



THE BASICS OF FILING YOUR CLAIM



OFFICE OF THE STAFF JUDGE ADVOCATE
CLAIMS OFFICE
FORT CAMPBELL, KY

HOURS: Mon-Wed, Fri 0900-1600 TH Closed

Mon-Wed, Fri 1600-1645 Adjudicators available for Q&A only. No documentation can be taken in after 1600.

PHONE: 270-798-5011

HOW TO SUBMIT YOUR CLAIMS PACKET:

Walk in: We are located at 127 Forrest Road, Fort Campbell, KY 42223. If coming on post from Gate 5, we are located on the right hand side in the Staff Judge Advocate Building immediately after the school. The Claims office is on the first floor on the right.

By mail: If you live 50 miles or more from our office, claims may be mailed. However, in order to meet the time deadlines, mailed forms must be received by our office within the deadlines specified in this packet. The claims office will not be responsible for lost or misdirected mail. Mail this completed packet with ALL forms to:

Office of the Staff Judge Advocate
ATTN: AFZB-JA-C
101st Airborne Division (AASLT)
Fort Campbell, KY 42223-5208

DEADLINES:

The 70-Day rule: You have **seventy (70) days** from the date of delivery to submit your DD Form 1840/1840R aka “pink forms”. The 70-day deadline allows the claim office to give notice to the carrier that you are filing a claim involving a move they performed. Exceptions to this deadline are rarely granted and will only be considered in cases of death or extended hospitalization. DD Forms 1840/1840R are required for shipment move claims only.

2 Year Rule: You have **two (2) years** from the date of your delivery (or incident) to submit your written claim. When submitting your claim, all documents and proper substantiation need to be in order for your claim to be processed. Exceptions to this deadline are rarely granted and will only be considered in cases of death or extended hospitalization.

WHAT TO EXPECT:

Time: The time it will take to complete your claim varies by the type of claim. Each claim requires certain forms. Some claims need additional substantiation to merit a payment award. The best way to maximize your award amount is to substantiate your claim to the fullest. The claims office offers a class every Wednesday at 1300 in the claims office on how to fill out your claim to maximize your reward amount. You should come to the class after you have turned in your DD 1840/1840R. We highly recommend you attend this class to maximize your award amount. **Approximately 90% of all claims don't receive maximum payment IAW the claims regulation due to lack of substantiation.** After your claim has been submitted, if all your paperwork is in order, your award amount should deposit into your account in 4-8 weeks.

Status: 30 days after you have submitted your claim, you can call in on T or TH between the hours of 1300-1600 at 270-798-5011 to check the status of your claim. When calling in, you will need the 9 digit password that was assigned to you when you turned in your claim.

FORMS: All packets **MUST** have the following forms.

1. DD FORM 1842
2. DD FORM 1844
3. Orders
4. Inspection / Relinquishment Document
5. **Substantiation***

All **MOVING CLAIMS** must additionally have

6. DD FORM 1840/1840R
7. Inventory
8. US Government Bill of Lading

All **DEPLOYMENT OR REALIGNMENT CLAIMS** must additionally have

6. Commanders Substantiation Worksheet

Depending on the type of claim you are filing, your packet **MAY** require additional documentation. Please ask a claims adjudicator which of these forms your individual claim will require.

Power of Attorney: If anyone other than you is going to be handling any portion of this claim (including your spouse), you must have a **VALID** POA on file.

Furniture Repair Form: If you have any damaged furniture over \$50 this form is required to be filled out by a reputable furniture repair business. Don't forget the pictures! One of the furniture and one of the specific damage.

Electronic Repair Form: If you have damage to any electronic item, this form is required to be filled out by a reputable electronic repair store that specializes in repairing electronics.

Missing Item Statement: If item is missing you will need to fill out a form substantiating

Working Order Statement: your possession and ownership and attest to the fact you saw the movers pack it. You need this form if you are claiming any item that is electrical or mechanical in nature that worked before the move and no longer works after the move.

Certificate of Insurance: Although you are not required to file with your insurance company for a household goods move, you ARE required to file with your insurance company for theft or vandalism of POV on post.

Title, Registration, Ins: Required for all POV claims. These documents must be in your name and be valid at the time the incident occurred.

*** SUBSTANTIATION:** This is one of the most important areas of your claim. Failure to properly substantiate your claim oftentimes results in a lower award amount.

THE GOLDEN RULE OF SUBSTANTIATION:

IF ANY SINGLE ITEM YOU ARE CLAIMING IS FOR AN AMOUNT OVER \$50, YOU WILL NEED TO SUBSTANTIATE THAT ITEM. IF YOU ARE UNABLE TO PROPERLY SUBSTANTIATE THAT ITEM, YOU WILL ONLY RECEIVE UP TO A \$50 LOSS OF VALUE AWARD FOR THAT ITEM.

What is substantiation?

It is proof or evidence. You as the claimant have the responsibility to prove:

- 1) You had the item you are claiming AND
- 2) It is worth the amount you are claiming AND
- 3) It is a loss incident to service

Substantiation can be in the form of: pictures, receipts, appraisals, repair estimates, cancelled checks, credit card statements, high value item inventory, or commander's substantiation.

Pictures: The best way to show that you had the item is to show a picture of it in your home. Oftentimes people take pictures at birthday parties or holidays that capture the missing item in the background. If your item is broken or damaged, you need to take 2 pictures of it, the first picture of the item as a whole (such as a sofa cover) and the second picture of the damage (a picture of the tear in it). If your item is missing, having a picture of it will suffice.

If you're not sure what you need to properly substantiate, or don't know if you have enough substantiation, then you need to attend the briefing* which is given every Wednesday @ 1300 at the Claims office. There will be a claims adjudicator to answer your questions one on one and take you through each step of your claim.

We'll even help you fill it out and tell you exactly what's missing to maximize your claim!

INSURANCE: You are only required to file with your auto insurance if your claim is for theft or vandalism of your POV while on post. You are not required to file with your renter's insurance for HHG. However, if you do file with your renter's insurance, you may get a higher amount because DA PAM 27-162 (Claims Procedures) requires us to deduct a standard depreciation amount while renter's insurance companies do not.

*Depending on the type of claim you are filing, you may be required to attend the briefing on Wed. Exceptions made on a case by case basis for those claimants residing outside 50 mile radius from post.