

## **FULL REPLACEMENT VALUE (FRV) ON HOUSEHOLD GOODS MOVES**

### **Presidio of Monterey Claims Office**

Did you know that DOD customers (Service Members and Department of Defense Civilians) are eligible for Full Replacement Value (FRV) protection on most DOD funded personal property shipments, i.e., household goods shipments?

Under the FRV program, if you file your claim directly with the carrier within nine months after delivery, the carrier will settle the claim by paying for repair of damaged items. For lost or destroyed items, the carrier will either replace the item with a new item, or pay the full, undepreciated replacement cost. A few large items, such as pianos, organs, ATVs, personal watercraft, vehicles and motorcycles, as well as firearms and objects of art are not covered by FRV. Likewise, the carrier cannot replace some missing items with new ones. These are items that have value because of their age, such as collectible figurines, antiques, collectible plates, baseball cards, comic books, and coin and stamp collections.

### **NOTICE OF LOSS OR DAMAGE**

Providing prompt notice of loss and damage is an essential part of the claims process whether you file your claim directly with the carrier or with the military claims office.

When you receive your household goods at the destination, make sure you are satisfied with the delivery before you sign the delivery receipt. The “delivery receipt” may be a pink form (in triplicate), DD Form 1840, Joint Statement of Loss/Damage, or, if it is a DPS shipment, you may receive Form 1850, Notification of Loss or Damage at Delivery. You should list any obvious loss or damage before you sign.

After delivery, you have 70 days to list additional loss and damage on the reverse side of the pink forms in triplicate (DD Form 1840R), or, if it is a DPS shipment, list the additional loss and damage on Form 1851, Notification of Loss or Damage after Delivery. This would consist of loss and damage not previously listed at delivery. Be sure to reverse the carbons when filling out the back of the form. Send these forms directly to the carrier or take these forms to a Claims Office within the 70-day period after delivery. If you don’t turn in the forms within 70 days of delivery, you may suffer a reduction in payment or a complete denial of your claim.

The carrier has the right to inspect the damaged items once it receives the notice. Normally the carrier will arrange to inspect your goods within 45 days of receipt of this notice, and the carrier retains its right to inspect damaged items until the claim is finally settled. Please cooperate with the carrier in arranging a time for such inspections.

When you bring your loss or damage notice to the Claims Office, we can give you the carrier’s contact information to facilitate your claims process.

### **FILING YOUR CLAIM WITH THE CARRIER**

Although there is no additional cost to the customer for FRV coverage under the new program, you must file your claim directly with the carrier within nine months of delivery to receive FRV. If you do this, the carrier is liable for the greater of \$5,000 per shipment or \$4.00 times the net weight of the shipment (in pounds), up to a maximum of \$50,000. If you believe the full replacement value of your property is more than \$50,000, you may be able to obtain additional FRV coverage at your own expense from a private insurance company or from the carrier, if the carrier offers additional coverage. You should ask about this when you are first arranging to ship your property. In addition, if you file your claim directly with the carrier within nine months of delivery, the carrier will be responsible for obtaining all repair and replacement estimates.

Please read the forms given to you at delivery for information about filing your claim with the carrier. The carrier should also tell you what information you must submit with your claim. You may mail or take your claim to the Presidio of Monterey Claims Office if you want to file directly with the military or if you need assistance in filing with the carrier.

If you file your claim directly with the carrier more than nine months after delivery, the carrier will only pay the lesser of the depreciated replacement cost or the repair cost. Also, the carrier will not be responsible for obtaining repair or replacement estimates, and the carrier will not pay more than \$1.25 times the weight of the shipment. For example, if you filed a claim on a 10,000 pound shipment ten months after delivery, the carrier would not be required to pay more than \$12,500.

Finally, if you file your claim directly with the carrier, you will probably file your claim by mail, email, or online. You should send claims to the carrier by certified mail, return receipt requested, so that you have a record of the date your claim was received by the carrier. Once the carrier receives your claim, it will have up to 60 days to pay, deny, or make a final written offer. After your claim has been settled, the carrier will have 30 days to pay you.

In most cases you will probably receive more money for less work if you file directly with the carrier. The Presidio of Monterey Claims Office is available to assist you in filing your pink sheets and/or claim with the carrier, and we can advise you on whether an offer from the carrier is fair.

### **FILING YOUR CLAIM WITH THE MILITARY CLAIMS OFFICE**

You still have the option to file your claim directly with the Presidio of Monterey Claims Office instead of the carrier; however, if you choose this option, you are giving up your right to full replacement value. The Presidio of Monterey Claims Office settles Army claims by paying the depreciated replacement or repair cost, whichever is less. Air Force, Navy, Marine Corps, and Coast Guard personnel will receive guidance from this office regarding filing with their respective service.

If you file your claim directly with the carrier but you are dissatisfied with the carrier's offer, you may file a claim with the Presidio of Monterey Claims Office; however, the Army cannot pay you the full replacement value immediately. In this situation, the Army generally can pay you the depreciated replacement cost or repair cost,

and then try to recover the full replacement value from the carrier. Once the Army recovers the full replacement value, the Army will pay you the difference between what you were initially paid and what was recovered from the carrier.

Whether you file directly with the carrier or with a military claims office, you must file your claim within two years of the date of delivery. This is a statutory time limit and cannot be waived.

The Presidio of Monterey Claims Office is located in Building 275 and accepts walk-ins from 0900-1400 Monday – Friday. For appointments outside these hours, please call our customer service line at 831-242-6396.

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