



OFFICE OF THE STAFF JUDGE ADVOCATE  
101ST AIRBORNE DIVISION (AIR ASSAULT) AND FORT CAMPBELL  
CLAIMS DIVISION  
(270) 798-5011



**FILING A CLAIM FOR HOUSEHOLD GOODS LOSS OR DAMAGE**

- 1. Filing a Claim with Transportation Service Provider (TSP) for Full Replacement Value (FRV).** If you file your claim with the TSP within 9 months of delivery, the TSP is required to replace any item that is lost or destroyed with a new item, or pay the cost of a new item of the same kind and quality. The TSP is not required to replace items which can be repaired for less than the Full Replacement Value of the item. For items that can be repaired for less than FRV, the TSP is required to arrange for the repair of those items, or to pay the cost of repair.
- 2. Timely Notice Requirement.** Loss or damage to an item **must** be reported to the TSP within **75 days** of the date of delivery. All missing or damaged items that are discovered on the day of delivery must be listed on the DD Form 1840, which you and the TSP sign. Items discovered missing or damaged after delivery must be listed on the reverse side of the DD Form 1840, known as the DD Form 1840R, and sent via DPS, mail, or fax to the TSP within 75 days of delivery. It is best to use the new Defense Personal Property System (**DPS**) to provide notice and file your claim. Instructions on how to provide notice in DPS can be found at [www.move.mil](http://www.move.mil). If you bring your household goods paperwork to the Claims Office, claims personnel will assist you in providing notice online.
- 3. Claim Deadlines.** You **must** submit a demand for a specific amount to the TSP within **9 months** of the delivery date. The claim must list each item that was lost or damaged and give a general description of the damage. If you choose to mail your claim to the TSP, be sure to keep a copy and send by certified mail. Most claims are now filed online via **DPS**. Instructions on how to file your claim in DPS can be found at [www.move.mil](http://www.move.mil). If you bring your household goods paperwork to the Claims Office, claims personnel will assist you in filing your claim.
- 4. Loss of Essential Items.** You must notify the TSP or Claims Office of loss of any essential items within 7 days of delivery. Essential items include but are not limited to refrigerators, medical equipment, and mattresses. Within 2 business days of notification of the loss of an essential item, the TSP shall either pay for such items, provide temporary or permanent replacements for them, or make other arrangements agreeable to you.
- 5. Settlement of Claims.** The TSP shall pay, deny, or make an offer within 60 days of receipt of a complete, substantiated claim. The TSP will complete payment to the owner within 30 days of receipt of notice that the owner has accepted a full or partial settlement. You may transfer all or part of your claim to the Claims Office if you are dissatisfied with the TSP's handling of your claim. However, you may not transfer your claim until the TSP has made a final offer, or more than 30 days have elapsed since you filed your claim. You may transfer any unsettled portions of the claim to the Claims Office. The TSP may inspect the damaged items at any time prior to settlement of the claim. The TSP is entitled to take possession of and sell for salvage any damaged item on which it has paid either the replacement cost or replaced the damaged item with a new item.
- 6. Filing with the Military Claims Office.** You still have the option to file your claim directly with the Claims Office instead of the TSP. However, you will not be entitled to FRV. The Claims Office can only pay you for the depreciated value of your damaged or lost items or the cost to repair damaged items, whichever is less.