



## HOUSEHOLD GOODS CLAIMS



### PRIVATELY OWNED VEHICLE(S) CLAIMS

#### 1 Give notice of loss/damage within 180 days from delivery date

Provide your Transportation Service Provider (TSP) a written notice via:

- 1) "Notification of Loss or Damage AT Delivery" form completed with TSP on delivery day, and/or
- 2) "Notification of Loss or Damage AFTER Delivery" form in the Defense Personal Property System (DPS)

#### 2 File a claim within 9 months from delivery date

File an itemized claim in DPS for every lost or damaged item. (For non-temporary storage (NTS) and direct procurement method (DPM) shipments, your claim may be emailed or mailed (contact your NTS or DPM contractor who handled your shipment to confirm where to send your claim).

- The TSP must confirm receipt of your claim within **15 days**.

#### Alternative Filing Option - Quick Claim Settlement:

If offered on delivery day, you may file paperwork in-person with the TSP to promptly resolve minor loss or damage. Quick Claim amounts **will not exceed \$1,000 total for shipments picked up prior to 15 May 2022 or \$1,500 total for shipments picked up on or after 15 May 2022**. Payment is made within **5 days** of claim submission. You may still file other claims for loss or damage discovered after delivery, excluding the items filed under a "quick claim."

#### 3 Work with the TSP to assess your claim

The TSP may send someone to inspect your items to determine payment or repair amount. For lost items, a tracer action will be initiated. Every effort will be made by the TSP to locate your missing items prior to advising you to file a claim.

- The TSP has **30 days** to make an offer or deny liability for claims under \$1,000 and **60 days** on claims over \$1,000. You can make counter-offers and the TSP must respond to each reply within **7 days**.
- If repairing an item, the TSP must hire a repair company in **20 days** and have that company inspect the item within **45 days**.
- Offers for claims entered in DPS or communicated via email will be honored. If there is a dispute between two differing offers, the offer that is most advantageous (i.e., higher dollar value) to the customer will be honored. TSPs will update DPS with the final dollar amount when settled.
- For NTS and DPM shipments, the delivering TSP must notify you and the Military Claims Office (MCO) within 3 business days if denying liability. It's then recommended to transfer your claim to the MCO.
- If the TSP has stopped communication DO NOT dispose of damaged items, obtain an estimate, or repair any items without first contacting the MCO for approval.

#### 4 Finalize the settlement or transfer to MCO

You may settle a claim by accepting in full, accepting and rejecting the offer for separate items and transferring your claim to the MCO for the remaining items after rejecting the individual offers from your TSP.

TSP providers (to include NTS and DPM) are required to:

- 1) Make payments within **30 days**.
- 2) Pick up salvage items within **30 days** after being deemed "beyond repair."

**DO NOT FEEL PRESSURED** - only accept an offer if you are completely satisfied.

#### NOT FULLY SATISFIED?

Consider contacting the MCO if the TSP has denied your claim, you choose not to accept the TSP's offer or you have not heard from the TSP in 30 days or you transfer your claim or disputed items to the MCO.

Please note all transferred claims are handled by the MCOs outside of DPS. After transferring your claim in DPS, contact your MCO for additional guidance. Note any further communication with the MCO will occur external to DPS.

#### Option 1: Onsite Settlement

- File a claim (valued at \$1,500 or less) at the Vehicle Processing Center (VPC) during pickup.
- Payment will be sent electronically to your bank account.

#### Option 2: International Auto Logistics (IAL) Claim

- Obtain an estimate from a repair facility of your choice and submit to the IAL claims office.
- IAL will review, process, and settle your claim within **40 days** from the date you filed a claim. However, you will have **10 business days** to file a claim for loss and / or damage discovered after picking up your POV from the VPC.

For more information, contact the IAL Claims department toll free at (855) 389-9499 and select "claims" from the voice menu. Claims may be emailed to [claims@ialpov.us](mailto:claims@ialpov.us).

#### NOT FULLY SATISFIED?

Transfer your claim to the MCO for assistance.



## RESIDENTIAL DAMAGE CLAIMS

#### Step 1: Document any damage on the day it occurs

- Conduct a pre and post walk-around with the TSP noting any damages (interior and exterior) in writing.
- Take pictures for your records.

#### Step 2: Submit a claim

- Contact the TSP directly within **7 days** from the last date they were at your residence. The TSP may require you to submit a real property damage claim form.

#### Step 3: Conduct an inspection

- The TSP may schedule an inspection within 15 days of notification. The repair estimate will be shared with you to determine payment. However, the TSP may pay your claim up front without an inspection being completed.

#### NOT FULLY SATISFIED?

Contact your local transportation office or consult with an attorney for guidance.

## WHO TO CALL FOR HELP

#### Local Transportation Office:

<https://installations.militaryonesource.mil/>

#### DPS Technical Help Desk:

800-462-2176

#### Military Claims Office (MCO):

**Air Force:**  
877-754-1212 or 937-656-8044  
[afccsc.ja@us.af.mil](mailto:afccsc.ja@us.af.mil)

#### Coast Guard:

[D05-SMB-HHG@uscg.mil](mailto:D05-SMB-HHG@uscg.mil)

#### Army:

502-626-3000  
[usarmy.knox.hqda-otjag.mbx.cpcs@army.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@army.mil)

#### Navy/Marine Corps:

888-897-8217 or 757-440-6315  
[norfolkclaims@us.navy.mil](mailto:norfolkclaims@us.navy.mil)