone: DSN 312-564-3310, commercial: +1-757-440-6315, toll free:
+1-888-897-8217, Fax: +1-757-444-3337, fax DSN: 312-564-3337
Email: norfolkclaims@navy.mil



Marine Corps active duty members, USMC civilian personnel:

Headquarters, US Marine Corps
Personal and Family Readiness Division (Code MRP-2 Claims)
3280 Russell Road
Quantico, VA 22134-5103

Phone: DSN 312-278-9533, commercial: +1-703-784-9533
Fax: (703) 784-9827
Email: hqmc.claims@usmc.mil



Coast Guard active duty members, USCG civilian personnel:

US Coast Guard Finance Center
HHG Claims
P.O. Box 4121

Chesapeake, VA 23327-4121
Phone: +1-757-366-6504, Fax: +1-757-366-6541
Email: FIN-SMB-HHG@uscg.mil

To find your Service's **claims website**, go to www.stuttgart.army.mil, navigate to *Services, Legal*, next *Client Services* and then click on *Claims*.

How to give notice of loss and damage and file a claim for **DPS shipments**:

The Defense Personal Property System (DPS) is a great tool that allows you to take care of your PCS move **from HOME**, saving you time and a lot of run-around.

WHAT YOU NEED TO KNOW:

- **DP3** (Defense Personal Property Program) is a DoD program designed to improve quality of life for our service members.
- **DPS** (Defense Personal Property System) is an Internet based system that supports DP3 and that tracks shipments from start to finish. Most importantly, it provides direct communication between the service member and the Transportation Service Provider (TSP)
- **FRV** (Full Replacement Value) is the DP3 component that deals with your personal property claim.

WHAT YOU NEED TO DO TO GET STARTED:

You must establish a DPS account to manage your claim. If the Transportation Office at origin has not already assisted you with obtaining a user ID and password, you can easily arrange for it yourself. This is how:

Go to <http://www.move.mil>; next click on “DPS registration” then complete the online registration form. The “DPS Login” link is on the same webpage.

WHAT YOU NEED TO DO NEXT:

All loss/damage must be declared and filed within **75 days** of the delivery. Neither the TSP nor the Government will pay for items not identified on the loss/damage report within 75 days.

You will still get the hardcopy notice form from the delivery agent on the day you receive your goods and you will still complete the front jointly with the agent. The back of the form however does no longer have to be completed manually and taken to the Claims Office. An automated notice of loss or damage reporting option can be found on DPS and you can conveniently complete it online.

Like before, submitting notice of loss and damage does **NOT** constitute filing a claim! Don't confuse this with the actual claim filing process. These are **two different steps!** You have **9 months** from the date of delivery to file your claim on DPS under the Claims tab. Find the **step by step instructions** on the Move.mil official DPS portal.

WHAT YOU SHOULD NOT FORGET:

Whether your shipment was booked through DPS or not, **YOU** are always **WELCOME** in our Claims Office and you can always come to us for help!

LIST OF REPAIR SHOPS in the Stuttgart area

Use of any firm listed below should be cleared with your Transportation Service Provider prior to obtaining an estimate. Failure to do so may result in non-payment of the estimate fee. A fee is charged for the estimate, which should be reimbursed by the TSP. Get written confirmation from the TSP that they will cover the cost before you hire an estimator.

▪ WOOD DAMAGE

Schreinerei Rühle
Wilhelmstrasse 2
71116 Gärtringen
Tel. 07034-22294

Estimate & Repair Service
Wilhelm Kachler
Kleinfeldweg 42
69190 Waldorf
Tel. 06227-382681

Schreinerei Ivancic
Neckarstrasse 30
71686 Remseck
Tel. 07146-91405

▪ UPHOLSTERER

Ebner Polstereien
Herrenberger Strasse 9
70563 Vaihingen
Tel. 0711-731081

**Raumausstattung
Wahlenmeier**
Finkenweg 2
71686 Remseck
Tel. 07146-91405

▪ CLOCK REPAIR

März
Uhrmacher
Ludwigstrasse 84
70197 Stuttgart
Tel. 0711-6209935

▪ ELECTRONICS

Klaus Engelbrecht
Bayernstrasse 13
72768 Reutlingen
Tel. 07121-966017/18

Kröhnke
Berlinerstrasse 3-5
71034 Böblingen
Tel. 07031-25803

JVC Repair Service
Mr. Haustein
Eichbaumstrasse 9
63674 Albstadt
Tel. 06047-953760

▪ GLASS REPAIR

Use the Frame Shops on post (Patch & Kelley) and only for glass pieces that they cannot replace go to:

Glaserei Maier
Vaihingerstrasse 19
70567 Möhringen
Tel. 0711-711507

Albrecht Glasreparaturen
Unter dem Birkenkopf 14
70197 Stuttgart
Tel. 0711-649660

▪ BRASS AND METAL REPAIR & WELDING

Zeljko Rodin Metallbildnerei
Ludwigsburgerstrasse 59
71642 Ludwigsburg
Tel. 07141-53167
Does not speak English!

The repair shops listed above will provide an estimate of repair for specific types of items as indicated. This list is provided to you as an additional service of this office. While the Claims Office does not recommend or endorse any of the particular companies listed above, we have determined that these companies charge reasonable estimate fees and can do the work as requested. Inclusion of a repair firm on this list does not provide any warranty or guarantee of the quality of service rendered by this firm.