



**Kaiserslautern Legal Services Center
Claims Information**

**Filing a Household Goods
or Unaccompanied
Baggage Claim**



This information paper provides basic information only, and is not intended to serve as a substitute for a personal consultation with a Claims Examiner or Claims Attorney. For an appointment to see a Claims Examiner or Claims Attorney, dial DSN 483-8414/8862 or Civilian 0631-411-8414/8862.

NOTE: This information paper contains instructions on how to file claims against the Government for damaged or missing household goods and hold baggage. We have a separate set of instructions on how to file a claim against a carrier under the Full Replacement Value (FRV) program. The rules for FRV claims are slightly different (e.g., you have 75 days to give the carrier notice of damage or loss and you must file your claim with the carrier within 9 months from the delivery date to receive FRV). If your FRV claim against the carrier does not work out to your satisfaction, you can still file against the Government by following the instructions that appear below.

Please read the following instructions carefully. Complete the forms neatly in ink or using fillable forms available at <http://armypubs.army.mil>. Give us as much information as you can to help us expedite adjudication and payment of your claim.

GENERAL INFORMATION:

1. A separate claim must be filed for each shipment. Do not mix up hold baggage and household goods.
2. Turn in your DD Form 1840/1840R (most of the time it is pink) to the Claims Office within 70 calendar days. Normally, you cannot be paid for items for which you did not give timely notice.

REMEMBER: TURNING IN DD FORM 1840/1840R DOES NOT MEAN THAT YOU HAVE FILED A CLAIM!

3. You have 2 years from the date of delivery of your goods to file your claim (not the DD Form 1840/1840R). This time limit is set by statute.
4. By statute, only service members or DoD civilian employees can file these types of claims. As an exception, a representative may file on your behalf with a power of attorney; a spouse may file using a power of attorney or a specific written authorization. The claim settlement letter is mailed to the sponsor and payment is made to the sponsor as well.

- An example of a written authorization: "I, SPC John Doe, 555-55-5555, hereby authorize my wife, Jane Doe, (SSN), to file a claim against the U.S. Government on my behalf for the loss of/damage to my hold baggage/household goods." (Signed) (Date)

HERE'S WHAT YOU NEED TO FILE YOUR CLAIM:

- _____ 1. DD Form 1842, Claim for Personal Property Against the United States, with continuation sheet, if you had any missing items (see attached sample).
- _____ 2. DD Form 1844, Schedule of Property (see attached sample).
- _____ 3. DD Form 1840/1840R, Notice of Loss or Damage.
- _____ 4. Government Bill of Lading (GBL) or other shipping document.
- _____ 5. DD Form 1299, Application for Shipment/Storage of Property.
- _____ 6. *Household Goods/Hold Baggage Descriptive Inventory.
- _____ 7. DD Form 619-1, Statement of Accessorial Services Performed.
- _____ 8. a. PCS orders authorizing shipment and all amendments, **OR**
b. Quarters assignment or housing letter for local moves.
- _____ 9. Estimates of Repair or Replacement (see **HOW TO SUBSTANTIATE YOUR CLAIM**, below).
- _____ 10. Power of Attorney (if applicable).
- _____ 11. Insurance policy and declarations page (see **ADDITIONAL INFORMATION**).
- _____ 12. Missing item(s) statement/Electronic item statement. (if applicable.)

* If you do not have this document, let us know right away. We will then try to get it through transportation channels. (Please do not call the transportation office yourself.)

HOW TO SUBSTANTIATE YOUR CLAIM:

CLAIMANTS MUST SUBSTANTIATE THREE THINGS: FIRST, OWNERSHIP. SECOND, THAT THE MOVERS LOST/DAMAGED THE ITEM. THIRD, THE DOLLAR VALUE OF THE DAMAGE.

1. Proof of ownership: First, find the item on the inventory; put the correct inventory number on all claims forms.

- If an expensive item is not individually listed on the inventory, provide the purchase receipt and any pictures you may have of the item in your home.

2. Cost of Repair: Cannot exceed the current value of the item.

- a. Bring small damaged items to the claims office for inspection, preferably when you file DD Form 1840/1840R. A claim inspection is normally scheduled for large claims and you will be told what you need to obtain during that inspection.
- b. You will usually need a repair estimate on furniture and electronic equipment, unless the damage is either very minor, or so severe that it is obvious (to us) that it is not repairable.
- c. Reasonable estimate fees will usually be paid, unless the fee is reimbursable on repair or clearly exceeds the value of the item.

3. **Replacement Cost:** This is a factor in determining an item's fair market value when an item is lost or damaged beyond repair. You can obtain replacement costs from mail order catalogs (but do not submit replacement estimates from companies that do not deliver to your area) or from AAFES, or in some instances, from a local merchant. If using a catalog, make a copy of the catalog page. AAFES will usually issue a written statement of replacement costs.

ADDITIONAL INFORMATION:

1. Do not throw away any carrier damaged items until your claim is settled, unless you have the prior approval of the claims office.

The carrier who delivered your property has the right to inspect the damage. If you prevent the carrier from inspecting, your settlement may be reduced. If the carrier schedules an inspection, please contact the claims office.

2. If you have **private insurance** that covers all or part of your loss, you **DO NOT HAVE TO FILE** with your private insurance company before you can be paid by the Army **IF** your claim is for loss or damage to your personal property while it was being transported or stored at Government expense. This is a change to our past policy. However, you may not be paid by both the Army and your private insurance company for the same item. If you chose to file with your insurance company, you **must** file and settle with your insurer before you file your claim with the US Government.

3. Value Added Tax (Mehrwertsteuer)—You will normally not be reimbursed for the German value added tax. You can get tax relief forms at the community Tax Relief Office **before** paying your bill. The cost of the tax relief form may be claimed as a separate line item on your DD Form 1844.

MISSING ITEMS STATEMENT:

If any items were not delivered by the carrier at the time of delivery, please provide a written statement listing the missing items. Your statement should include: inventory number, type of item (including brand name, model, and size) and the quantity. Also indicate whether the entire inventory line item (entire carton) is missing or selected items are missing out of a carton.

Answer the following questions within your statement: 1) How do you know that the missing item(s) was/were part of the shipment? 2) Explain why you believe that the carrier took custody of the missing item(s). 3) Did you make sure that all items were packed by the carrier and that nothing was left behind?

Handwrite your statement (don't type it) and don't forget to sign and date it.

If there are special circumstances regarding the packing of any specific missing items, please mention those circumstances in your statement next to the individual item that you claim missing.

ELECTRONIC ITEMS STATEMENT:

Do not confuse this statement with the Electronic Repair Form that is completed by the firm that examines your appliance to find the cause of the internal damage. You must submit this Electronic Items Statement for all electronic items that do not work but have no obvious external damage.

Within this statement, you should describe in your own words the events that took place on the day your items were packed. Answer the following questions: 1) How do you know that the appliance that is not working now was functioning properly prior to shipment? 2) When did you use it last? 3) How was the item packed by the carrier?

Handwrite your statement (don't type it) and don't forget to sign and date it.