

DEPARTMENT OF THE ARMY
UNITED STATES ARMY WAR COLLEGE & CARLISLE BARRACKS
OFFICE OF THE POST JUDGE ADVOCATE
45 ASHBURN DRIVE, ROOM 15
CARLISLE, PENNSYLVANIA 17013-5009

INSTRUCTIONS FOR FILING A CLAIM FOR HOUSEHOLD GOODS/HOLDBAGGAGE READ CAREFULLY

1. The following instructions apply to all claims for loss, damage or destruction of your personal property. Failure to follow instructions may delay the processing of your claim or result in a complete or partial denial of your claim. READ THIS DOCUMENT CAREFULLY AND COMPLY WITH ALL INSTRUCTIONS.

2. **DD Form 1840/1840R (PINK FORM):** The delivering carrier must supply you with DD Form 1840 (JOINT STATEMENT OF LOSS OR DAMAGE AT DELIVERY). On this form you must report any damage or loss that you discover upon delivery. The carrier will keep a copy and give you the remaining copies. The reverse side of this form (DD Form 1840R) is to be used to report any additional damage or loss you may find after delivery. To prepare DD Form 1840/1840R, remove the carbons and reverse them so that you write on DD Form 1840/R side. After the carbons are reversed, fill out Block A. If you have any additional damages, list them by their inventory number, brand name, description of damage or state missing. DD Form 1840/1840R must be forwarded to the Claims Office handling your claim within 70 days from the date of delivery. Failure to do so within the required time may result in a substantial deduction from or denial of your claim.

3. **INSURANCE:** If you have a private insurance policy that may cover all or part of your loss, you may file a claim with your insurance if you choose to do so and would have to do so before filing your claim with the Army. The new Army policy is that you **DO NOT HAVE TO FILE** with your private insurance company before you can be paid by the Army. If you are covered by private insurance and choose not to file with your insurance company, in the bottom of block 10 on DD Form 1842, write: "I elect not to file with private insurance."

4. **ESTIMATES OF REPAIR:** It is not always necessary to get a written estimate. An estimate of repair will help speed up the processing of your claim. An estimate is mandatory on all items over \$100.00 and on all electrical appliances. Estimates may be requested on items less than \$100.00 in value, at our discretion. If an item is damaged beyond repair, it is necessary to get a written statement to that effect from a repair shop. Estimate fees will be paid as part of your claim unless the repair shop deducts such fees from the total cost of repairs. You may also be required to turn items into the government/carrier if full replacement is claimed. If you are not sure whether an estimate is required, it is better to err on the side of caution and provide an estimate.

5. **ESTIMATE FEE OVER \$50.00:** Any estimate fee may be considered unreasonable and not reimbursable in excess of that amount. If the repair firm charges in excess of \$50.00 for an estimate, you should examine the extent of work it is actually doing very carefully before you incur the expense.

6. **INVENTORY:** The Claims Office needs the original inventory of goods prepared at origin as well as other shipping documents. If your household goods were in storage, the Claims Office needs copies of the inventory prepared at the time the goods went into storage, and the inventory prepared at the time the goods came out of storage. If you have difficulty obtaining your inventory, request a copy from the transportation office at your point of origin or destination.

7. **ORDERS:** Orders authorizing shipment, e.g., PCS orders.

8. **GOVERNMENT BILL OF LADING (GBL):** Obtain a copy of your GBL at origin from the transportation office or at destination. If you come across difficulty in obtaining these documents the Claims Office will assist you in obtaining a copy at the time you submit your claim.

9. **DD FORM 1842:** Your original signature is required. This form must be dated and signed upon submission of your claim. Lack of a signature will cause your claim to be returned without processing. If your spouse is filing the claim then ensure that a Power of Attorney or written/signed statement giving the spouse authority to file the claim on your behalf is included with DD Form 1842. A photocopy or carbon copy signature is not acceptable. If you assign your spouse or an agent to file your claim without authority, lack of this documentation will delay processing of your claim and can result in a denial.

