

How to Meet the 75-Day Notice Requirement

by CPT Dan O'Connor

A common frustration for claimants is when they are up against the 75-day notice period required after the delivery of household goods or unaccompanied baggage. When your goods are delivered and you identify missing or damaged items of personal property, you have 75 days to provide the carrier (the moving company, also referred to as the Transportation Service Provider or TSP) with notice of the loss or damage. If this contractual notice period is missed, you may not be able to recover the full cost of those lost or damaged items. A claim for the lost or damaged property might be denied altogether or payment of the claim might be reduced as a result of the missed 75-day notice deadline. While the deadline for filing the claim itself is nine months from the date of delivery (if you are filing with the carrier) or two years from the date of delivery (if you are filing with the Army), the critical first step is to give notice within 75 days.



Here are the best ways to give proper notice to maximize your claim recovery options:

1. **At the time of delivery.** Note lost or damaged goods on DD Form 1840 or on a similar form called "Notice of Loss or Damage at Delivery." Items noted as lost or damaged on DD Form 1840 or the Notice of Loss or Damage at Delivery before the movers depart satisfies the 75-day notice requirement.
2. **After the date of delivery.** Lost or damaged items discovered after the movers have departed is noted on either DD Form 1840R or a similar form called "Notice of Loss or Damage After Delivery." Once DD Form 1840R (or the form called "Notice of Loss or Damage After Delivery") is completed, it must be provided to the TSP within 75 days of delivery or any claim may be reduced or denied. Fax and mail the form (don't forget to scan both sides when faxing) to the TSP using the name and contact information listed on DD Form 1840/1840R or the Notice of Loss or Damage forms.
3. **Within the first 70 days after delivery, go to the servicing U.S. Army Claims Office!!!** Claims personnel will dispatch the notice to the TSP and help you file your claim, whether you need to file online or directly with the carrier. There is a computerized claims kiosk available at the Kaiserslautern Legal Services Center's Claims Office to help claimants understand and complete the filing process with the help of claims professionals. Our claims personnel ensure notice has been properly sent and can answer your questions to clear up any confusion. Call our claims examiners at DSN 483-8855/8856 or Civilian 0631-411-8855/8856 for more information.

The 75-day notice period can be extended if you were deployed, TDY, or hospitalized during the 75 days after delivery. Other requests to have the 75-day notice period waived require claimants to request an extension from U.S. Army Claims Service at Fort Meade, Maryland. Claimants are best advised to put the TSP on notice as soon as possible to avoid claim reduction or denial. Keep track of the 75-day notice period and make the most of your claim!

Editor's Note: CPT O'Connor serves as the Claims Judge Advocate for the Kaiserslautern Legal Services Center.