

Claims

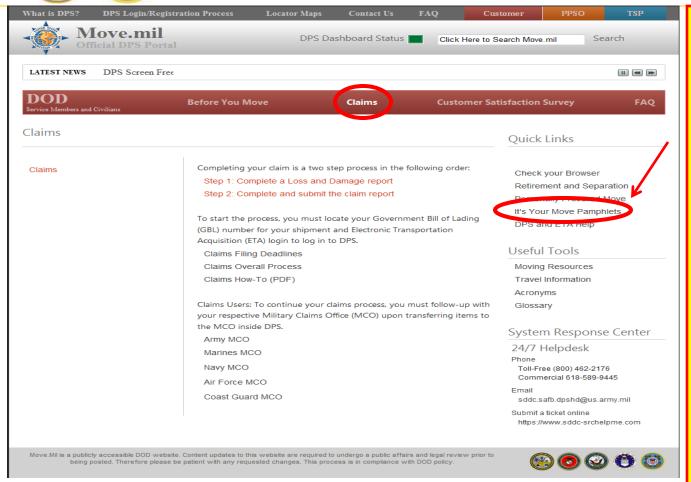
What you should know BEFORE you move



- ➤ Move.mil & "It's Your Move" guide
- Evaluate property
- Complete Inventories
- > Insurance
- Monitor events
- ➤ Military Claims Office (Navy MCO)
- Links



Move.mil & "It's Your Move" guide



Information for the overall claims process, instructions for filing a claim and Military Claims Office (MCO) contacts are found under the *Claims* section of move mil

Customers can also find helpful information on their rights and responsibilities in the "It's Your Move" booklet



Evaluate your property BEFORE packout

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- ➤ Identify high value/ high risk items place items aside and ensure they are listed on inventories. Carefully review inventories to ensure items are listed properly (ex: if packing Hummel figurines, make sure inventory says "Hummel" and not "knick knacks"
- Consider videotaping or photographing this ensures you have a record of the items as well as its condition
- Appraise high value items (artwork, china, furniture, etc.) appraisals ensures the value of your items
- Prepare your own inventory be detailed
- Carry appraisals, receipts and inventories with you
- Member responsibility to substantiate ownership, value and that items were tendered





Ensure Inventories are complete

- List valuables
- Properly document items
- Review all inventory sheets before signing
- Write down exceptions
- Obtain copies
- Hand carry copies with you







- > Full Replacement Value (FRV)
 - ➤ If claim is filed within 9 months of delivery date, TSP is required to replace any items that is lost or destroyed with a new item or pay the cost of a new item of same kind and quality.
 - ➤ TSP not required to pay for a new item if it can be repaired for less than the Full Replacement Value of the item.
- > Additional insurance not a requirement.
 - Member is responsible for payment of additional insurances. No reimbursement allowed.



Monitor Events During Packout

- > Enlist the help of family & friends
- Make sure items to be hand carried are in a separate area (i.e. locked room, car, somewhere packers won't be working), examples:
 - Legal documents (birth certificate, passport, bank information, school records, etc)
 - Medications
 - Clothes you are taking





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:

https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/C_PERSONNEL/Property



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