

## **CLAIMS GUIDANCE – FILING DIRECTLY WITH YOUR TRANSPORTATION SERVICE PROVIDER (TSP)**

### **1. DELIVERY DAY**

It is very important that you write down new damage or missing items on the front of the Notice of Loss/Damage AT Delivery form. This form may also be called the Form 1850 or DD Form 1840 and it may also be pink in color. When listing the damages you want to make sure you are very descriptive. For example, if you have DVD's missing, you need to put the inventory number of the missing box and the quantity of DVDs that were packed in it. If you have furniture damage, list the inventory number, item name and the specific type of damage, for example, "kitchen table right leg scratched," not just "kitchen table scratched." Both you and one of the delivery team will sign and date the form and each receive a copy. **IMPORTANT:** Please be sure to check the form for your TSP's contact information as any claim you may file will be directly with the TSP.

### **2. FILING THE NOTICE OF LOSS/ DAMAGE AFTER DELIVERY WITHIN 75 DAYS FROM DELIVERY**

If you didn't have the TSP unpack all your stuff or even if you did, you may discover damage after the delivery folks leave. You have to notify the TSP of any later discovered damage. You do this by filling out the Notice of Loss or Damage AFTER Delivery form and sending it to your TSP within 75 days from your delivery date. You must note what was missing or damaged within 75 days or else the TSP can deny liability for those items. An extension to the 75 day period can be granted by your Military Claims Office (MCO) for periods of official absence, such as TDY or deployment, or for any periods of hospitalization or medical incapacitation. Your MCO is the Air Force Claims Service Center located at Wright-Patterson AFB, OH (contact info in para 5 below). Documentation (TDY orders/paid voucher/medical profile, etc) must be submitted to your MCO to justify the extension. If you don't have justification for an extension, the TSP will not be considered liable for any missing or damaged items.

### **3. FILING YOUR CLAIM**

You have nine (9) months to submit your claim against your TSP in order to receive Full Replacement Value (FRV) for any missing or destroyed items. The TSP's liability is repair or full replacement value whichever is less. If an item can be repaired, that's what the TSP is liable for. If the item is missing or can't be repaired, they must offer you FRV for that item. Your TSP is responsible to obtain repair estimates or replacement cost substantiation. They may require your assistance to schedule inspections/repair estimates. They may also request that you provide the replacement cost substantiation. You must contact your TSP for their claims submission procedures. If you do not submit your claim within 9 months, the TSP's liability drops down to depreciated valuation so it is to your benefit to file as quickly as possible. Your TSP has to provide the contact information for your claims examiner within 15 days of your claims submission.

### **4. NEGOTIATING WITH YOUR TSP**

Your TSP has 60 days to adjudicate your claim from the date you submitted your claim. After reviewing your claim, your TSP will make a settlement offer to you. If you agree with the settlement, the TSP will pay you or arrange for repairs. The TSP has 30 days to mail a check to you for items you have agreed on. The TSP should provide an itemized listing of their offer on all items. If you don't agree with the TSP's offer on an item, you can ask them to reconsider their offer by providing further information which might sway them to make a better offer. If you receive a final denial or don't agree with the TSP's offer, you can file with your MCO for those items. In most cases, the MCO can only pay depreciated valuation, but will assert a recovery action against the responsible TSP in which they may be able to recover additional monies for you. **IMPORTANT:** You cannot receive payment from your TSP and your MCO for the same item.

### **5. CLAIMS ASSISTANCE**

If you require assistance during the claims process, please contact the Air Force Claims Service Center by calling DSN 986-8044, or 1-877-754-1212 or 1-937-656-8044. Alternatively, you can email them at [AFCSA@us.af.mil](mailto:AFCSA@us.af.mil). Duty hours are 0730-1630 (Eastern Time), Monday thru Friday.