

# GENERAL CLAIMS INSTRUCTIONS

## HOUSEHOLD GOODS AND HOLD BAGGAGE CLAIMS

PLEASE READ - THIS CAN AFFECT YOUR SETTLEMENT AMOUNT

Welcome to the Aberdeen Proving Ground (APG) Area. We hope that you had a safe trip and a damage free move. However, if you did have damage to your household goods during the move, we stand ready to assist you in getting your household back in order. We will do our best to settle your claim in a quick, efficient, and fair manner, but in order to do so we will need some help from you.

Claims are processed under the provisions of Army Regulation 27-20, which places the burden on the claimant to properly complete the required forms, and to provide documentation substantiating the claim. Failure to do so will normally delay the processing of your claim, and may result in a lower award. If you require assistance, contact the Office of the Staff Judge Advocate, Client Services Division, ATTN: Claims, APG, MD 21005. We are located in The Janet Barr Building, Bldg 4305 Susquehanna Ave, 3<sup>rd</sup> Floor, Room 346. Our phone number is commercial (410) 278-1853 or (DSN) 298-1583. Our fax numbers are ext. 1573. Our hours are 0800-1600, Monday, Tuesday, Wednesday, & Friday; and 0800-1200 on Thursday; and we **are** open during the lunch hour.

1. Within **70 days of delivery** of your household goods, you **MUST** report **all** damage and losses on the (pink) DD form 1840/1840R, so that the carrier can be notified. You should come to the claims office with all copies of the 1840/1840R that were provided to you so that it can be processed and dispatched to the carrier. **Failure to report all damaged or missing items in a timely manner will normally result in a reduction in the amount of compensation for your claim. You normally cannot be paid for items that are not noticed to the carrier within the required time period.**

2. Although you have **TWO YEARS** from the **date of delivery** of your goods to file a claim against the Government, you should file the claim as soon as possible. PLEASE REMEMBER - **TURNING IN THE DD Form 1840/1840R [pink form] DOES NOT** constitute the filing of a claim. **ALSO**, a claim is **NOT** considered to be "filed" **UNTIL IT IS ACTUALLY RECEIVED BY THE CLAIMS OFFICE**. Simply putting it in U.S.Mail channels does **not** constitute "filing" the claim.

**REMEMBER, THERE ARE TWO DEADLINES THAT YOU MUST MEET- 1) YOU MUST FILE THE [PINK] DD FORM 1840/R WITHIN 70 DAYS AFTER THE DELIVERY OF YOUR GOODS; AND 2) YOU MUST FILE THE COMPLETED CLAIMS FORMS WITHIN TWO YEARS OF THE FIRST DELIVERY OF YOUR GOODS.** If you have multiple deliveries on the same shipment the two year period starts when the first delivery is made.

**IF YOU ARE BEING DEPLOYED AND ARE CLOSE TO THE 2-YEAR DEADLINE FOR FILING A CLAIM, OBTAIN, SIGN, AND FILE A DD FORM 1842 [CLAIM FORM] ASSERTING YOUR CLAIM WITH YOUR BEST ESTIMATE OF THE AMOUNT YOU ARE CLAIMING.** Repair estimates, orders, inventory, GBL, etc. can be filed at a later date to fully substantiate the claim. Our office will assist you in getting missing inventories or GBL's if you cannot do so. **IT IS ESSENTIAL THAT YOU FILE THE DD FORM 1842 TO TOLL THE RUNNING OF THE STATUTE OF LIMITATIONS.**

**\*\*\*\*\* Please Note: Effective 1 OCT 2007, the claims process has changed: Congress has mandated that Full Replacement Value [FRV] coverage will be**

afforded free of charge to every gov't. employee/military member moving HHG's under orders. However to be eligible for FRV you must file your claim directly with the carrier within nine months after the delivery occurs. You must provide him the same notice of loss or damage [pink] form within 75 days, unless you actually file the entire claim with him during that time. It is expected that eventually the actual filing of the claim to the carrier will be done "on line." Once you have filed the claim, the carrier will then have to process it satisfactorily within 60 days and he will have the responsibility to obtain any necessary estimates of repair.

If you fail to file the claim with the carrier within 9 months, the claim will be processed under the standard rules which involve the application of depreciation to replacement costs. You will still be allowed up to two [2] years from the date of delivery of the goods to file the claim. If you do not desire to deal with the carrier, or if after 30 days you are unhappy with his processing of your claim, you can re-file it, or any disputed items, with the Military Claims Office [MCO]. Claims filed with the MCO will receive the standard processing under the normal rules currently applicable to claims, but a higher recovery will still be sought from the carrier, and, if successful, any overage monies will be paid to the claimant.

Under the new process the Congress hopes that carrier service will improve, and moves will be easier on members/civilian employees and this process will remove the common complaint about depreciation being applied to item replacement costs. The carrier will have to fix the item, or replace it with a comparable item, irrespective of the original item's age.

