

FORT MEADE CLAIMS DIVISION

FULL REPLACEMENT VALUE (FRV) PACKET

Overview of Full Replacement Value (FRV) Claims

Available for certain types of items, FRV provides claimants the opportunity to potentially recover higher compensation for their lost or damaged goods. Similar to the DPS/DP3 program, FRV allows a claimant to recover the full replacement value for items that are lost, destroyed, or damaged beyond repair. This starkly contrasts with the PCLAIMS program, which only allows a claimant to receive the depreciated value of such items. Here are some of the other key features and deadlines associated with the FRV process.

Timing of Shipment: FRV applies to shipments picked up on or after 1 October 2007 for International Household Goods (HHG) and Unaccompanied Baggage (UB) shipments, shipments picked up on or after 1 November 2007 for Domestic HHG, and shipments picked up on or after 1 March 2008 for Non-Temporary Storage (NTS), Direct Procurement Method (DPM) (local moves, intra-theater).

Limits of Liability: For personal property lost, damaged, or destroyed while in the care of the Transportation Service Provider (TSP), a claimant can recover as much as \$5,000 for any single shipment or \$4.00 per pound times the weight of the shipment up to \$50,000 (whichever is greater). However, if the amount of a loss exceeds this maximum liability amount, a claimant can file an additional claim with their military claims office for any excess losses. Any such claim will only be paid based on the repair cost or depreciated replacement value—whichever is less—for items for which the carrier did not pay. Another alternative is to purchase additional insurance to cover potential losses in excess of the maximum liability amount.

Notice of Loss: Just like the other types of personnel claims programs, the first step in the FRV process is the timely filing of a “notice of loss.” This simply means that the carrier must be notified of any loss and/or damage within 75 days of delivery. For FRV, the “notice of loss” involves completing DD Form 1840/DD Form 1840R. DD Form 1840 is the “Joint Statement of Loss or Damage at Delivery,” and DD Form 1840R is the “Notice of Loss or Damage.” In conjunction, these documents are often called the “pink form.”

Upon delivery of household goods, all discovered losses and damages should be listed on DD Form 1840. Any subsequently discovered losses or damages should be listed on DD Form 1840R. For FRV, this paperwork can be submitted either directly to the carrier within 75 days of delivery or to our office within 70 days of delivery. Please remember that simply filing a “notice of loss” does not constitute actually filing a claim. Additionally, after filing the notice of loss, please do not dispose of any damaged items without speaking to the claims office. Carriers generally have the right to inspect damaged property, and a claimant should retain damaged items until authorized by the claims office.

Filing an FRV Claim: Under FRV, claimants must file their claim to the carrier within 9 months of delivery. Claimants should call their carrier for information over how to file a claim.

Typically, a claim can be mailed directly to the carrier. We advise everyone who is mailing a claim to send it via certified mail to demonstrate the exact date the claim was submitted.

If a claim is timely filed, the carrier is required to replace any lost or destroyed item—or pay for its cost—without deducting for depreciation. If an item cannot be repaired or the cost of repair would exceed the replacement cost, then it will be considered destroyed. However, if an item can be repaired for less than its full replacement value, then the carrier is only required to either have the item repaired or pay for the cost of repair. Please remember that the carrier is required to obtain all repair estimates unless the claimant agrees to get them done. Furthermore, the carrier maintains the right to inspect any damaged property. If you repair an item before an inspection by the carrier, then you must provide them with the repair bill or some other evidence regarding the damage or repair cost. Similarly, if you dispose of a damaged item before an inspection, you must give the carrier sufficient evidence that the item was damaged beyond any economical repair.

Transferring an FRV Claim: In certain cases, FRV claims can be transferred to our office. FRV claims can be transferred in the event that a claim is denied by the carrier, the carrier makes an unacceptable offer, or the carrier does not respond within 30 days. In such a case, the Army will pay the depreciated replacement cost or repair cost to the claimant and will subsequently try to recover the full replacement value from the carrier. If the Army recovers this amount, then it will pay the claimant the difference between the full replacement value and the amount already paid to the claimant.

If you decide to transfer only part of your FRV claim to our office, then you must sufficiently notify the carrier in writing. Essentially, you need to let them know which FRV claims are being accepted and which ones are being transferred to our office. For additional guidance and assistance with this process, please contact us if you are considering transferring an FRV claim to our office.

Essential Items: If certain types of items are lost, destroyed, or are unusable upon arrival, the carrier might be responsible for making advanced payments or arrangements. If you have an essential item—such as a refrigerator, necessary medical equipment, or mattresses—that arrives in one of these conditions, please contact your carrier or our office within 7 days from delivery. Depending on the type of item and the amount of damage, they might be required to pay for the item, replace the item, or make other arrangements with your consent.

Conclusion: This document is merely meant to be a brief overview of the FRV process. If you have any additional questions, please contact your carrier or our office. Following this overview, we have attached our standard claims checklist and the Electronic Repair Report.

