Filing an INCONVENIENCE CLAIM

Have additional inconvenience claim questions?
Go to **http://www. Move.mil**
or contact your nearest transportation office

Inconvenience claims are separate from CLAIMS associated with the loss and/or damage to personal property.

What is an Inconvenience Claim and when is it authorized?

A **payment to you** from the moving company to offset expenses incurred by you and your dependents because you are not able to use necessary items in your shipment to establish your household due to the moving company's inability to meet required pickup and delivery dates.

An Inconvenience Claim is authorized and payable when 1) the moving company **fails to pick up** a shipment upon the agreed date, 2) **fails to deliver** on or before the required delivery date, provided you are in possession of residence and are available to receive the delivery, or 3) when a shipment **cannot be delivered out of storage** within five government business days (ten GBD during peak season, June 15 - August 15).

How will I be notified?

You will be **notified by your moving company** if a delay is expected to occur with your shipment.

This normally happens a few days prior to the scheduled delivery day, but **could be as late as on the day** of scheduled delivery.

Customers should contact their local shipping office if they believe they are owed an Inconvenience Claim.

How are Inconvenience Claims calculated?

For shipments **picked up prior to May 15, 2020**, the mover will reimburse you for reasonable out-of-pocket expenses documented by receipts. Tangible household items paid for by the moving company may be reclaimed upon delivery of your shipment.

For household good shipments **picked up May 15, 2020 or later,** there is a **baseline (no receipts up to 7 days) -** The local per diem 100% rate **for meals and incidental expenses** (M&IE) for the member only, based on the applicable pickup or delivery location. Your moving company is required to respond to claims filed. M&IE Per diem **rates are posted** at: https://www.defensetravel.dod.mil/site/perdiemCalc.cfm. Unaccompanied baggage shipment claims are not paid based on per diem and require receipts showing actual expenses.

Out of pocket expenses exceeding the baseline – You have the right to seek reimbursement from your moving company for expenses over the baseline amount, documented by **receipts**. The amount of reimbursement is dependent on your documentation and negotiation with the moving company. Tangible household items paid for by the moving company may be reclaimed upon delivery of your shipment. Contact your moving company prior to purchasing any out of pocket expenses to avoid issues with customer not getting reimbursed for items purchased.

What is needed to file an Inconvenience Claim?

Your **moving company will provide a simplified, receipt free process** for you to file a baseline Inconvenience Claim with them. Receipt free inconvenience claims apply to the first seven days of your claim.

If you have actual out-of-pocket expenses that exceed the simplified baseline payment amount, **you can seek reimbursement** from the moving company for those costs by providing them copies of receipts that support your claim. The specific process will be outlined by your moving company.

Claims over the baseline amount will require extra work and documentation. **Communicate ahead of time with your moving company** about what is reasonable, temporary, and necessary for you and your family to use while you wait for the shipment to be picked up or delivered. Be prepared to **provide a narrative** of how the delay has caused a hardship.

Inconvenience Claims do not include lodging cost unless exception is pre-coordinated and approved with your moving company.