

INFORMATION PAPER

AFZX-JA-CL

7 June 2005

SUBJECT: Claims for Damages to or Loss of Household Goods

1. **Purpose**: To provide information concerning the filing requirements for claimants seeking compensation for loss of or damage to household goods.

2. **Facts**:

a. Soldiers and civilian employees who move household goods and personal property pursuant to government sponsored moves may experience loss to their property. These losses may include broken items, missing items, or other shipment-related damages. The government provides a means to compensate for these damages, but the government is not a total insurer of the property. Army Regulation 27-20, Chapter 11, is the Army's implementing regulation for the Personnel Claims Act, a federal law.

b. There are two key time periods that must be followed. Failure to comply with either may result in a denial of compensation. First, at the time of delivery, the moving company will provide the Soldier or civilian employee with a DD Form 1840/1840R (commonly referred to as the "pink form"). This document is a listing of damages as noted by the Soldier/civilian and **must** be turned in to the Claims Office within **70 days of delivery date**. Claims forms and instructions are handed out when the DD Form 1840/1840R is turned in. The second important time period is the actual demand for damages or loss – it **must** be turned in to the Claims Office within **two years of the delivery date**.

c. To receive payment for damages, the claimant must prove ownership, loss, and value. Generally speaking, ownership is proven by the carrier's inventory. Family photo albums often help prove ownership for items not on the inventory, so claimants should not ship photographs in the shipment. Loss may be shown by noting the damages on the DD Form 1840/1840R. Value may be shown by receipts, owner's manuals, photographs, and estimates. One helpful hint: video your household goods near the time they are packed out and hand-carry the video or mail it to family. It could assist in proving ownership, loss, and value.

3. **POC**: Questions may be directed to the Personnel Claims Section, Claims Division, OSJA, located at 406 Radio Road. The telephone number is (337)531-2636. Office hours are Monday through Friday from 0830 to 1700 hours.