Above all else, please remember to double-check with your carrier over their exact process for filing an FRV claim.

FORT MEADE CLAIMS DIVISION

PERSONNEL CLAIMS CHECKLIST

_____ **DD Form 1840/1840R:** This form should be submitted to our office within 70 days of delivery.

_____ **DD Form 1842:** This is the basic claim form listing information regarding your claim. In Block 10, provide the dates, facts, and consequences that are the basis for your claim. This form should either be signed by the DOD member, or they should provide written authority for someone else to sign.

_____ **DD Form 1844:** This is the list of Property and Claims Analysis Chart. Please list each line item in the order that they appear on DD Form 1840/1840R.

_____ **Government Orders/Amendments:** Provide one legible copy of orders or other documentation that reflects the claimant's status and shows that the shipment of their personal property was authorized.

_____ **Shipping Inventory:** Provide the entire inventory, not just the portion pertaining to loss/damage.

_____ **Government Bill of Lading SF 1203 or Service Order DD Form 1164:** A copy may generally be obtained through transportation. If your move is local, please provide us with a copy of SF 1034A.

_____ **Written Repair Estimates and Replacement Costs.** If a claimant is seeking more than \$100 to repair or replace an item, this must typically be substantiated "in writing" by the claimant. "In writing" can be a written estimate from a repair firm, something found in a catalog, a newspaper ad, or even an internet quote. Please note that our office will require a written repair estimate for certain types of items and damages. If you are using FRV, please double-check with your carrier over the estimate process.

_____ **Electronic Repair Report:** Completion of this form is required by a certified repair technician for most claims involving damages to TV's, stereos, VCR's, etc. This report must specify the nature and severity of the damage and include a determination over the possible cause(s) of damage. Additionally, if an electronic item incurred internal damage but no significant external damage, the claimant should also provide a written statement over the working condition of the item before shipment.

_____ **Estimate Fees:** Some businesses will charge you up front to give a written repair estimate. If such an estimate fee is non-refundable (i.e. the business will not apply the estimate fee towards the repair of your item), then you may include the amount of this estimate fee as a line item on your DD Form 1844. Once again, if you are using FRV, please double-check with your carrier over the estimate process.

_____ **Power of Attorney:** Required if someone other than the DoD member signed DD Form 1842.

_____ **Proof of Ownership.** This is only required for missing items valued at more than \$100 that were not individually listed on the Shipping Inventory. Items that might constitute acceptable proof of ownership include purchase receipts, title, proof of registration, photos/videos, or account statements.

_____ **Private Insurance Information.** If you have private insurance covering a damaged item, please provide us with the information over the policy.

_____ **CEFT Input Information.** For prompt payment, please provide us with CEFT information.

_____ **DD Form 619/619-1:** Provided for item re-assembly by the carrier at destination.

_____ **DD Form 1299:** Necessary if goods were placed in non-temporary storage long-term.

_____ **DD Form 1797:** Only include this "Personal Property Counseling Checklist" if it applies.

_____ **DD Form 1780/1841:** Only required if inspection branch of JPPSO performed an inspection.

Additional Considerations

Damaged fabric or leather furniture. If you have a furniture set (sofa, love seat, ottoman, etc.) and one or more of these items are damaged, then you need to contact our office for specific instructions. On most occasions, only the repair or replacement cost of the individual item will be considered.

Special Situations-Authority to Dispose of Items. Unless you receive specific authorization from a claims office to dispose of damaged items, the carrier has a right to recover those items for which you are paid replacement costs. Accordingly, you should seek authorization to dispose of damaged items.

Claimants from other Armed Services. As an Army claims office, we can only process and pay Army claimants or civilian DoD claimants. However, we will help process claims involving other services. In addition to assisting with the DD Form 1840/1840R intake, our office will accept claims from members of the other armed services, verify their claim is complete and properly documented, accept their claim on behalf of the DoD, and then forward the claim to the proper office for its adjudication and payment.

Claims for Damage to Residence. Our claims office cannot pay for damages to a residence caused by the movers. In such a scenario, a claimant should immediately contact the carrier's delivery agent to seek repairs. If a claimant is experiencing problems with a carrier's representative regarding damage to a residence, please contact our office for further instructions.

ELECTRONIC/ELECTRICAL REPAIR REPORT

(To be completed by a qualified repair technician)

Prepared By: Office of the Staff Judge Advocate, Claims Branch, 4217 Roberts Avenue, Fort Meade, MD 20755-5030

TELEPHONE: (301) 677-9898/9960 **TELEFAX:** (301) 677-9758

Use: Information provided on this form is used to determine whether damage to an electronic item resulted from mishandling during shipment, if the damage was fair wear and tear, or a manufacturer's defect.

Instructions to Claimant: Present this form to a repair facility of your choice for inspection of your damaged electronic/electrical item in order to obtain an estimate of repair. Please use one Repair Report per electronic/electrical item.

Instructions to Repair Technician: Complete this form in its entirety to the best of your ability. Please *print*.

