

Full Replacement Value Program

1. The U.S. Army claims Service has implemented a new claims program to address the longstanding concern that Servicemembers, DA civilians, and their Family members have not been adequately compensated for the loss in value of personal items damaged or lost during a PCS move. Full replacement Value (FRV) protection is the name of the program available for DoD funded personal property shipments that began in October 2007. FRV coverage applies to personal property shipments with a pickup date on or after 1 October 2007 for international shipments.
2. Under the FRV program, **a claimant must file a claim** for a PCS loss or damage directly **with the carrier within nine months of delivery**. The carrier will negotiate and settle the claim by repairing or compensating the claimant for certain damaged items. The carrier will either replace the item with a new item, or pay the full, undepreciated replacement cost for certain personal items that are lost or destroyed.
3. When your personal property arrives at your new PCS location, review your inventory and check-off delivered items as boxes are brought in to your new home. The carrier will provide you with a “pink” form, DD Form 1840. This side of the form should be used to note obvious shipping damage or boxes that do not arrive. Closely examine your goods for lost items and damaged property once the delivery is complete.
4. Once you have carefully examined your property and noted additional damaged or lost items on DD Form 1840R, **you have 75 days (from the date of delivery) to deliver or mail the form to the carrier**. Certified mail is highly recommended. **You may also choose to submit the 1840R to the local claims office. However, you must do so within 70 days**. The carrier will then respond requesting further documentation and substantiation. At this juncture you may either send the additional documentation directly to the carrier (within nine month time period) or bring your documentation to your local installation claims office for assistance.
5. The FRV program is an exciting new development that provides claimants with the opportunity to recover full value of their damaged or lost property. Please call or visit the Netherlands Law Center, Claims Office for more information. The Netherlands Law Center, Claims Office is located at USAG Schinnen, building 37, room 108. Phone: DSN 360-7683 or commercial line +31 (0)46-443-7683.