

Option 3 File With The Claims Office

The Claims Office will give you a packet which includes all forms needed to file your claim. You have two years from the date of delivery to finalize your claim with the Claims Office. However, if you file with the Claims Office, you will receive a depreciated value for your items instead of the full replacement value.

NOTE: If you choose FRV but the carrier is uncooperative or you are not satisfied with the carrier's offer, you still have two years from the date of delivery to file with the Claims Office. In most instances, the claims office cannot pay for any items that you failed to report within 70 days from your date of delivery.

PATTON LEGAL CENTER CLAIMS

OFFICE HOURS OF OPERATION

**MONDAY, TUESDAY,
WEDNESDAY, FRIDAY
0900-1600**

**THURSDAY
1330-1600**

**We are closed the first Thursday
of each month.**

The Basics Of Filing Your Claim

- **Notification-** Bring your DD Form 1840/1840R along with your inventory to military claims office within 70 days after date of delivery.
- Decide if you want to file under the FRV, directly with Military Claims Office, or online with PCLAIMS.
- If you choose the FRV program, notify the carrier and then await further instruction. The carrier has 45 days to contact you with regards to how to complete your claim.
- If you choose to file with the Patton Legal Center Claims Office, complete the HHG Packet and bring it in for finalization within two years of date of delivery.

Headquarters, V Corps,
Patton Legal Center

Unit 29351
APO AE 09014

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06221-17-5263/5247 (CIV)
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HOUSEHOLD GOOD CLAIMS



Patton Legal Center



Phone: 06221-17-5263/5247 / 373-5263/5247 DSN 

Household Good Claims

Documenting what you own is one of the most important things you can do before you move. Ensure that you save receipts, bills, appraisals, high value item inventories, and other documents that could prove ownership of your belongings. These important documents should never be shipped with your household goods. These documents should be carried with you so that if your entire shipment is lost, your proof of ownership is not lost as well.

An excellent way to document what you own is to take pictures or a video recording of the items in your house immediately before the move. Pictures and videotapes have an added benefit; not only will they show what you own, but they will also demonstrate the condition of items. It's wise to carry the photos and videotapes with you.



During delivery, make sure that the movers have delivered everything. Have a copy of the inventory readily available and check the numbers of items when the movers bring them into your new home. If you notice that any items are missing or damaged, note these items on DD Form 1840, which will be provided by the movers. Do not leave DD Form 1840 blank if you have missing or damaged items. If you notice any additional losses or damage after the movers leave, these items must be noted on DD Form 1840R (reverse of DD Form 1840).

Notifying the carrier of any loss or damage that occurred during shipment should be done as soon as possible, but no later than 70 days after delivery. Every item in the shipment must be examined and any additional damage or loss not originally noted at delivery should be recorded on the DD Form 1840R. You must bring your DD Form 1840/1840R along with your inventory to the Patton Legal Center Claims Office within 70 days. Claims Officer personnel will assist you with submitting copies of these documents to the carrier. Once your DD Form 1840/R is submitted, you have three options with regards to where you can file your claim.

Option 1 Full Replacement Value (FRV)

After personnel from the Claims Office assist you with notifying the carrier of any loss or damage, you will be given a packet with step by step procedures and important information to assist you with filing your claim with the carrier. This option works best when items are missing or damaged beyond repair. The contract between the carriers and the United States Government allows the carriers to pay the full replacement value of any items that are missing or damaged beyond repair.

Option 2 File Your Claim Online

Personnel Claims Army Information Management System (PCLAIMS) is a secure, web-based management tool that gives claimants the opportunity to file their notice of loss/damage or claim online from home or anywhere else. To access PCLAIMS, go to www.jagcnet4.army.mil/pclaims and enter your AKO (Army Knowledge Online) username and password. For further guidance please refer to the PCLAIMS information brochure.