



Statutory Time Limit



Notification of Loss or Damage

- Household Goods (HHG) / Unaccompanied Baggage (UB); **75 days of delivery**

Claimants must notify the Military Claims Office (MCO), Transportation Service Provider (TSP), or Defense Personal Property System (DPS) Homepage (www.move.mil) of loss or damage by submitting the DD FM 1840/R or the other notification forms either in person, by email, or on the Web site within 75 days of delivery.

- POV Shipment; **At the Joint-Inspection**

As a general rule, loss or damage discovered after the joint inspection and departure from the pickup point will not be honored.

- Non Personal, Military, and SOFA Claims; **Immediately**

Claimants should immediately notify PMO or the other appropriate agencies of an incident.

Filing a claim

- HHG/UB Claims

- Full Replacement Value (FRV); **9 months** of delivery
- MCO; **2 years** of delivery

- Non HHG Personal, Military, and SOFA claims; **2 years** from the date of occurrence

A written claim must be filed not later than two (2) years from the date the loss or damage occurred or the date on which the injured person discovered the injury and the cause.

- Article 139 claims; **90 days** after incident

A written claim should be submitted within 90 days of the incident unless the claimant has good cause for delay. See Legal Assistance for details.

For assistance and further information, see the Military Claims Office, DSN 753-8747, Building #734, USAG Humphreys.