

## How to File Your Household Goods Claim...

by CPT Erik Lapin

The Kaiserslautern Legal Services Center's Claims Office processes claims for loss of or damage to personal property due to theft, vandalism, fire, flood, or other unusual occurrences. We also process claims for damage or injury caused by the negligence of Government employees acting within the scope of their employment. But by far the most common type of claims we process are those for loss of or damage to household goods and hold baggage during Government shipment.

There are two ways to file such claims. You can either file against the Government (the old fashioned way) or you can file directly against the carrier under the new "Full Replacement Value" program. Let's take a look at each method of filing.

### Filing Against the Government:

Filing a claim is a two-part process. The first part involves giving the moving company notice of a possible claim against them. The second part is filing the actual claim. Merely submitting the DD Form 1840/1840R [*a.k.a.* "the pink form"—although the form is often white] does not constitute filing a claim. All that form does is give the moving company notice of loss or damage. You must submit the form to a claims office within **70 days** from the date of delivery to preserve your right to file a claim.

When your shipment arrives, the movers should give you a DD Form 1840/1840R. Upon receiving this form, you should write down any items that are missing or obviously damaged at the time of delivery on

the front side [DD Form 1840]. Before the movers leave, fill in Block 14. Then both you and the movers should sign the form. After the movers have left, write down any other items that you find damaged or missing on the reverse side of the pink form [DD Form 1840R]. Generally, you will not be paid for anything you fail to list on the front or back of the pink form. Missing the 70-day deadline for turning in DD Form 1840R can also result in no payment for items listed on that form.



When you have finished noting damaged or missing items on DD Form 1840R, drop it off at a claims office so it can be forwarded to the carrier. The Kaiserslautern Claims Office is located on the ground floor of Building 3210 on Kleber Kaserne. Opening hours are M-W & F, 0900-1130, 1300-1530, and Thursdays 1300-1530. You do not need an appointment to drop off the form—just walk in. Remember, the form must be turned in within **70 calendar days** of delivery. Don't miss that deadline!

When you drop off your pink form, you will be given a claims packet and an explanation of how to fill out the necessary claim forms. You have **two years** from the date of



### KAISERSLAUTERN LEGAL SERVICES CENTER

**Building 3210  
Kleber Kaserne**

Legal Assistance 483-8848

Claims 483-8414

Tax Assistance 483-7688

International Affairs 483-8854

Trial Defense Service 483-8165

Administrative Law 484-7450

Criminal Law 484-8311

**[Civilian: 0631-411-XXXX]**

delivery to turn in those forms. Don't miss that deadline, either! It is statutory and normally cannot be waived.

Payment of your claim will be based on either replacement cost, estimated cost of repair, or loss of value. You will receive payment based on replacement cost when an item is lost or damaged beyond repair. In most cases, the replacement cost will be based on the depreciated value of the item. You will receive payment based on the estimated cost of repair when the cost of repair does not exceed the depreciated value of the damaged item. Finally, you will receive payment based on loss of value of the damaged item when the damage is minor or when it is not economical to repair the item.