

## Did the movers damage or lose your belongings?

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Getting your property back in order is a two-step process:

Log onto <http://www.move.mil>

### **Step 1:** *Initiate* your claim.

- Within 75 days of delivery.
- Report all lost or damaged household goods.

### **Step 2:** *File* your claim.

- Within 9 months of delivery to be eligible for Full Replacement Value or 2 years for depreciated value.
- List each lost or damaged item.
- Provide a specific dollar amount.

## Tips & Hints

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- Turn off your pop-up blocker when using <http://www.move.mil>.
- Your claim status will change from “in progress” to “submitted” when you file your complete claim.
- Need to reset your password? Call (800) 462-2176, option 6.
- Having trouble with the website? Call the DPS Help Desk at (800) 462-2176.
- Bring your CAC card to our office and log on to our computer for one on one assistance with DPS.
- Agree to the TSP’s offer? The TSP must send you payment within 30 days of your acceptance.
- Unhappy with the TSP’s offer? Transfer all or part of your claim to the Military Claims Office. You must notify the TSP in writing and enter your claim into the Army online system “PCLAIMS” within 2 years of delivery.

Need More Help? Contact us at (337) 531-2636. Please have your paperwork available for our office to better assist you.

# How to File a Household Goods Claim DPS (move.mil)

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## **Fort Polk Claims Office**

7090 Alabama Avenue

Building 1454

(337) 531-2636

Monday-Friday

0800-1130, 1230-1630

<http://www.jrtc-polk.army.mil/SJA/CL.html>

<http://www.facebook.com/FortPolkClaims>



## Step 1: Initiate Your Claim

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You have **75 days** from the day the movers delivered your household goods to report lost or damaged items. If you report after 75 days, your claim may be denied.

Initiate your claim:

**Option 1:** Log onto <http://www.move.mil> and follow the steps to add a Loss/Damage Report.

OR

**Option 2:** Come see us to fax your paper copy of your "Notice of Loss or Damage." The movers gave you this form at delivery.



Additional information  
available at

<http://www.jrtc-polk.army.mil/SJA/CL.html>

or

<http://www.facebook.com/FortPolkClaims>

## Step 2: File Your Claim

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File your claim:

- Log onto <http://www.move.mil>
- Download the step-by-step guide to assist you.
- Enter each lost or damaged item as an individual line item.
- Enter a specific dollar amount for each line item.

To file your claim, you may need the following paperwork:

- Notice of Loss or Damage
- PCS orders, DD Form 1299, Bill of Lading
- Inventory sheet, Receipts, photographs, appraisals

### "Submitted" Claims

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Once you submit your complete claim, your claims status should change from "in progress" to "submitted".

After you submit your complete claim, the movers should:

- Send you a confirmation email within 2 weeks.
- Send a person to inspect or repair your items, if needed.
- Make you an offer or deny your claim within 60 days.

## Repair vs. Replace

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If a damaged item can be repaired for less than the cost of buying a new item, the mover will repair the item or pay the repair cost.

If the item cannot be repaired because it is lost, destroyed, or repair is more expensive than buying a new item, **you are entitled to Full Replacement Value, if you filed your claim within 9 months of the delivery date.** If you file after 9 months, but within 2 years, you will only receive depreciated value for your items.

You should receive comparable or the same kind and quality as the original item.

### Making Repairs

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The movers must arrange and pay for all repair estimates.

If you get your own estimate, get the movers to approve it in writing. If you do not get prior written approval, you may not get paid for the estimate cost.

Contact our office, if a mover refuses to arrange and pay for a repair estimate.

**Do not get rid of your damaged items until you receive payment and resolve your claim to your satisfaction!**