

## HOUSEHOLD GOODS CLAIMS

\*Effective for HHG, UB, NTS & DPM shipments picked up on or after May 15, 2020

### 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 given on delivery day
- 2) "Notification of Loss or Damage AFTER Delivery" form in DPS

**Exclusion:** NTS and DPM shipments must submit a notice within 75 not 180 days. Your counseling checklist will specify if these methods were used.

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

File an itemized claim in DPS for every item that was lost or damaged. (For NTS and DPM shipments, your claim may be emailed, faxed or mailed.)

- 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 (not to exceed \$1,000). 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, an official tracer will be initiated.

- 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**.
- For NTS and DPM shipments, the delivering TSP must notify the customer and 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, 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 or rejecting in full or per item.

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 you are unhappy with final offer amounts or the TSP has not communicated with you for more than 30 days.



## PRIVATELY OWNED VEHICLE(S) CLAIMS

### 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 **90 days**.

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 reimbursement.



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## 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 will schedule an inspection within **15 days** of notification. The repair estimate will be shared with you to determine payment.

#### NOT FULLY SATISFIED?

Contact your local TO or MCO for further guidance.

## WHO TO CALL FOR HELP

Local Transportation Office (TO):  
<https://www.move.mil/resources/locator-maps>

### USTRANSCOM

Customer Support Center (Open 24 hrs):

DPS Technical Help: 800-462-2176

Non-Technical Help: (833) MIL-MOVE [645-6683]

### Military Claims Office (MCO):

#### Air Force:

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

#### Coast Guard:

757-628-4212  
[D05-SMB-HHG@uscg.mil](mailto:D05-SMB-HHG@uscg.mil)

#### Army:

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

#### Navy/Marine Corps:

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

