

Personnel Claims

Households Goods Loss/Damage

Household Goods Delivery Day...

- At the time of delivery, list all the damage or loss noticed at delivery on the DD Form 1840 (Pink Form) or DD Form 1850 (white copied form) BEFORE the movers leave. Make sure the carrier's representative also SIGNS the form that lists the damaged or missing items. Also, remember that you have a right to request that the movers unpack your household goods. Often, movers will not do this unless you specifically make the request.
- During the process, make sure you take the time to carefully check-off delivered items from the inventory and inspect large or high-value items before you sign the inventory. The carrier or the military claims office may not compensate you for missing items, especially high-value items, if you have marked them as received.
- Any damage or loss noticed AFTER delivery should be noted on the DD 1840R (the reverse side of the pink form) or DD Form 1851 (the reverse side of white copied form). You must submit the DD 1840R or DD Form 1851 directly to the carrier within 75 days of delivery either by fax or by DPS online (move.mil).

Must Provide Notice of Damage or Loss NLT 75 days from Delivery!

- Either via DPS; online or fax.

Must File Claim within 9 months of Delivery to get FRV.

- You must submit your claim with the carrier within 9 months to receive full replacement value for lost or destroyed items. If you miss the 9 month deadline, you can still file your claim for depreciated value within 2 years.

You still have the option to file with the Military Claims Office.

- You may elect to bypass the carrier and file your claims directly with the Fort Campbell Claims Office. We will settle your claim by paying the depreciated replacement (if applicable) or repair cost, whichever is less.
- You will have to obtain your own estimates of repair and pay the estimate fees up front, but you will be reimbursed when you file your claim.

- There are some cases where it is more advantageous to bypass the carrier since we process claims more quickly than the carrier. If all of your claimed items can be repaired and nothing has to be replaced, filing with the military claims office will most likely result in a faster settlement. You should be aware however, that if you do choose to file your claim with the military claims office, you give up your right to have the carrier settle your claim on the basis of full replacement value. <

Come to the Claims Office for Assistance.

- We can assist you in providing notice, filing a claim, and using the DPS program. Bring all HHG delivery paperwork with you. Don't wait until the last minute! Also review the HHG Claims information paper.

Items You Need to File HHG Claim:

- DD Form 1842
- DD Form 1844
- Orders authorizing the move.
- Inventory Government Bill of Lading.
- Replacement costs (if more than \$100, must provide written substantiation).
- Written estimate for repairable items if cost exceeds \$100 or any electronic /mechanical items.

Review POV Claims information paper [\(here\)](#). Items You Need to File POV Claim.

- DD Form 788
- DD Form 1844