



## FORT SILL POST CLAIMS

### *Different Programs, used to File your Shipment Claim*



#### **WHAT YOU NEED TO KNOW TO FILE YOUR HOUSEHOLD GOODS CLAIMS**

(Since Fall of 2007 through 1 March 2008), personal property shipments fall under the Full Replacement Value (FRV) Protection Program or the Defense Personnel Property Program (DP3 or DPS), a new computerized transportation program applicable to many household goods shipments since 2008. Under both programs, Soldiers and Army civilian employees are encouraged to file transportation-related claims directly against the carrier responsible for the loss. Those that are choosing to file their claim with the Government; the U.S. Army Claims Service has also initiated a new program, the Personnel Claims Army Information Management System (PClaims), that permits Soldiers and Army civilian employees to file personal claims through the internet rather than having to physically visit or mail documents to a military claims office (MCO).

#### **NOTICE OF LOSS OR DAMAGE**

One aspect of the claims process that will not change, regardless of whether you fall under the FRV, or DP3, is the requirement to provide prompt notice of property loss and/or damage. Notice must be provided to the carrier within 75 days of delivery.

Under the FRV program, you must ensure the carrier's delivery agent lists all loss and damage discovered at delivery on the DD Form 1840. Any loss or damage discovered after delivery **must** be listed on the reverse side of the DD 1840, which is the DD 1840R (listing all damage discovered **AFTER** delivery), and either mailed directly to the carrier within **75 days** of delivery (preferably by certified mail) or submitted to the (Fort Sill Claims Office) within **70 days** of delivery so that the claims office can dispatch it to the carrier for you within the 75 day limit. Under the DP3 program, the same procedure applies; however instead of being given DD Form 1840/1840R by the carrier, you will be given a Notification of Loss or Damage at delivery for annotating all losses and damages noted at delivery, and Notification of Loss or Damage after delivery for annotating all losses and damages after delivery. This form must be submitted to the carrier on line through DPS website. Listing or annotating loss or damage or either notification from merely gives the carrier notice that you may submit a claim; **it is not the same as filing a claim.**

#### **FRV PROGRAM**

Under the FRV program (Full Replacement Value), you have the option of filing your claim against the TSP (carrier) or the Military Claims Office (MCO). It is also encouraged that you submit your, **DD Form 1840/1840R, within 75 days after delivery**, to the TSP through the MCO. If you file your claim directly with the carrier, first contact the carrier to request information and instructions regarding how the claim should be filed. If the claim is mailed, it should be sent to the carrier by certified mail so that you have a record of the date you submitted the claim.

#### **DP3 OR DPS PROGRAM**

The DP3 or DPS (Defense Personal Property Program) is designed to manage your entire Household Goods shipping process, counseling to claims. Under the DP3 or DPS Program, you are required to submit your claim online directly against the carrier; however in some cases, depending on the circumstances exceptions to this requirement may be granted on a case-by-case basis through the MCO. Soldiers and Army civilian employees whose shipments fall under this program are given a user id and password at the initiation of the shipment under [www.move.mil](http://www.move.mil). Upon delivery of the shipment, you will be given a Notification of Loss or

Damage at Delivery form to allow annotating all losses and damages noted at delivery, and a Notification of Loss or Damage after Delivery form to allow annotations for all damages and losses noted after delivery. This form must be submitted to the carrier, online, within 75 days of delivery. If you encounter problems submitting the notice online, contact the Fort Sill Claims Office for assistance.

If you experience problems obtaining a password, you may call 1-800-462-2176 for assistance. Step-by-step instructions to assist you in accessing the DPS Claims Module to submit your notification of loss or damage and to file your initial claim are available at the claims office.

### **FILING YOUR CLAIM**

Under both programs, to obtain the Full Replacement Value, **claims must be submitted with the carrier within nine months of delivery**. The carrier will settle the claim by repairing or paying damaged items. Items that are list or destroyed beyond repair, the carrier will either replace the item with a new a new item, or pay the full replacement cost. There are some items that are not covered by FRV. In addition, if you file your claim directly with the carrier within nine months of delivery, the carrier will be responsible for obtaining all repair and replacement costs. If you file your claims directly with the carrier **more than nine months after delivery**, the carrier will only pay the depreciated replacement cost or repair cost, whichever is less. The carrier will not be responsible for obtaining repair or replacement estimates. Once the carrier receives your claim, the carrier will have up to 60 days to pay, deny or make a final written offer. Once you have settled the claim, the carrier will have 30 days to make the payment.

### **FILING YOUR CLAIM WITH THE MILITARY CLAIMS OFFICE**

Under the FRV program you file your claim directly with the Fort Sill Claims Office. Once your claim has been filed through the Fort Sill Claims Office, you will give up your right to have the carrier settle your claim on the basis of fill replacement value. The Fort Sill Claims Office will settle your claim by paying the depreciated replacement or repair cost, whichever is less.

Once you submit your claim to the carrier, you can transfer your claim to the Fort Sill Claims Office, in the event that the carrier: denies your claims, makes an offer on the claim that is not acceptable, or does not respond within 60 days.

### **PCLAIMS PROGRAM**

As of 1 October 2009, the Soldiers and Army civilians employees who choose to file their claim with the MCO can do so through the internet. The new PCLaims program can be accessed at Judge Advocate General' Corps Internet site at [www.jagcnet4.army.mil](http://www.jagcnet4.army.mil) . The PCLaims link will describe the rules for filing personal claims and allow you to fill out all of the required forms. You must have an Army Knowledge Online (AKO) account to use PCLaims; anyone that does not have an account can contact your nearest military claims office to file your claim. Detailed instructions on how to access this program can be obtained at the claims office. When using PCLaims, you will be asked to list all of your lost or damaged property, the purchase dates and costs, and replacement or repair costs, something that is required whether you file your claim in paper or electronically. Basic supporting documents, such as government bill of lading (for transportation-related claims), estimates of repair and photos of damaged property can be scanned and added to the electronic claim. If you do not have access to a scanner, documents can be mailed or hand-carried to a military claims office, which will add them to your file.

Once you have entered all of the necessary information, you will be asked to verify and submit your claims. It will be electronically sent to a MCO which will adjudicate the claim and arrange for payment as appropriate. You may be asked to provide an e-mail or telephone number so the claims office can contact you with any questions. Providing accurate contact information is critical; if you cannot be contacted your payment may be delayed.

Do not confuse PCLaims with the FRV or DP3. PCLaims cannot be used to file claims against carriers; it can only be used for personal claims filed against the government. If you are dissatisfied with a carrier's offer to settle your claim under the FRV or DP3 program, you may reject the offer and file your claim against the government using PCLaims, but you should contact the nearest military claims office before doing so.

The carrier has the right to inspect the damaged items once it receives the notice. Normally the carrier will arrange to inspect your goods within 45 days of receipt of the DD Form 1840R or Notification of Loss or Damage at Delivery and After Delivery. The carrier has the right to inspect damaged items up until the claim is finally settled. Please cooperate with the carrier in arranging a time for such inspections. Finally, regardless of whether you file directly with the carrier or with a military claims office, you must file your claim within two years of delivery.

**The Fort Sill Claims Office is located at 4700 Mow-Way Rd., Suite 400. Our office operates on a walk-in basis from the hours of 8:00am - 4:00 pm, Monday, Tuesday, Wednesday, and Friday. On Thursdays, hours are from 12:00pm - 4:00 pm. Our telephone number is (580) 442-2317.**