6. Upon receiving your completed, fully documented claim, this office will process your claim as rapidly as possible. Please contact this office to notify us of any change of address, or phone number, etc. All personnel who are authorized through Finance to receive an Electronic Fund Transfer [EFT] will receive payment on their claim in that manner. Those people who Finance no longer has valid EFT data on will receive a check in the mail. Once input for a payment is made by our office presently to Rome, NY, a payment should be credited, or a check issued within a week. The following documents are required in order for your claim to be paid. Failure to provide any of the necessary documents will delay the processing of your claim.

#### CHECKLIST

\_\_\_ 1 - DD form 1842. This document must be signed by the soldier or civilian employee. If a Power of Attorney [POA] is used, the person with the POA signs the claimant's name and then their own name placing the phrase "with POA" next to their signature. Please **insure** that the POA has not expired, and **include** a copy of the POA with the claim file. Spouses, ex-spouses, and family members using a Power

of Attorney should be advised that unless the POA authorizes actual payment of the receipts of the claim to them, the payment will go to the pay account of the Soldier or civilian employee. If there is an issue here, talk to/write us when the claim is filed. **Do not alter names, SSN's or dates on the Power of Attorney. Any alteration will preclude payment on the claim.**

\_\_\_ 1 - DD form 1844. **Dates of acquisition and amounts paid for the item must be included.**

\_\_\_ All copies of DD Form 1840/1840R **(and any continuation sheet if you run out of lines on the DD Form 1840/R)** listing all missing or damaged items, with inventory numbers.

\_\_\_ 1 - Copy of PCS/ETS orders with any amendments.

\_\_\_ 1 - Copy of Government Bill of Lading [GBL] (for CONUS or overseas shipments) or Work Order (for local moves) or Service Order (for goods shipped from a local Permanent Storage). [A copy may be obtained at the Transportation Office, Bldg 4305.] **NOTE:** If you had more than one shipment take care that the Bill of Lading, inventory, and 1840/1840R are for the right shipment. **Mixing them up will delay all your claims.**

\_\_\_ 1 - Copy of the **COMPLETE INVENTORY** of your goods that were shipped. Please try to ensure that the inventory copy you send is **readable**. We must be able to read it to complete your claim. If you can't read it the odds are that we will not be able to do so either.

5

\_\_\_ 1 - A written estimate of repair, or non-repairability for all **electrical** items. All stereo components, TVs, VCRs, Music Amps, boom-boxes, etc., require an estimate detailing the nature of the damage/problem and the cost to repair the items, or a statement of the inability of the repair shop to repair the item. \*The estimate of repair **must** indicate what parts have to be replaced, or adjustments made to fix the item. Simply providing us the replacement cost of a similar item cannot be accepted, and will lead to no initial award for the item. Estimate fees can be reimbursed up to \$50 when your claim is paid if they are not credited when the work is done, and if you provide us proof that they were paid.

\_\_\_ 1 - Written estimate of repair, or non-reparability, on **non-electrical** items [For example, a sofa or schrank] costing \$100 or more to be fixed. [See \* above.]

\_\_\_ **Any copies of purchase receipts, charge slips, covers of operator's manuals, warranty cards, photos pertaining to the damaged, destroyed or lost item, etc.,** which will assist us in **verifying** the original cost of the damaged or lost item, the year of acquisition, and the condition of the item. **We expect you to have some of this kind of information on all recently acquired, big dollar items.** If you have none of the above, then provide us the name and address of the store where you bought the item so we can contact them to verify the information. If you take pictures of damaged items, circle the damaged areas with a magic marker and note on the back of the photo the nature of the damage, e.g., scratched, gouged, etc.

\_\_\_ 1 - DD form 1841 (only if damages were inspected by Transportation Office personnel.) Pictures taken by Transportation inspectors are generally **not** available to our office. You should take your own photos/videos to support your damage claim, do not rely on the inspector taking photos, his photos are sent to higher headquarters to evaluate carrier performance. If you include photos of the damaged item, indicate on the back the nature of the damage, and circle it on the picture with a black magic marker. This will help us identify what is in the picture.

\_\_\_ 1 - Copy of the Power of Attorney authorizing you to file a claim with the Government on behalf of the proper party claimant, i.e., the Soldier or civilian employee. **If it is intended for you to receive the award the Power of Attorney must specifically authorize you to do so.**

\_\_\_ 1 - Copy of the demand made against TSP, if you elected to file with them, along with any settlement or denial made by them.

\_\_\_ 1 - Copy of **Missing Items Statement** (if applicable). This statement should indicate that all items to include the missing items were packed at origin, that you checked the premises for anything that was left behind, and that the items were not present at/after delivery. For items packed in cartons, your statement should indicate whether the entire carton was missing, or if the item(s) were missing out of a carton that was delivered. If the item(s) were missing from the carton, explain in detail if you saw any indication of renumbering or re-taping of the box, and what was found inside the box when it was opened. **See paragraph 5e above.** Again, we are here to assist you and your family in getting resettled. We will do our best to process your claim as quickly as circumstances allow. We have recently added an e-mail address for the convenience of claimants. This, we hope, will reduce the need for long distance phone calls and provide a better opportunity for us to respond to your needs.