



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!**

If your shipment was booked into the Transportation Operational Personal Property Standard System, **TOPS**, you will need to send your notice and your claim directly to the TSP. You have to make sure that you select the right shipment and TSP when filing your claim. Your Unaccompanied Baggage and Household Goods shipments both have a different **PPGBL number** that you can find on the shipping documents. 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, when you file your claim, you are required to ask for **a specific \$ amount** for these items.

Claims personnel do not have access to your FRV claim against the TSP and we do not have any information about its status or progress. If you want to find out more about the settlement process, please address your questions directly to your TSP.

Whenever you receive a settlement offer that you are not fully satisfied with, the TSP should be the first to know. You can contact them by email. 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. 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

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*.

Your Transportation Service Provider contact info:

You can find your TSP's contact information by clicking on the link 'List of International / European TSPs' on our website. Look up the SCAC code in block 11 of your DDForm1840 and search for your TSP. You can also look up your TSP by company name. You can find that name in block 9.

Please do not forget to always correspond with the TSP **in writing**. 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 (the DDForm1840, usually a pink, two-sided document) 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 (but you may still do it if you prefer). You can **send your list of lost and damaged items** directly to the TSP within **75 days** from the date of delivery by following the format on the DDForm1840R (inventory #, name of item, damage description, also include GBL#, date of delivery and name of shipper).

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 by using the **sample wording** below.

Date sent

This is my formal notice that I am filing a claim for the following items lost or damaged in my Household Goods (*or Unaccompanied Baggage*) shipment that was moved under GBL# _____ (*this number can be found in block 7 on the DDForm1840*) and delivered on _____ (*the date is in blocks 14f and/or 15f of your DDForm1840*). The loss is valued at \$ _____ (*always claim a specific \$ amount*).

List of items and damages:

(you do not have to repeat all the items again, you can attach a copy of your DDForm1840/R or the list you sent to the TSP when you gave notice)

Claimants contact info & signature.

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.