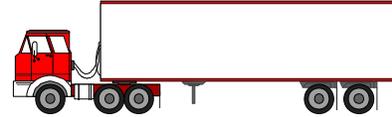


Personnel Claims Office
Naval Legal Service Office SW
3085 Dolphin Alley, Bldg. 265
San Diego, CA 92136-5187
DSN: 526-7271, ext. 200 / 201
TEL: (619) 556-7271, ext. 200 / 201



How to File a Claim for Household Goods and Unaccompanied Baggage Damage

1. **How to File a Claim:** Your claim must be submitted within 2 years from the date of delivery of your property. However, to maximize your recovery you **MUST** submit your 1840/1840R with any military claims office within 70 days of delivery of your property. You must file a separate claim for each type of shipment (household goods or unaccompanied baggage). NLSO SW personnel can assist you and answer your questions about preparing your claim. Please retain a copy of all documents you submit to this Command for your own records. **Only once all the required documents are provided to this Command may your claim be adjudicated.**

Required Documents:

- Copy of your Military ID
- DD Form 1842 (Claim for Loss of or Damage to Personal Property Incident to Service)
- DD Form 1844 (List of Property and Claims Analysis Chart)
- DD Form 1840/1840R (Statement of Loss or Damage, carbon copy, no machine copies may be accepted)
- Carrier Provided Inventory (carbon copy)
- Government Bill of Lading (GBL)
- PCS Orders
- Electrical/Electronic Repair Form
- Insurance Statement
- Supporting Documents (Including repair estimates, paid bills, original purchase receipts, photos etc.)
- Electronic Payment Form

Caution: Do not dispose of damaged property or have anything repaired until the claim is settled to your satisfaction and/or the NLSO has authorized you to do so. This gives the NLSO and the Carrier the opportunity to inspect any items in case of discrepancies. The only exception to this regulation are those items that pose a danger to the health or safety of you or your family.

2. **Private Insurance:** If you have private insurance that covers your loss and/or damages, you must file and settle a claim with your insurance company prior to filing a claim with the Navy. This is a regulatory requirement and cannot be waived. A copy of your insurance policy and any correspondence from your insurance company about your claim is required. If you have insurance, but your shipment was

not covered, you must provide either a copy of your policy or a letter from the insurance company showing lack of coverage.

3. Increased Released Valuation (Full Replacement Coverage): If you elected and paid for full replacement value coverage, you must first pursue your claim with the moving company. If they do not respond to your claim within thirty (30) days or if their offer to settle is unacceptable, you may then submit your claim to the Navy. If you receive a settlement check from the moving company and you find their offer unacceptable, return the check to the sender with a letter explaining why you have not accepted their offer. Do this prior to submitting your claim to the Navy. Please do not forget the 2-year statute of limitations for filing claims.

4. DD Form 1840/1840R (Joint Statement of Loss or Damage at Delivery): The DD Form 1840/1840R is not your claim. You must submit your claim using the DD Form 1842 (see para 8). The DD Form 1840/1840R notifies the carrier of your damaged and/or lost items. You are required to list visible loss or damage at the time of delivery on the DD Form 1840 (front side). The DD Form 1840R (reverse side) is used to report later discovered damage. The DD Form 1840/1840R must be completed by you and turned into the nearest military claims office within 70 days from the date your property was delivered. Failure to turn in the DD Form 1840/1840R within 70 days can result in a denial of payment for your loss or damage. Insure that the DD Form 1840/1840R lists all your loss and damage when you turn it into the claims office.

5. Repair Estimates: Estimates, bills and invoices must be itemized. The estimate must list the damage to each item, the repair to be done, and the cost of the repair including labor, materials, tax and estimate fee. Only estimates from qualified repairmen are accepted. In most cases you will be compensated for the cost of nonrefundable estimates.

Repair estimates for damage to electrical appliances are required. When there are no signs of external damage to an item not working properly, you must provide an estimate of repair that states the internal damage was the result of improper handling in transit. Please have the repair firm use the attached "Electrical/Electronic Repair Form" when preparing your estimate.

