

25th INFANTRY DIVISION CLAIMS OFFICE

FREQUENTLY ASK QUESTIONS

1. What do I do with the Form 1850/1851 (Notification of Loss or Damage at Delivery/after Delivery) that the moving company gave me?

You have 75 days from the date of delivery of your household goods or unaccompanied baggage to write down any missing or damaged items on Form 1851 and turn it in the Claims Office. You may also fax it directly to the Transportation Service Provider (TSP) that can be found on the bottom right side of the Form 1850. Make sure that you keep a confirmation sheet as proof that the TSP was notified. It is VERY IMPORTANT that you do so. If you do not report an item within the 75 days, you will not get paid for that item. This reporting period complies with contractual requirements between the Army and the moving companies.

2. How long do I have to file my household goods claim?

You have NINE MONTHS to file your claim with the TSP to get full replacement value (FRV) for missing or destroyed items. If you are not satisfied with the TSP's offer, you may transfer your claim to the Military Claims Office (MCO).

You have TWO MONTHS from the delivery date to file your claim against the government. You should do this by completing DD Forms 1842 and 1844 and turn it in to the Claims Office. Both forms must be in the claims office before the two-year period expires. The two-year requirement is established by law. It cannot be waived.

3. What do I do if I don't have my inventory or government bill of lading (GBL)?

The moving company (carrier) normally gives you a copy of your inventory when your household goods are picked up. It is your responsibility to retain this and provide it to the TSP or MCO. If you do not have one for some reason, you should contact the delivery agent that delivered your goods. They may have a copy. The transportation office should have a copy of the GBL.

4. When do I have to get an estimate of repair and who pays for it?

When you submit your claim directly to the TSP, the TSP will contract a repair inspector or request you to obtain an estimate and the TSP will reimburse you for the estimate.

If you submit your claim to the MCO, you must obtain estimates of repair for all repairs over \$100.00. All electronic items must have estimates of repair. The estimate of electronic items must state a basis for believing the claimed damage is due to shipping, e.g. cracked circuit board. The cost of obtaining the estimate is reimbursed as part of your claim.

5. How do I find replacement cost for my broken items?

Replacement costs should be presented for missing or totally destroyed items. They should be for the items similar in quality and type of what you owned. You can use commercial catalogs, AAFES, local department and furniture stores, or internet sites to establish the value. Ask store personnel to prepare a written replacement cost estimate or copy a page from the catalog.

6. Why does the Government depreciate my property?

The Army claims system is a gratuitous system and is designed to replace the property you lost based on actual value at the time of loss as prescribed by federal law. It is not a replacement cost system. The U.S. Army Claims Service sets the rates of depreciation we use based on the type of property involved. It is possible to buy replacement cost insurance for your shipment from the moving company when you arrange for your move. If you do so, you must file claim directly with the moving company. You may also purchase private insurance if the value of your personal property exceeds the TSP's liability or the Government's maximum amounts allowable.

7. Why do I have to file a claim with my own insurance company before the Army will pay me?

If you have a private insurance policy that may cover all or part of your loss, you DO NOT HAVE TO FILE with your private insurance company before you can be paid by the Army, if your claim is for a loss or damage to your personal property while it was being transported or stored at government expense. For other types of claims, you are still required to file and settle with your private insurance.

8. Suppose I am not happy with the amount I am paid. What can I do?

If you are not satisfied with the TSP's settlement, you may request the TSP to reconsider their offer. It is best to do your rebuttal by email to the TSP, giving them the reason for your dissatisfaction and submitting addition information/documentation as necessary. If you cannot reach a settlement with the TSP, you may transfer the entire claim or just the disputed portion to the MCO.

If you have questions about the amount you received for your claim against the Government, first call the 25th Infantry Division Claims Office at (808) 655-9279 within 10 days from the time that you receive the settlement letter. Let the adjudicator know that you will be submitting a request for reconsideration of your claim. The request must be in writing to the claims office. You must request reconsideration within 60 days of the date of your settlement letter. There is no specific format for the request, but it should state why you are due additional compensation and provide any additional documentation or other evidence supporting your position.

9. Can I file for my television if it is damaged by a power surge if I live in government quarters?

Storms, power surges, and power outages are not usual occurrences, and damage caused by such incidents is normally not compensable. Claims that electrical or electronic devices were damaged by a power surge may be paid when lightning has actually struck a soldier's quarters or objects outside it, such as transformer box, or when power company records that a particular residence or group of quarters were subjected to an intense power outage.

10. My spouse was transferred to Korea. I moved to California under his orders to await his return. Can I file claim for the damages to the property that was moved to California with me?

Yes. The soldier must either sign the claim or provide a power of attorney or letter stating that the spouse can file the claim. In all cases, the check in payment of the claim will be in the name of the soldier.

11. My POV was damaged when it was shipped from Germany. How do I get paid for the damages?

Under the current POV shipping contract, you may have settled with the carrier at the port or submit your directly to the POV carrier. If not, or if you have found additional, uncompensated damages, you should contact the claims office to file a claim.

12. My computer was working before I shipped it, but it doesn't work now. Will the Army pay for it to be repaired?

DA Pam 27-162, paragraph 11-14d (3), provides that damage resulting from manufacturing defects or normal wear and tear is not compensable. Computers often stop working due to mechanical defects, with no external damage to the item. In the absence of evidence that suggests rough handling, such as smashed or broken circuit boards, there is no basis for payment. The repair estimate must adequately describe the damage and explain why the repair person believes that the damage occurred in a move.

The 25th Infantry Division Area Claims Office is located at 278 Aleshire Avenue, Building 2037, Schofield Barracks, Hawaii 96857. Our office operates on a walk-in basis from the hours of 9:30 a.m.–4:00 p.m., Monday, Tuesday, Wednesday, and Friday. The office is also open on Thursday from 1:00 – 4:00 p.m. The last sign-in for walk-in service is 3:30 p.m. daily. Our telephone number is (808) 655-9279.