

FILING YOUR NOTICE OF LOSS OR DAMAGE

You can file your notice of loss or damage from your recent Household Goods or Unaccompanied Baggage shipment at the Fort Bliss Claims Office, Bldg 113 or you can also do so online at www.move.mil. If you get on move.mil you can find the instructions on "Item 10, Filing a Claim". You may also mail, fax, or e-mail the notice to the Transportation Service Provider (TSP). Addresses and contact information for the TSP can be found at www.sddc.army.mil. Click on the Personal Property link on the left side of the SDDC home page. On the Personal Property page, click on the link for "Approved Domestic TSP" or "Approved International TSP" on the left side of the page. Right click on list and select the "Find" option and type in the name of the TSP. The name, address, e-mail, and telephone contact information will be there unless this shipment delivered out of Non-Temporary Storage. Try to get confirmation of receipt by the TSP. You may have to call the TSP to verify that they have received notice of your claim. Ask to speak to someone in claims for military moves. If the name of your TSP does not appear on the list, and you are close to the end of your notice period, please contact the local transportation office or the Claims Office ASAP.

There is an old expression that says, "Good things come to those who wait." Be advised that this is not so in claims. The notice of loss or damage (or Loss and Damage Report) **must be filed within 75 calendar days of delivery**. If the notice is not filed within that time, the TSP may not be held liable for loss or damage in the shipment and that may compromise any compensation you receive. Be sure that you have listed all the loss and damage in your shipment. After meeting the initial 75 calendar day suspense to provide notice you have nine months from the date of delivery to finalize your claim. If you encounter technical difficulties while filing your claim on www.move.mil, contact the DPS HELP DESK at 1-800-462-2176 and they may be able to provide assistance with the Defense Personnel Property System.

If your claim is not related to a shipment, you may file a claim online with the Army at www.jagcnet.army.mil. Click on the Legal Services tab at the top of the page, then click the link for "File a Personnel Claim" on the upper left of the next screen. You will need to file your claim on a computer that has a CAC reader. If that is not possible, please visit the Fort Bliss Claims Office and talk with our claims examiner, explain that you need to file a claim for lost or damaged items. The claims examiner will give you the proper claims forms and they will explain exactly what you need to provide to properly submit a claim for lost or damaged items. This will toll the two-year Statute of Limitations for filing a claim, until you have returned the proper documents. Once you have submitted all documents, your claim will be considered as timely filed. If you have further questions, call 568-4369 or 568-5846 or visit the Claims Office at Bldg 113.