



Claims for Loss or Damage to Your Household Goods or Vehicle

Key Facts to Remember

- If you notice any damaged or lost items at delivery, notify the transportation service provider (TSP) immediately by noting it on the Notification of Loss/Damage at Delivery form that will be presented to you for signature when your household goods are delivered
- Confirm all items listed on your high value inventory have arrived and are undamaged while the TSP representatives are still at your home
- Keep a running list of items you discover that are lost or damaged as you are unpacking, everything must be listed on your notification of loss and/or damage (NOLD)
- Notification must be made within **75** days from the date of delivery to the TSP on www.move.mil
- If you have met the 75 day requirement, you then have **9** months from the date of delivery to file a claim with the TSP, also done on www.move.mil
- Do not dispose of any items that are damaged until your claim is settled
- Spouses can file claims with a valid power of attorney
- If you need assistance filing your claim, please bring the following to the claims office:
 - Move.mil username and password
 - All shipping documents (must include inventory)
 - Copy of sponsor's orders
 - Power of attorney (if spouse is filing a claim)
 - Vehicle Inspection Form (if claim is for vehicle shipped on orders)
- If you have any questions, please contact your respective claims office:

Contact Information for Claims Offices

Grafenwoehr Area Claims Office

Bldg. 216, Room 4+5

Mon-Wed, Fri 0900-1130, 1300-1530

DSN: 569-0529/0531

CIV: 09641-70-569-0529/0531

Vilseck Claims Office

Bldg. 245, Room 114+115

Mon-Wed, Fri 0900-1130, 1300-1530

DSN: 599-7714/7715

CIV: 09662-70-599-7714/7715

CLOSED on Thursday mornings for training!

www.7atc.army.mil/SJA