



**Kaiserslautern Legal Services Center
Claims Information**

**Making Timely
Notification of
Damage or Loss**



This information paper provides basic information only, and is not intended to serve as a substitute for a personal consultation with a Claims Examiner or Claims Attorney. For an appointment to see a Claims Examiner or Claims Attorney, dial DSN 483-8414/8862 or Civilian 0631-411-8414/8862.

If you have just arrived in Germany or are preparing to move to your next duty station, you need to understand the rules for providing timely notification of damage or loss in shipment. ***Failure to make timely notification can cost you big money!***

When your household goods and/or hold baggage is delivered, the mover will give you a document called the “Joint Statement of Loss or Damage at Delivery” (DD Form 1840). This document is usually, but not always, pink, and is popularly known as “the pink form,” whether or not it is actually pink. At the time of delivery, you and the mover should list on this form any property which has obvious damage or is missing.

Listing all loss and damage before the mover leaves is not always possible. Moving is an exhausting business and, at the end of a long day, you will not have the time or energy to unpack and examine everything before the movers leave. However, if you see that a couch or dining room table is missing, or notice obvious external damage at the time of delivery (*e.g.*, your TV screen has been cracked), you should note this on the DD Form 1840 before the mover departs. Claims Service policy is that obvious damage or missing inventory line items should be noted at delivery. This benefits claimants because the mover, by signing DD Form 1840, helps to substantiate that the damage or loss occurred. Failure on the part of the claimant to make proper notification of obvious damage or missing line items at the time of delivery places claims examiners under a duty to inquire why this was not noted, so take all the time you need to list any loss or damage you notice at delivery, and don’t let the movers “stampede” you.

Both you and the mover will sign and date the DD Form 1840. The mover's signature indicates that his company is aware you have sustained damage or loss. Your signature on this form also acknowledges that you understand that you have **70 days** to unpack and examine everything you shipped and list any loss or damage not already reported on DD Form 1840 on the back of the form (the back is known as DD Form 1840R, and is called “Notice of Loss or Damage”) and turn it in to the nearest claims office. Failure to meet the 70-day deadline for turning in your DD Form 1840R could compromise the Army’s ability to recover from the carrier for amounts that would otherwise be payable under the claims regulation. The Army is required by regulation to deduct “potential carrier recovery” (“PCR” for short) from the settlement of your claim, which means that you might wind up receiving no payment at all on your claim (if no exceptions were noted on DD Form 1840 at the time of delivery).

*[Note: The notification period is slightly longer if you decide to make a claim directly against the carrier under the Full Replacement Value (FRV) program. You have **75 days** from the date of delivery to turn in your DD Form 1840R to the carrier on an FRV claim. If you need help in forwarding your DD Form 1840R to the carrier, contact your local claims office.]*

Even if you did not list any damages or losses on DD Form 1840 at the time of delivery, you can still provide timely notice as long as you note it on the DD Form 1840R and turn it in to the claims office within 70 calendar days of delivery (for claims against the Government) or within 75 calendar days of delivery (if you turn it in to the carrier to pursue a FRV claim). Any damaged or missing property not listed at the time of delivery on the DD Form 1840 must be listed on the DD Form 1840R. List any losses or damages not noted on DD Form 1840 on the DD Form 1840R. Be as specific as you can be when listing your damages. Be careful to put correct inventory numbers for all items, even items missing from cartons.

If you are getting close to the 70-day deadline, do not entrust your DD Form 1840R to the mail; turn it in personally. When you turn in your form at the claims office, the claims examiner will date stamp it, provide you with a copy, and dispatch the form to the carrier so the carrier is properly notified of the loss and/or damage. If at all possible, bring in your inventory and GBL (Government Bill of Lading) when turning in your DD Form 1840R. You do not need repair estimates or replacement costs when you turn in your DD Form 1840R; you can obtain those later if necessary. When you turn in your DD Form 1840R, the claims examiner will provide you with claims forms and instructions about filing your claim. You have **two years** from the date of delivery to file your claim against the Government. If, however, you prefer to file a claim against the carrier under the FRV program, you have only **nine months** from the date of delivery to do so. If you miss that deadline, or if you are unhappy with the settlement proposed by the carrier, you can still file your claim against the Government as long as you do so within two years of delivery.

Remember, there is a difference between providing timely notice of loss or damage and filing your actual claim.

- You have **70 days** from the date of delivery to turn in DD Form 1840R to your local claims office if you intend to file a claim against the Government, and **two years** from the date of delivery to file the rest of your claim with the claims office.
- You have **75 days** from the date of delivery to turn in DD Form 1840R to the carrier if you intend to file a claim under the FRV program, but only **nine months** from the date of delivery to file the actual claim against the carrier.
- These deadlines are hardly ever waived; if you miss them, it can cost you a lot of money.

For more information on how to make timely notification of damage or loss, contact your local claims office. If you are a Soldier or a Department of the Army Civilian, contact the Kaiserslautern Legal Services Center's Claims Office in Building 3210 on Kleber Kaserne at the numbers listed above and ask to speak with one of our claims examiners, Ms. Berndt or Ms. Jordan. US Air Force claimants should visit the 86th Air Wing SJA Office's Claims Section in Building 2137 on Ramstein Air Base or call DSN 480-5911 or Civilian 06371-47-5911 and ask to speak with Ms. Kinzinger.