

25th INFANTRY DIVISION CLAIMS OFFICE

HOUSEHOLD GOODS AND PERSONNEL CLAIMS

1. What do you need to know to file your household good claim?

Since 2007, personal property shipments fall under the Full Replacement Value (FRV) Protection Program of the Defense Personnel Property Program (DP3), a computerized transportation program applicable to most household goods shipments. Soldiers and Army civilian employees are encouraged to file transportation-related claims directly against the transportation service provider (TSP) responsible for the loss. Those who choose to file their claim with the Government; the U.S. Army Claims Service created the Personnel Claims Army Information Management System or "PCLAIMS," which permits Soldiers and Army civilians to file personal claims through the internet rather than having to physically visit or mail documents to a military claims office (MCO).

2. Notice of Loss or Damage

One aspect of the claims process that will not change is the requirement to provide prompt notice of property loss and/or damage to the TSP. ***Notice must be provided to the carrier within 75 days of delivery.***

Under the FRV program, you must ensure the carrier's delivery agent lists all loss and damage discovered at delivery on the Form 1850. Any loss or damage discovered after delivery must be listed on the reverse side of the Form 1850, which is the Form 1851 (Notice of Loss and Damage After Delivery), and either mailed directly to the carrier within 75 days of delivery (preferably by certified mail) or submitted to the 25th Infantry Division Area Claims Office so that it can be dispatched to the carrier for you within the 75 day limit. Listing or annotating loss or damage merely gives the carrier notice that you may submit a claim; ***it is not the same as filing a claim.***

3. FRV Program

To take advantage of the FRV, you must file your claim against the TSP (carrier) within NINE MONTHS of your delivery of household goods. ***You are also encouraged to submit your Form 1850/1851, within 75 days after delivery, to the TSP through the MCO.*** The Government pays depreciated value so you are encouraged to file your claim against the TSP first.

4. Defense Personal Property System (DPS)

The Defense Personal Property System (DPS) is designed to manage your entire Household Goods shipping process, counseling to claims. Under the DPS, you are required to submit your claim on line directly against the carrier; however in some cases, depending on the circumstances exceptions to this requirement may be granted on a case-by-case basis through the MCO.

Soldiers and Army civilians employees whose shipments fall under DPS, are given a user ID and password at the initiation of the shipment under ***www.move.mil***. Upon delivery of the

shipment, you will be given a Notification of Loss or Damage at Delivery form (Form 1850) to allow for annotating all losses and damages noted at delivery, and a Notification of Loss or Damage After Delivery (Form 1851). This form must be submitted to the carrier, on line, within 75 days of delivery. If you encounter problems to include obtaining a log in and a password, you may call the *help desk @ 1-800-462-2176, option 5; they are available 24 hours a day.*

If you have difficulty entering your notice of loss and damage on DPS, take your 1850/1851 form to the 25th Infantry Division Claims Office so claims personnel can notify the TSP of all your loss and damage.

5. Filing your claim with the carrier

To obtain the full replacement value (FRV), *claims must be submitted with the carrier within nine months of delivery.* The carrier will settle the claim by repairing the damaged items or by paying you the cost to repair the damaged items. If items are destroyed beyond repair, the carrier will either replace the item with a new item, or pay the full replacement cost. There are some items that are not covered by FRV.

In addition, if you file your claim directly with the carrier within the nine months of delivery, the carrier will be responsible for obtaining all repair and replacement cost. If you file your claims directly with the carrier more than nine months after delivery, the carrier will only pay the depreciated replacement cost or repair cost, whichever is less. Once the carrier receives your claim, the carrier will have up to 60 days to pay, deny or make a final written offer. Once you have accepted the offer, the carrier will have 30 days to make the payment.

If you are not satisfied with the TSP's offer or denial, you can transfer your claim to the 25th Infantry Division Claims Office, in the event that the carrier denies your claim, makes an offer on the claim that is not acceptable, or does not respond within 60 days.

6. Filing your claim with the military claims office (MCO)

If you miss the nine-month deadline to file against the TSP or if you are not satisfied with the TSP's claims process, you may file your claim directly with the 25th Infantry Division Area Claims Office or transfer your TSP claim to the Government. Once your claim has been filed through the 25th Infantry Division Area Claims Office, you will give up your right to have the carrier settle your claim on the basis of Full Replacement Value (FRV). The 25th Infantry Division Area Claims Office will settle your claim by paying the depreciated replacement or repair cost, whichever is less.

Your claim to the Government must be submitted within two years of your delivery date. This statute of limitation cannot be waived.

7. PCLAIMS Program

The Soldiers and Army civilian employees who choose to file their claim with the MCO can do so through the internet. The PCLAIMS program can be accessed at the Judge Advocate

General Corps Internet site at <https://www.jagcnet.army.mil/Claims>. The PCLAIMS link will describe the rules for filing personal claims and allow you to fill out all the required forms. You must have an Army Knowledge Online (AKO) account to use in PCLAIMS; anyone who does not have an account can contact your nearest military claims office to file your claim. Detailed instructions on how to access this program can be obtained at the 25th Infantry Division Area Claims Office. Basic supporting documents, such as Government Bill of lading (GBL), inventories, estimates of repair, and photo's of damaged property can be scanned and added to the electronic claim. If you do not have a scanner, documents can be mailed or hand-carried to the military claims office, which will be added to your claim.

Once you have entered all of the necessary information, you will be asked to verify and submit your claims. The claim will be electronically sent to the MCO that will adjudicate the claim and arrange for payment as appropriate. You will need to provide accurate contact information if more information is needed. Providing accurate information is critical; your payment may be delayed if you cannot be contacted.

Do not confuse PCLAIMS with the DP3/ DPS. PCLAIMS cannot be used to file claims against carriers; it can only be used for personal claims filed against the government. If you are dissatisfied with the carrier's offer to settle your claim under the DP3/DPS program, you may reject the offer and file your claim against the government using PCLAIMS, but you must contact the nearest military claims office before doing so.

8. Inspections. The carrier has the right to inspect the damaged items once it receives the notice. Normally the carrier will arrange for inspection within 45 days of receipt of the Form 1850/1851 or Notification of Loss or Damage at Delivery and After Delivery. The carrier has the right to inspect damaged items up until the claim is finally settled. Please cooperate with the carrier in arranging a time for such inspections.

25th Infantry Division Area Claims Office
278 Aleshire Avenue, Building 2037 (across from CIF)
Schofield Barracks, Hawaii 96857
808-655-9279

Monday, Tuesday, Wednesday, Friday
9:30 a.m. – 4:00 p.m.

Thursday
1:00 p.m. – 4:00 p.m.

Closed all federal holidays, training holidays, & payday activities

Last sign-in for walk-in service is 3:30 p.m. daily.