

FORT MEADE CLAIMS DIVISION

“THE FIVE GOLDEN RULES OF CLAIMS”

1. YOU CAN HELP PROTECT YOURSELF DURING A PCS MOVE

- a. Please remember that certain preventive actions should be taken before shipment, during the pick-up process, and when your property arrives at your new location.
- b. Make sure to carefully examine your shipped property as soon as it arrives.
- c. Don't throw away any damaged property before going through the claims process.
- d. For more information, read “How to Protect Yourself During a PCS Move,” which is posted on our website.

2. THERE ARE MULTIPLE TYPES OF CLAIMS

- a. A common source of confusion relates to the differences involved with the various claims processes. Even with general personnel claims, there are several different avenues and options towards recovery.
- b. For more information over the different types of claims, look through the “Four Main Types of Claims” section of our website.
- c. Additionally, if you have a personnel claim, our website has several articles explaining the various options at your disposal.

3. SPECIAL CONSIDERATIONS EXIST WITH POV'S & ELECTRONIC ITEMS

- a. Many Soldiers have damages to their shipped POV's and electronic items. Unfortunately, filing claims for these types of items can be a little tricky.
- b. If you are shipping a POV, please read the article titled “POV Shipment Claims” and contact us if you have any questions.
- c. If an electronic item is damaged during a PCS move, you may need to fill out an Electronic Repair Report before you can file a claim. For more information, look at the article titled “Electronic Items” on our website.

4. DON'T MISS THE KEY DEADLINES!

- a. Above all else, don't miss the key deadlines associated with your claim.
- b. The first deadline to meet for a personnel claim is presenting DD Form 1840R or Form 1850/1851 to our Claims Office within 70 days of delivery. If you fail to meet this deadline, your claim will be reduced or possibly even denied.
- c. While it is required, simply presenting one of these forms to our office is not the end of the process. Other actions must be taken and other deadlines must be met. For more information, please read through our website or contact our office.

5. WE ARE HERE TO HELP

- a. We understand that completing the claims process can seem daunting, especially for someone who have never done it before. Please don't hesitate to contact us.
- b. If, for some reason, we cannot help you with your claim, we will try to refer you to someone who can.