A written estimate or itemized bill from a qualified repair facility is required to substantiate damages of \$100.00 or more per item. If an item is not considered economically repairable (the cost of the repair exceeds the current value of the item), you must provide verification from a qualified repair facility. In addition, you must substantiate the replacement cost for the item. When items are obviously destroyed, NLSO personnel will often need to see the item. You may be requested to bring the item into the Command or you can provide a photograph of the damaged item.

6. Replacement Costs: Generally reasonable personal estimates for replacement costs up to \$100.00 per item will be accepted. A replacement cost of more than \$100.00 requires either a written statement from a qualified retail facility, or a copy of a current catalog page on which the same or substantially similar item is described and priced. Navy regulations implementing the Personnel Claims Act require the Navy to apply set depreciation rates. Therefore, claimants will not receive the exact amount they claim on most items. Additionally, some items have maximum allowable payments per item and or per claim. The implementing regulations also define an antique as any item over 100 years old. A claimant must provide substantiation from a qualified antique dealer for those items labeled as antiques. Stating an item is a family heirloom is not sufficient.

7. Disposal of Damaged Property: Do not dispose of damaged property until your claim has been settled to your satisfaction and/or you have been authorized to do so by NLSO personnel. When you are paid the replacement cost of property, ownership of the property transfers to the Government. You may be requested to turn in damaged property to Defense Reutilization and Marketing Office (DRMO). Once property has been turned into DRMO, you must return a copy of the turn-in document to the NLSO prior to payment of your claim. If you want to keep salvage items, please discuss this with NLSO personnel.

8. Completing DD Forms 1842 and 1844: Please refer to the attached samples of DD Forms 1842 and 1844 before completing them for your claim.

DD Form 1842:

You must enter the total dollar amount of your claim on DD Form 1842 (Block 9). Claims personnel cannot do that for you. Insure that the DD Form 1842 has been signed and dated, in ink, by the claimant or his/her legal representative. Only the military member is a permissible claimant under the Personnel Claims Act. When an agent or legal representative presents a claim, written evidence of such authority (power of attorney) is required.

DD Form 1844:

Describe each item by size, make, model, brand name and features. State what the furniture items are made of (oak, pressed wood, plastic etc.). It is important that you enter the purchase price, the month and year of purchase, and the inventory number for each item.

Describe the exact nature of the damage to each item. Be specific in listing the type, location, and size of the damages. Do not merely write "damaged" or "broken." Damages and losses claimed on the DD Form 1844 must conform to those listed on the DD Form 1840/1840R and on the repair estimate, if any.

Do not combine furniture items on a single line. Combine other household goods on a line only if the items are part of a set (such as glasses or dishes) or are identical and were purchased at the same time.

Evidence that proves the ownership, age, and value of items maybe required. Substantiation may consist of original receipts or canceled checks, owner's manuals, photographs, a videotape or other credible evidence. If your claim is filed without adequate substantiation, you may not receive the maximum permissible compensation or your claim may be denied.

9. Settlement of your claim: After your claim has been adjudicated, you will receive a letter from the NLSO explaining your settlement. If a payment was authorized, you will receive payment shortly from DFAS by check or electronic transfer. If you disagree with the adjudication of your claim, you have 6 months from the settlement date of your claim to request reconsideration. All requests for reconsideration must be writing and should specifically address the reasons you believe additional payment is warranted.

**THE NAVAL LEGAL SERVICE OFFICE SOUTHWEST PERSONNEL CLAIMS
DIVISION EXISTS TO ASSIST YOU IN RECEIVING THE MAXIMUM PAYMENT
UNDER THE APPLICABLE LAWS AND REGULATIONS.**

**YOU CAN BE ASSURED THAT YOU ARE BEING SERVED BY THE FINEST CLAIMS
OFFICE IN THE UNITED STATES NAVY.**

NLSO SW IS HERE TO SERVE YOU.