

# CLAIMS OFFICE

## MAIN NUMBER: 804-765-1520

The Claims Office is located at 441 First Street, Building 1108, Room 125. Our hours of operation are 0800-1700 Monday, Tuesday, Wednesday and Friday; Thursday 1300-1700.

### Household Goods Claims

#### ALL DEADLINES:

**DD 1840/1840R (old system) or 1850/1851 under Defense Personal Property System (DPS).** Under all these programs, you have 70 days from the date of delivery to submit notice of damaged and/or missing items to the Transportation Service Provider (TSP) (formerly "the carrier"), Fort Lee Military Claims Office (MCO) or the Defense Personal Property Program (DP3). The front side of the DD Form 1840/1850 should reflect damage jointly noted at the time of delivery. The reverse side (DD Form 1840R/1851) is a continuation used to annotate damage found after the TSP has left your home. Plain paper can be used if additional pages are needed.

You have **Nine months** to file your claim with the TSP or in DPS to qualify for the Full Replacement Value (FRV). After the ninth month, your claim is subject to depreciated value and the two year deadline as well. FRV is **only given** when filed thru the TSP or in DPS and applies to those items that **cannot** be repaired. Otherwise, repair cost will be given.

You have **Two years** from date of delivery (**NOT THE PROCESSING DATE**) to file your claim with any of the above mentioned systems.

**NOTE:** Please do **NOT** discard any damaged items. Damages must be assessed to determine if the item(s) can be repaired by an independent estimator. Replacement items must be retained for the TSP's right to salvage. Contact your nearest MCO for questions pertaining to salvage.

If you have questions or concerns please contact our office at the number listed above or go to our website at <http://www.cascom.army.mil/staff/sja/claims.htm>.

Thank You,  
The Fort Lee Claims Division  
Office of the Staff Judge Advocate