



Time Limitations on Household Goods Claims



- 1. Notify the carrier within 75 calendar days**
 - Most shipments fall under the Defense Personnel Property Program (DP3):
 - ✓ Go to www.move.mil to access the DPS Database
 - ✓ You can register, access and utilize the system from there
 - If your shipment is not in the DP3 system, you must use DPS help desk:
 - ✓ Call DPS help desk (800)462-2176
 - ✓ If help desk cannot assist; contact Ft Hood Transportation office (254) 287-2200
 - ✓ If Ft Hood Transportation cannot assist, contact Ft Military Claims Office (254) 287-2899
 - NOTES: if you have any questions, CALL US!!! We're here for you
 - There are a few exceptions to the 75 day rule
 - DPS notice is preferred, but you *can* notify the carrier by mail/email/fax
 - DPS only notifies the carrier of your claim; *it does not notify us*
- 2. File a claim with the carrier within Nine (9) months for Full Replacement Value**
 - Notice does not equal filing, so do not forget this step
 - If you run into trouble with the carrier, CALL US! We can walk you through your available options.
- 3. You may file a claim with within two (2) years from the date of delivery, but your payment will probably be limited to depreciated value**

Call or visit the III Corps and Fort Hood Claims Office with any questions!

III Corps & Fort Hood Claims Office (Client Services BLDG 13, 52nd Street)

Hours:

Monday through Wednesday & Friday: 0900 - 1600

Thursday: 1300 – 1600

Email: USArmy.Hood.III-Corps.mbx.SJA-Claims@mail.mil

Phone Numbers:

(254) 287-2899

(254) 287-2299/2599

Website: <https://www.iagcnet.army.mil/USARCS>

Facebook page: <https://www.facebook.com/pages/Fort-Hood-Area-Claims-Office/531780180224421>



HOW TO PROVIDE NOTICE ON HOUSEHOLD GOODS CLAIMS



SHIPMENT CLAIMS

1. To file a notice of loss or damage for your recent Household Goods or Unaccompanied Baggage shipment, **go online to www.move.mil and submit a claim.**
2. To ensure that proper notice is given, you may also **mail, fax, or e-mail the notice to the Carrier/Transportation Service Provider (TSP).**
 - Addresses and contact information for the TSP can be found at www.sddc.army.mil. Click on the Personal Property link on the top-middle of the SDDC home page. On the Personal Property page, click on the link for “TSP Listings”, then download a copy of either “Domestic Approved TSPs” or “International Approved TSPs” under Reoccurring Updates. Once opened “Find” should locate your TSPs point of contact information, unless the shipment delivered out of Non-Temp Storage.
 - Try to get the confirmation or receipt by the TSP. You may have to call the TSP to verify that they have received notice. Ask to speak to someone in claims for military moves.
 - If the name of your TSP does not appear on the list, and you are close to the end of your notice period, please contact the local claims office or transportation office immediately.

NON-SHIPMENT CLAIMS

1. **Call or visit the III Corps and Fort Hood Claims Office** with any question not related to shipment claims.
2. You may also file your non-shipment claim **online with the Army at www.JAGcnet.Army.mil/USARCS.**

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Fort Hood Personnel Claims is Moving to Knox

1LT Guybert "Jimmy" Paul

Claims Judge Advocate

If you've been in the army over a year then you already know that the army likes to make changes. Sometimes the changes are big and sometimes they're small. It's the army's way of adapting to the technological changes in today's modern society. Personnel claims moving to Fort Knox is no different, it's changing too. Next year, in October 2017, the Fort Hood Personnel Claims Office will be moving to Fort Knox. I am referring to calendar year, not fiscal which means that you have 13 months to adjust fire. That said, the entire claims office is not moving, just personnel claims. For those that don't know, personnel claims is the official army term that covers lost or damaged household goods.

As a refresher, here's how the current system works for lost or damaged household goods. You just PCS'd to Fort Hood. And after weeks, if not months, of living out of your suit case you are finally going to get your goods. Your goods meaning all the stuff that the movers packed up at your old residence which includes your bedroom set, living room set, dining room, and of course the love of your life, your 55 inch Samsung JS 8500 Smart TV. Maybe that's the love of my life, but you get my point. Anyways, your goods get delivered but your television is missing or it is broken. Understandably, you're angry! You give the movers a piece of your mind and you have them annotate it on the DOD Notification of Loss or Damage form. In the legal world, this is called notice and it's very important. It is very important because, by regulation, you only get 75 days after the date of delivery to give the movers notice that you will file a claim. If you don't, your claim is lost forever. Nonetheless, even if you don't have the movers annotate your lost or damage goods on the date of delivery, you can still go to www.move.mil and put them on notice that you plan to file a claim.



From there, the next important time limit is 9 months. The U.S. Army gives you up to 9 months after the date of delivery to file your actual claim for full replacement value, but up to 2 years to file your claim for the depreciated value. The difference is that if you file your claim before that 9 month deadline, you will deal with the moving company. The moving company can compensate you at full replacement value for your lost or damage goods. However, if you do not file your claim within those 9 months, you will have to negotiate with the Fort Hood Personnel Claims Office to get your goods replaced or repaired. Our starting point for replacing or repairing your goods is the depreciated value. But what's key about your negotiation with the moving company is that we, the Fort Hood Personnel Claims Office, can negotiate on your behalf. If, during your negotiations with the moving company, you feel that you are not receiving an equitable offer from the movers for your broken or missing goods then you can request that the Fort Hood Personnel Claims Office negotiate on your behalf. We have 2 experienced claim examiners and an attorney at the Fort Hood Claims Office to ensure that you are not being taken advantage of by the moving company.

The stage where the Fort Hood Personnel Claims Office gets involved on your behalf is the only step that will change in October 2017. The human interaction at the Fort Hood Personnel Claims Office that negotiates with the moving company on your behalf will move to Fort Knox. In fact, the entire Army will centralize their Personnel Claims Office at Fort Knox. The attorneys and claims examiners at Fort Knox will still negotiate on your behalf, but you will have to call their office instead of a face to face interaction at Fort Hood. Nonetheless, rest easy in knowing that the U.S. Army Personnel Claims Office will fight just as vigorous for you over the phone as we do face to face.

The Fort Hood Military Claims Office is located in Building 13, which is on 52nd Street just south of 761st Tank Battalion Avenue. We are open between 0900-1600 Monday, Tuesday, Wednesday, and Friday; and between 1300-1600 on Thursday. Walk-ins are welcome. You may call us at (254) 287-2299/2599/2899. You may email us at USArmy.Hood.III-Corps.mbx.SJA-Claims@mail.mil. Like us on Facebook at facebook.com/pages/Fort-Hood-Area-Claims-Office.