

Personnel Employee Bulletin

July 2, 2008

NEW BENEFIT FOR EMPLOYEES RELOCATING

There is an important new benefit for Department of Defense (DoD) Civilian employees authorized a Permanent Change in Station (PCS) when relocating and shipping their household goods. This new benefit is called Full Replacement Value (FRV) Protection. Most personal property shipments are eligible for FRV protection, including CONUS, OCONUS and non-temporary storage (NTS) at no additional cost to the employee.

Under the full replacement value program, the transportation carrier is liable for the greater of \$5,000 per shipment, or \$4 times the net weight of the shipment, in pounds, up to \$5,000. If your property is worth more than \$50,000, you may be able to purchase additional FRV coverage (at your expense) from a private insurance company, or if available, through the carrier.

The employee must provide prompt notice of loss and damage by submitting a form DD 1840, Statement of Loss or Damage at Delivery listing all damage discovered at delivery, or on the back side of the DD 1840 is form DD 1840R, Notice of Loss or Damage listing all damage discovered after delivery, to the provider within 75 days of delivery. The carrier has the right to inspect the damaged items once the notice forms are received.

Employees must then file a claim directly with the carrier within nine months of delivery by using DD Form 1844, List of Property and Claims Analysis Chart to receive full replacement value. The carrier will settle the claim by repairing or paying to repair damaged items. The carrier will pay full replacement value cost on items that need

replacing or have been lost or destroyed. The carrier will be responsible for obtaining all repair and replacement costs.

WARNING: If the employee files a claim with the carrier after nine months, but before the two-year time limit for filing the claim against the government, the carrier is only liable for depreciated value of lost or damaged items.

If the carrier denies the customer's full claim, makes an offer on the claim that is not acceptable or does not respond within 30 days, the claim may be transferred to the military claims offices (DoD civilians will file household good claims against the Army). If the customer transfers the claim to the claims office within nine months of delivery, the claims office will only be responsible for depreciated replacement costs. The claim office will then attempt to recover full replacement value from the carrier. If the claims office is successful in recovering the full replacement value, the claims office will then pay the customer the difference between the depreciated cost already paid and the full replacement value cost.

This new benefit applies to shipments picked up on or after 1 October 2007 for OCONUS shipments, 1 November 2007 for CONUS Shipments and 1 March 2008 for Non-Temporary Storage (NTS).

You can find detailed full replacement value guidelines that govern coverage on the Military Surface Deployment and Distribution Command website:

[http://www.sddc.army.mil/Public/Personal%20Property/Full%20Replacement%20Value%20\(FRV\)](http://www.sddc.army.mil/Public/Personal%20Property/Full%20Replacement%20Value%20(FRV))

For additional information, please contact your servicing DLA Human Resources Center, <http://www.hr.dla.mil/cntctus.htm>. The Personnel Employee Bulletin will be published on the first Wednesday of each month.