CUSTOMER/CLAIMANT'S NAME:

1. Repair Facility's Name & Address: _____

2. Repair Facility's Telephone Number: _____

3. Repair Facility's Point of Contact: _____

4. Item Examined:

a. Type Of Item: _____

b. Manufacturer Name: _____

c. Model: _____

d. Age: _____

5. Was there EXTERNAL DAMAGE to the item listed above?: YES NO
(If "yes," please describe): _____

6. Were there damaged or broken internal components to the item?: YES NO
(If "yes," please describe): _____

7. In your opinion, what do you think caused the external damage or the damaged or broken internal components to this electronic/electrical item? I Don't Know/Not Sure Fair Wear and Tear

OTHER: I think the damage was caused by: _____

8. I estimate the cost to repair* the item is \$ _____ + \$ _____ = \$ _____
(Parts) (Labor) TOTAL

Repair Person's Signature: _____ Date: _____

(*) Attach an itemized list

CURRENT LISTING OF LOCAL REPAIR COMPANIES

(Updated as of May 2012)

This list of repair companies is not intended to be exhaustive or exclusive of all repair facilities in the local area. We do not recommend or endorse these companies as to the reliability, professionalism, or quality of work performed. This list is provided merely as a courtesy in assisting members of the Fort George G. Meade community in identifying local repair establishments in order to finalize claims presented to this office. You are welcome to use the yellow pages.

UPHOLSTERY & REPAIR:

**Beglieter Upholstery, Repair,
and Refinishing Co**
6801 Reisterstown Rd.
Baltimore MD 21215
(410) 764-7467

Bullock's Furniture
1702 Midway Rd Ste D
Odenton, MD 21113
(410) 519-9100

Joseph's Refinishing
9176 Red Branch Rd # J,
Columbia, MD
(410) 997-5550

Sweet Artisans
5130 South Rolling Road
Halethorpe, MD 21227
(410) 242-5960

Kevin's Furniture Repair
3389 Wye MLS S,
Laurel, MD
(301) 937-8371

COMPUTERS:

Mid-Atlantic Systems
8377 Piney Orchard Parkway
Odenton MD 21113
(410) 551-9815

360 Kings
1656 Annapolis Rd.
Odenton, MD. 21113
(443)-308-5373

Zig's Place, LLC
1656 Annapolis Road
Odenton, MD 21113
(410) 672-4263

Keynetik LLC
8201 Barrington Court
Severn, MD 21144
(202) 286-0000

DSR
921 Mercantile Drive
Hanover, MD 21076
(410) 579-4508

TELEVISIONS & VCR'S:

Belmont TV/VCR
9101 Marshall Avenue
Laurel, MD 20707
(301) 498-5600

Universal TV
2534 Mountain Road
Pasadena, MD 21122
(410) 255-2686

Saydam Electronics Services
5284 Corncockle Court
Columbia, MD 21045
(410) 730-7088

Electronic Service Center
3701 Commerce Dr # 104
Halethorpe, MD 21227
(410) 242-2616

Mel's TV Inc
8450 Balt. Natl Pike # 19
Ellicott City, MD
(410) 465-5220

OTHER HOME APPLIANCES:

All Home Services
1355 Odenton Road,
Odenton, MD
(410) 551-2685

Star Appliance Repair
Baltimore, MD
(443) 940-0525

Universal Appliance Services
10424 Stansfield Road
Laurel, MD
(410) 730-6886

All-Star Appliance Repair
1506 Patapsco Street,
Baltimore, MD
(410) 500-1655

GE Factory Service
Hanover, MD
(866) 530-7025

CHINA & FLATWARE:

Replacement, LTD
P O Box 26029
Greensboro, NC 27420
Phone: (800) 737-5223
(336) 697-3000 X2383

GLASS & GLASSWARE:

Bullock's Furniture
1702 Midway Rd Ste D
Odenton, MD 21113
(410) 519-9100

Laurel Mirror & Glass
329 Main Street
Laurel MD 20707
(301) 498-7110

Parkway Glass & Mirror
10075 North 2nd Street
Laurel, MD 20707
(301) 953-7870

Glass Doctor of Beltsville
5006 Cook Road
Beltsville, MD 20705
(301) 937-1929

BICYCLE REPAIR & SERVICES:

Laurel Bicycle Center
14805 Baltimore Avenue
Laurel, MD 20707
(301) 953-1223

Sports Authority
3335 Corridor Marketplace
Laurel, MD 20724
(301) 483-0062

Race Pace Bicycles
6925 Oakland Mills Road
Columbia, MD 21045
(410) 290-6880

Chesapeake Bmx
750 Donaldson Avenue
Severn, MD 21144
(410) 969-5177

CLOCKS:

Loose Ends
922 Shelly Road
Towson, MD 21286
(410) 823-1432

Hands of Time
8600 Foundry Street
Savage, MD 20763
Phone: (410) 880-4760

Millerville Clock Shop
1179 Dicus Mill Road
Millerville, MD
(410) 987-5915