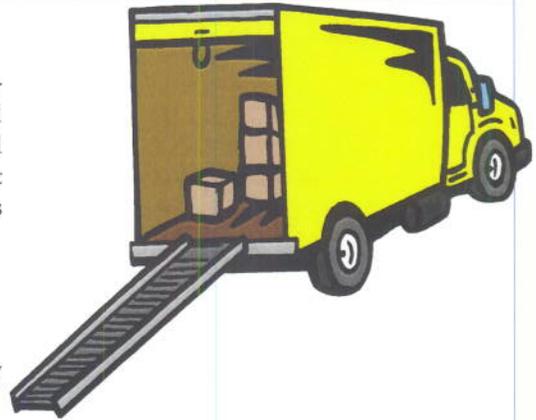


FRV & DP3: How to Make Dollars & Sense Out of New Claims Terms & Procedures

by CPT Yolanda Williams

They say the only constant thing in life is change. This is particularly true when it comes to filing claims. Recent years have witnessed some major changes in how household goods and unaccompanied baggage are shipped and how claims for loss and damage pursuant to Government-sponsored shipment are processed. All these changes can be very confusing.



Mastering the Basics:

Before we can even talk about the changes, we need a vocabulary lesson, to master the bewildering array of new claims acronyms:

- TSP (Transportation Service Provider) – a fancy name for the carrier.
- FRV (Full Replacement Value) – the new claims program under which claimants file directly with the TSP, who must pay full replacement value or cost of repair, whichever is lower. Each TSP has its own claims forms. There is no requirement under the FRV program for online filing.
- DP3 (Defense Personal Property Program) – a new DoD property movement system that follows the same rules as FRV, but requires filing through an online DoD system. [Note: while all shipments these days are FRV, not all of them are DP3.]
- DPS (Defense Personal Property System) – the online method for filing claims under the DP3 program.
- PCLAIMS (Personnel Claims Army Information Management System) – the new online method for filing claims with the Government (as opposed to the TSP) under the Personnel Claims Act (including claims for loss or damage when shipping household goods, unaccompanied baggage, or POVs, for damage from vandalism and floods, and for other losses incident to service).
- GFEBS (General Fund Enterprise Business System) – the new method by which claims filed against the Government are paid. It took effect this fall.
- MCO (Military Claims Office) – **THE PLACE TO GO FOR HELP**, whether you are filing a claim directly with the carrier or with the Government. For claimants in K-town, your MCO is located in Rooms 109 & 110 of the Kaiserslautern Legal Services Center, on the ground floor of Building 3210 on Kleber Kaserne.

How Things Have Changed:

Claimants used to be told to bring their notice documents (*a.k.a.*, “pink forms”) to their local MCO within 75 days of delivery, and come back to the MCO within two years of delivery to file their claim. Everything, from notice to adjudication to payment, was handled through the MCO. Now, claimants under the FRV and DP3 programs are instructed to send their notice documents (which are not always pink) **directly to the TSP** within 75 days of delivery. This may be more convenient, but it has some potential risk, particularly if you are not certain about the correct address or means of sending notice to the TSP. It is critically important that you have

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MEB/PEB Process Changes (continued...)

determination is presented, the Soldier may concur or appeal the findings. Appeals are reviewed by the Army Physical Disability Agency and its decision will be final. Soldiers in the PEB phase are provided access to Soldiers' PEB Counsel (SPEBC) during the process to advise and assist with rebuttals and appeals. SPEBC offices will be located at all locations to which a Soldier might be PCS'd. Counsel can also help Soldiers identify and gather evidence for formal hearings that may aid in achieving a Soldier's goals.

Conclusion

Planning is critical to successfully navigate the new Integrated Disability Evaluation System. The new process provides access to counsel at every phase and it is extremely important to utilize such assistance. Every Soldier going through this process must have a goal. MEB/PEB attorneys can help Soldiers develop a plan best designed to reach that goal. During this time of change, particular attention should be given to the use of legal counsel in order to assure that every Soldier going through the MEB/PEB process fully understands the benefits and repercussions of every decision made throughout this process.

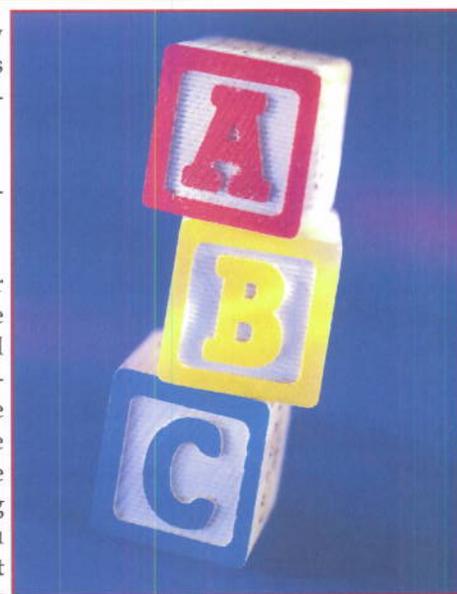
Located at the Landstuhl Regional Medical Center, the Office of Soldiers Counsel provides legal advice to Soldiers in the KMC going through the MEB/PEB or IDES systems free of charge, and can be reached at DSN 590-8286, or Civilian 06371-9464-8286. Videos, FAQ's, and contact information concerning this process may also be found at the Judge Advocate General's Corps website at:
<https://www.jagcnet.army.mil/otjagosc>

New Claims Terms & Procedures (continued)

proof that notice was properly and timely sent to the TSP. If you have any questions about this process, you should contact the Kaiserslautern Claims Office. The Claims Office can assist you in dispatching your notice document to the TSP, and make sure the TSP received it.

After you give notice, you only have **nine months** from the date of delivery to file your FRV or DP3 claim with the TSP.

FRV and DP3 enable the claimant to recover full replacement value for items that are lost, destroyed, or damaged beyond economic repair, unlike the traditional claims system that only permits payment of depreciated value. While the concept of receiving full replacement value is very appealing, in practice things don't always work out so well. Many claimants have experienced difficulty accessing the online DPS module. Never fear! The award-winning claims examiners at the Kaiserslautern Claims Office are happy to assist. They can help you obtain a waiver of the online DPS filing requirement if it is impossible to access the system. They can also help you fill out claims forms and answer claims questions. And, if you are not happy with the settlement you receive from the TSP, our claims examiners can help you file your claim against the Government using PCLAIMS and effect payment through GFEBS.



If only it were this simple!

While much has changed in the complex world of claims, one thing remains constant: the Kaiserslautern Claims Office is the place to go for claims help! Visit us in Rooms 109 & 110 of the Kaiserslautern Legal Services Center, or call us at DSN 483-8414 or Civilian 0631-411-8414.