



Claims

What you should know AFTER delivery

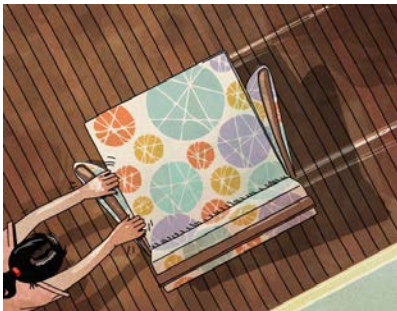


- Damages to dwelling
- Update Contact Info
- Loss/Damage at Delivery
- Deadlines
- Military Claims Office (Navy MCO)
- Links



Damages to Dwelling

- Contact Transportation Service Provider (TSP aka moving company)
- Note damages on inventory or delivery forms
- Government does not get involved
- Not covered under DP3 claims program





Update Contact Information

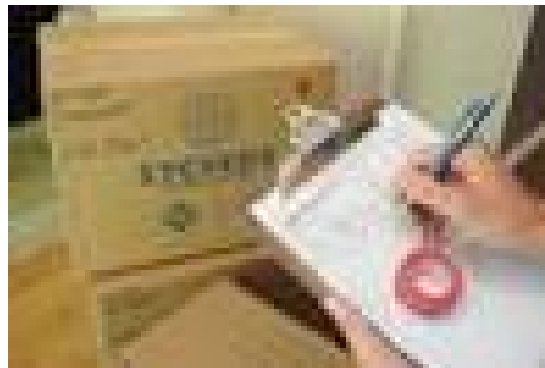
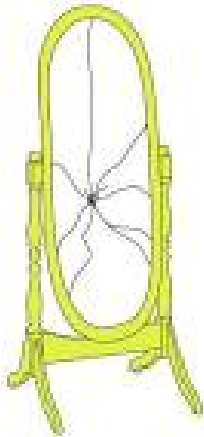
- Update contact information
 - Log into DPS to keep phone numbers and addresses updated so TSP and/or Personal Property Office can contact you
- <http://www.move.mil/documents/dod/6-PersonalInfoUpdate.pdf>





Loss/Damage AT Delivery

- Inspect all items
- Note any obvious loss and/or damages
- Acknowledge receipt of all high value items
- Review inventories and other forms before signing





Deadlines

➤ Loss/Damages not noted at delivery

- Member has 75 days from date of delivery to submit Loss/Damage report
- Must submit in DPS

➤ Claim

➤ *Not the same as notification of loss/damages*

- Claim must be submitted within 9 months from delivery for Full Replacement Value (FRV)
- 2 years from delivery for depreciated value
- Must submit in DPS

➤ Contact Military Claims Office (MCO) if unable to settle claim





Military Claims Office (MCO)



Army: <https://www.jagcnet5.army.mil/pclaims>



Air Force: <https://claims.jag.af.mil/>



Navy:
http://www.jag.navy.mil/organization/code_15_packets_forms.htm



Marines: <http://www.mcieast.marines.mil/Staff-Offices/Legal-Services-Support-Section-East/Claims/POCs/>



Coast Guard: <http://www.fincen.uscg.mil/hhg.htm>



Links

- **JTR:** <https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>
- **DTR:** <https://www.ustranscom.mil/dtr/dtrp4.cfm>
- **DOD Household Goods Portal:** <http://www.move.mil>
- **NAVSUP Navy Website:** www.navsup.navy.mil/household
- **US Marine Corps Website:** <http://www.marines.mil/>
- **Army Website:**
- **US Air Force Website:** www.ppahq.af.mil
- **US Coast Guard Website:** www.uscg.mil/
- **POV Locator:** <http://www.pcsmypov.com/>
- **Shipping a POV:** www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf
- **Storing a POV:** www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf
- **Weight Estimator:** <https://www.move.mil/resources/weight-estimator>
- **It's Your Move Booklet:** www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf