

# HHG CLAIM FILING INSTRUCTIONS

NOTE: These instructions relate to a claim filed with the Fort Lee Claims Office for damage or loss sustained during a government sponsored household goods move. Such a move is also covered under the Full Replacement Value (FRV) Program and may be filed directly with the carrier. It is often better for the claimant to file under the FRV. For information on the FRV please call our office or go to our website <http://www.cascom.army.mil/staff/sja/claims.htm>.

1. Processing procedures allow for one claim per shipment.

2. Forms you will need in order to properly file your claim:

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|------------------------------|--|
| A. DD Form 1842              | H. Electronic item condition statement |
| B. DD Form 1840/1840R        | I. Electronic damage affidavit         |
| C. DD Form 1844              | J. Replacement cost estimate           |
| D. Orders                    | K. Estimate(s) of repair               |
| E. Government Bill of Lading | L. Power of attorney/authorization     |
| F. Inventory                 |  |
| G. Missing item statement    |  |

3. Filing a claim for loss or damage during a PCS move is a two step process.

Step 1: Delivering the 1840R (pink sheets) or 1850 is the first step in filing your notice of claim. The 1840R or 1850 must be submitted to the claims office within 70 days of delivery of your household goods.

Step 2: Once you have gathered all required documents, you have two years from the date of delivery to file the actual claim with the claims office. Failure to accomplish this second step within the two-year time frame will result in the claim being denied.

4. Repair Estimates. Claim repair costs should be documented by an itemized repair estimate. If an item would cost more to repair than to replace it is considered not economically repairable. You should obtain a statement from a qualified repair person confirming that the item can not be economically repaired. Reasonable estimate fees not credited to the cost of repair may be reimbursed.

5. Written Replacement Costs. For items that must be replaced a written replacement estimate is required. The replacement estimate should be for a similar or substantially similar item. Catalog and Internet extracts are acceptable.

6. Submit your claim with all supporting documents to the nearest claims office. The Fort Lee Claims Office is open from 0800-1200 and 1300-1700 daily [Thursdays - 1300-1700]. Unless there are extenuating circumstances, claims are accepted on an appointment basis only. You may call our office to schedule an appointment with an adjudicator who will review your claim with you and explain any deficiencies. We have found the appointment procedure results in more complete claims being filed and allows us to process claims for payment more quickly.

7. If you have questions, please call the claims office at (804) 765-1520.