



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT READINESS TRAINING CENTER AND FORT POLK
OFFICE OF THE STAFF JUDGE ADVOCATE
7090 ALABAMA AVENUE, BUILDING 1454
FORT POLK, LOUISIANA 71459

AFZX-JAC

1 May 2011

MEMORANDUM FOR Personnel Concerned

SUBJECT: Instructions for Filing a Full Replacement Value (FRV) Claim with the Transportation Service Provider (TSP)

1. When the TSP delivered your household goods, the TSP provided you with a copy of the DD Form 1840/1840R, Notice of Loss or Damage (pink form). This form officially notifies the TSP of loss or damage to your shipment. Use the DD Form 1840 side at delivery. After the TSP departs your residence, use the 1840R side to list all additional loss or damage.
2. All loss or damage **MUST BE REPORTED (ON THE DD FORM 1840/1840R) TO THE TSP WITHIN 75 DAYS OF THE DELIVERY DATE**. Failure to provide timely notice (within 75 days of delivery date) may result in nonpayment of your claim. Upon request, the Fort Polk Claims Office (FPCO) will fax your DD Form 1840/1840R directly to the TSP.
3. You must submit your claim within **NINE MONTHS OF THE DELIVERY DATE** to receive Full Replacement Value (FRV). Claims filed after nine months but within two years will receive depreciated value only.
4. The FPCO provides you the TSP contact information. The TSP will provide you with specific guidance on how to file your claim. You may need the following documents.
 - a. **Shipment and TSP Details** – Origin of Shipment, Destination of Shipment, PPGBL/order number, Pickup Date, Date of Delivery, SCAC, TSP/Contractor Name. Please look at your **PCS Orders, DD Form 1299** (Application for Shipment), and **U.S. Government Bill of Lading** to ensure you enter the above details accurately.
 - b. **Inventory** - TSP provides this at pickup. If you cannot locate this form, contact the TSP or call the FPCO for assistance.
 - c. **Repair Estimates** – The TSP must obtain and pay for all repair estimates. You may agree to obtain and pay for your own estimates, however, this is not required. You may not receive reimbursement for estimate fees you obtain without the TSP's express request. Please contact FPCO immediately to report a TSP refusing to obtain and pay for a repair estimate.
 - d. **Purchase Receipts** - TSP may request purchase receipts, appraisals, photographs or some other form of substantiation for high-value items.

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5. Under FRV, the TSP must pay to replace any lost or completely destroyed item with a new item or pay the cost of the item (same kind and quality). TSP may repair or pay the repair cost for damaged items.
6. The TSP must list and adjudicate each line item separately, however, you may elect to accept a lump sum offer. If you do not accept, you should contact the FPCO for further assistance.
7. The TSP may inspect damage items at any time prior to settlement of the claim. **Do not discard** damaged items until the TSP issues payment.
8. Once you file your complete claim, the TSP has 60 days to make you an offer or pay/deny your claim. If you dispute the TSP's offer you may make a counter offer or elect to transfer all or part of your claim to the FPCO. **DO NOT CASH THE CHECK IF YOU DISPUTE ALL OR PART OF THE TSP'S PAYMENT.**
9. Upon request, the FPCO will attempt to mediate your claim with the TSP for 30 days.
10. If you elect to transfer all or part of your FRV claims to the FPCO, you must notify the TSP in writing. For example, "I agree to accept \$200 for Item 1, dryer, but I do not accept the offer for Item 2, washer, and request your transfer Item 2 to the FPCO." The FPCO will only pay you depreciated value in accordance with AR 27-20, Chapter 11. The recovery team will attempt to recover FRV from the TSP and send you a supplemental check, if additional funds are recovered.
11. Contact the Fort Polk Claims Office at 337-531-2636/1576/1197. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230 -1630. We are closed on all Federal holidays. The Claims Office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. See our website at <http://www.jrtc-polk.army.mil/SJA/CL.html> or our facebook page at "Fort Polk Claims Office".
12. FPCO will report to our headquarters any and all negative instances where the TSP does not perform in accordance with rate solicitation, acts in bad faith, or otherwise performs in an unacceptable manner, such as being rude or discourteous to a Soldier. Please contact our office to report any of the above conduct by the TSP.
13. Please complete the Customer Satisfaction Survey at <http://sddcbiz.sddc.army.mil>.

FOR THE STAFF JUDGE ADVOCATE: