



HOW TO CLAIM FOR COMPENSATION FOR YOUR HHG/UAB? (Pamphlet 1)

HOUSEHOLD GOODS or UNACCOMPANIED BAGGAGE CLAIMS

Northern Law Center
Military Claims Office
(M.C.O.)
SHAPE, BELGIUM

Welcome to Belgium! We are very sorry that your items were damaged during your move, but the Military Claims Office is here to help.

Reminders:

-You have 180 days to send your “Notices of Loss or Damage” to the TSP (Transportation Service Provider)

AND

-You have 9 months to submit your claim through the DPS system.

When your household goods (HHG) and/or unaccompanied baggage (UAB) are shipped from one duty station to the next, they are shipped through the Defense Personal Property System (DPS) and are covered by the Full Replacement Value (FRV) Move Program.



How to submit your claim?

Please note: One claim per shipment!

1) Fill in the “Notice of Loss or Damage” AFTER delivery by putting the damaged or missing items and their Inventory numbers (see the Inventory Sheet). Within 180 days of your delivery date, send your “Notices of Loss or Damage” AT and AFTER delivery to your TSP (by fax or by email with delivery receipt).

2) Within 9 months of your delivery date, you need to submit your claim through the DPS system

(<https://dps.move.mil/cust/standard/user/home.xhtml>) using the following documents/information:

- 2.1. Login and passwords (or government computer and CAC card);
- 2.2. “Notices of Loss or Damage” (AT and AFTER delivery);
- 2.3. Inventory sheets (and, possible high risk inventory sheets);
- 2.4. Detailed information about the damaged/lost items (pictures of the purchased item, receipts of the purchase, credit card statements, date of the purchase, picture of the damage, estimate of repair, etc.).

Please upload all the useful information to support your claim.

Please enter each item, with the inventory number and type of damage or “missing” into DPS. Also, add the items that you already recorded on the “Notices of Loss or Damage At and After Delivery”. When you finish, click the red button, “Submit the Claim” at the bottom of the page. When you are finished, make sure that the screen reflects that your claim has been “submitted.”

What are the deadlines?

Please consider the following deadlines to submit your claim, otherwise you will lose your ability to claim for compensation.

Deadline	Action to do	Right to claim for
The day of delivery	Note in the “Notice of Loss or Damage AT delivery” the damaged items you see during the delivery and provide it to the moving company.	Right to claim
Within 180 days of the delivery date	Fill in the “Notice of Loss or Damage AFTER delivery” with the damaged or lost items. Send by fax or by email the “Notices of Loss or Damage” AT and AFTER delivery to the carrier. Please keep the proof of your delivery reception.	FRV (Full Replacement Value)
Within 9 month of the delivery date	Submit the claim through the DPS system. If you submit your claim through the DPS within 180 days, you do not need to send the forms.	FRV (Full Replacement Value)
You need to respect the 2 deadlines above (180 days and 9 months) to be entitled for FRV- which is the highest compensation you may have.		
Within 2 years of the delivery date	Please contact your Claims Office.	DV (Depreciated Value)

Note: If you missed a deadline due to an exceptional circumstance (long period of TDY, hospitalization, etc.), please contact the Military Claims Office.

What to do after submitting the claim?

After having submitted the claim in the system, please wait 30 days for the carrier's proposed settlement if your claimed amount is up to \$1000 and 60 days if the claimed amount is greater than \$1000. If the carrier does not respond you or if you do not agree with the carrier's proposal, please contact our office as soon as possible for more information.

Good luck to you!



Contact Us

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(Claims Examiner in S.H.A.P.E.)

Hours of Operation:

- Monday - Wednesday:
- 09.00-12.00; 13.30-16.30
- Thursday-Friday: telework
- Or by appointment

Source of information:

- <https://www.militaryonesource.mil/moving-housing/moving/>
- <https://home.army.mil/benelux/index.php/my-fort/all-services/legal-assistance-office>



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