10. **DD FORM 1844:** Ensure that the top portion of the form is properly filled out and that each line item includes a good description of the damage, make, model, brand name, purchase price for each item and purchase dates of each item lost or broken.

11. **SUBSTANTIATED REPLACEMENT COST:** The value of a lost or irreparable damaged item will be reimbursed if you furnish satisfactory evidence to substantiate that the replacement item is identical or substantially similar to the lost or destroyed item. Examples of such evidence include: purchase receipts, prior appraisals, bills, financial statements, monthly account statements, photographs, owners manuals, statement of disinterested persons who can describe the lost item in sufficient detail, etc. You are advised to obtain written evidence to show what was purchased, the date of purchase, and the item in order to substantiate your claim. (Pages from a catalog often do not satisfy this requirement.)

12. **CARRIER SALVAGE RIGHTS:** The carrier has the right to pickup "DESTROYED" items that may still have some salvage value. Carriers can pick-up these items directly from you. If the Army pays you full value for any given item you may be required to turn in the damaged item to the government/carrier. This requirement can be waived and a reasonable amount will be deducted as salvage value to the item. This deduction will allow you to keep the item if you wish to do so. If you are concerned that you may have to turn in an item that you would rather keep, inform the claims office upon submission of you claim.

13. **INSPECTION:** The carrier has the right to inspect any damage within 45 days from delivery or 45 days from dispatch of DD Form 1840R, whichever is greater. More carriers are exercising this right since the increased valuation, so please do not discard or repair damaged items without prior approval of the Claims Office. Please be specific when describing damage and include inventory numbers on the DD Form 1840/1840R. Inform this office of any attempt by the carrier to exercise the right to inspect.

14. Claims submitted without the required documentation referred to may be denied or substantially reduced. The Claims Office cannot process your claim without this information. To avoid unnecessary delays, carefully review the documentation before submitting a claim to this office.

15. Claims are accepted by mail or on a walk-in basis. Appointments are not necessary for filing DD Form 1840/1840R Notice of Loss or Damage. Claims are processed on a first come first serve basis.

16. If you have any questions regarding the forms (samples attached) or the procedures involved, please contact the Claims Office at (717) 245-3242.

17. **IMPORTANT: YOU MUST FILE YOUR CLAIM WITHIN TWO (2) YEARS OF THE DATE OF DELIVERY OF YOUR SHIPMENT. THE DEADLINE CANNOT BE WAIVED OR EXTENDED. DO NOT CONFUSE THIS WITH THE REQUIREMENT TO SUBMIT NOTICE OF LOSS OR DAMAGE WITHIN 70 DAYS OF DELIVERY.**

18. FORWARDING OF CLAIMS: Completely documented claims should be addressed & mailed as follows:

ARMY

USAWC & Carlisle Barracks
Office of the Post Judge Advocate
45 Ashburn Drive, Room 15
Carlisle, PA 17013-5009
(717)245-3242

NAVY

Commanding Officer
Navy Legal Service Office
ATTN: Personnel Claims Officer
Box 10 NAVSUBASE
New London, Groton, CT 06349-5010
(860)694-3254

AIR FORCE

HQ 11 WG/JAD
20 MacDill Blvd
Suite 207
Bolling AFB, DC 20332-0110
(202)767-4439

MARINE CORPS

HQ, US Marine Corps
Manpower & Reserve Affairs
Code MRP-2
3280 Russell Road
Quantico, VA 22134-5103
(703)784-9533

COAST GUARD

U.S. Coast Guard Headquarters
2100 2ND Street, SW, Room B442
ATTN: Claims Office
Washington, DC 20593-0001\
(202) 267-0343

19. Claims forms may be picked up at the Claims Office anytime during normal operating hours or from the Legal Assistance Office, Room 21, when the Claims Office is closed. The Claims Office is open Monday, Tuesday, Thursday and Friday from 0800 to 1600. **CLOSED ON WEDNESDAY.**

Enclosures

1. DD Form 1842 & sample
2. DD Form 1844 & sample
3. Electrical/Electronic Repair Form
4. Reupholstering Questionnaire