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# HHG Claims

## What You Need to Know

# Center for Personnel Claims Support (CPCS)

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The Army has consolidated all Personnel Claims support at the Center for Personnel Claim Support (CPCS). CPCS can assist Army personnel with all aspects of the claims process. CPCS provides customer service between 0730 and 1630 hours, EST and during normal duty days.

Contact CPCS at:

- Phone: (502) 626-3000
- Email: [usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil)
- Web Cite: <https://www.jagcnet.army.mil/PCLAIMS>
- Address:

Center for Personnel Claims Support  
Suite 307  
50 Third Avenue  
Fort Knox, KY 40121

# Important Terms

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**Household Goods (HHG)** – These are the contents of your shipment.

**Transportation Service Provider (TSP)** – The TSP is the moving company that was contracted to pack, ship, store and deliver your HHGs. There may be several TSPs involved in the movement of your HHGs, but you are only required to file a claim with the delivering TSP.

**Notice of Loss or Damage (NOLD)** – Government contracts require that the service member provide notice of the items they intend to file a claim on to the TSP within 75 days of delivery. The NOLD consists of inventory number, name of the item and the nature of the damage. Failure to make timely notice may result in forfeiture of your right to file a claim with both the TSP and the Army.

**Claim** – This is the fully formed claim which includes inventory number, name of the item, nature of the damage, purchase price, purchase date, replacement cost and amount claimed.

# Important Terms Cont.

**Defense Personal Property System (DPS)** – This is the system that the DoD uses to manage all HHG shipments to include claims against the TSP. You are required to file your NOLD and your claim in the DPS system unless you are granted permission to file outside of the system by the Army claims office. DPS can be accessed at [www.move.mil](http://www.move.mil).

**Full Replacement Value (FRV)** – This is the amount of money it would take to replace an item today and in your local area. TSPs are authorized to pay FRV for items that are missing or cannot economically be repaired. However, if an item can be repaired, they are only obligated to pay the repair cost.

**Depreciated Value (DV)** – DV is the fair market value based on the age of the item. DV is calculated based on Allowance List Depreciation Guide (ALDG) that is prepared and updated by the U.S. Army Claims Service. Government entities are only authorized to pay DV so it is generally more advantageous for you to file and settle your claim with the TSP because they are authorized to pay FRV.

# Important Dates to Remember

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**Date of Delivery** – This is the date your Household Goods (HHG) were delivered to you. If you have multiple shipments or delivery days, you should note the date of each delivery as this date is used to calculate all deadlines in the claims process.

**75-Day Notice Period** – You have 75 days from the date of delivery to notify your TSP of the items you intend to file a claim on. This is a requirement of the Government contract that your HHGs were shipped under. Failure to make timely notice may result in forfeiture of your right to file a claim with both the TSP and the Army.

**9-Months for FRV Reimbursement** – You have 9 months from the date of delivery to file a claim with the TSP in order to be eligible to receive Full Replacement Value for your HHGs that are missing or cannot be economically repaired. Claims that have been filed after 9 months will only be eligible to receive Depreciated Value reimbursement.

# Important Dates to Remember Cont.

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**2-Year Statute of Limitations (SOL)** – Claims filed after 2 years from delivery are generally not payable. If the Service Member was deployed during the 2 year period, he or she may qualify for an extension of the 2-year SOL. If you believe you fall into this category, please contact CPCS for more information.

# What You Need to Know

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- On the day of delivery, it is important to keep an eye out for missing or damaged items, you should be given a copy of your inventory or a “bingo sheet” so you can check off items as they are delivered
- You will be given several forms to sign on the day of delivery. Two very important forms are the Notice of Loss or Damage AT Delivery and the Notice of Loss or Damage After Delivery forms. You should ensure that any missing or damaged items discovered at the time of delivery are annotated on the Notice of Loss or Damage AT Delivery form. This form must be signed by both you and the representative of the TSP that delivered your HHGs.
- The Notice of Loss or Damage After Delivery form is used to record any missing or damaged items discovered after the day of delivery. \*Remember you only have 75 days from the date of delivery to notify the TSP of the items you intend to file a claim for.

# What You Need to Know Cont.

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- Once you have filed your claim, the TSP has 15 days to acknowledge receipt of your claim and provide you with a claims point of contact.
- The TSP is responsible for obtaining estimates of repair and will generally contact you to set up an appointment for a technician to inspect all of your damaged property. The technician will prepare an inspection report that the TSP will use when adjudicating your claim. You are entitled to a copy of the inspection report if you request it. In some cases the TSP may request that you obtain estimates of repair, however, if they do so they must agree to reimburse you for any estimate fees you are required to pay.
- **Do not dispose of any damaged items unless they are a safety/health hazard.** The TSP has a right to inspect any items you make a claim on. If they are denied this right because the item is disposed of, it may be grounds for denying the claimed item. If you have items that pose a safety hazard, ensure you take photographs and thoroughly document the damage prior to disposal.

# What You Need to Know Cont.

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- The TSP has 60 days from the date you filed your claim to make an offer on your claim.
- You have the right to request a copy of estimates and inspection reports used to adjudicate your claim.
- You have the right to negotiate with the TSP on any offers they make on your claim.
- The TSP has 30 days from the date you accept their settlement offer to issue payment.
- You have the right to transfer your claim to the Army for processing if:
  - You have received no communication from the TSP within 30 days of filing your claim or
  - The TSP has not made a settlement offer within 60 days of filing your claim or
  - You cannot reach a satisfactory settlement with the TSP or
  - The TSP fails to make payment within 30 days of accepting their settlement offer

# What You Need to Know Cont.

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- The TSP will make offers on each of your claimed items in the DPS system
- You have the option to accept the offer, make a counter offer or transfer the item to the Military Claims Office (MCO)
- You may accept some offers and reject others
- You may transfer single items to the MCO or your entire claims
- Be advised that if you select the Transfer to MCO button, that the Army receives no notification of your decision and the claim is **NOT** transferred to the Army for adjudication.
- You must logon to the Army's Personnel Claims portal, PCLAIMS Plus, at <https://www.jagcnet.army.mil/PCLAIMS> to continue processing your claim with the Army

# What's Next

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- Please see the next section, The Personnel Claims Process, for further details on filing your claim with the Army.
- If you have questions or concerns at anytime during the claims process, please contact CPCS for assistance.

# Questions?

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## Center for Personnel Claim Support Contact:

- Phone: (502) 626-3000
- Email: [usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil)
- Web Site: <https://www.jagcnet.army.mil/PCLAIMS>
- Address:

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50 Third Avenue  
Fort Knox, KY 40121