

Key Changes to Military Moves Effective 15 May 2020

- Claimants will now have 180 days AFTER delivery to make notice to the Transportation Service Provider (TSP) of any loss/damage (previous deadline was 75 days)
- Claimants will now have the option to either have a damaged (repairable) item repaired by the TSP or their representative or they may choose to accept the monetary amount of the repair estimate in lieu of repair
- More seamless updates during the move process – a single point of contact will be appointed and will be available daily from 0800-1700; wait times for a response must occur the same business day. The TSP must also give status updates to members upon arrival, departure, or any changes therein
- Background checks will be required for ALL workers who will be handling military members' moves. Local installation policies will be the measure for specific requirements of each background check. This should help to alleviate potential delays and missed moves as well as provide an overall, more suitable workforce
- TSPs will be required to pay, deny, or otherwise settle claims valued at \$1,000 or less in 30 days of receipt (previously 60 days) and on all other claims within 60 days of receipt

*For additional information, feel free to view the article written by Amy Bushatz at: <https://www.military.com/daily-news/2020/03/09/7-military-move-changes-coming-spring.html>