



FROM COUNSEL

A Preventive Law Service of The Office of The Judge Advocate General
Keeping You Informed On Personal Legal Affairs

Claims Services

Providing Adequate Notice:

- **Most Important Step:** Turn in your DD Form 1840/1840R (Pink Form) to the Claims Office within 70 calendar days from the date of delivery.
 - Count each day beginning with the day after delivery. Be sure to include weekends and holidays. It is unlikely that you will receive payment for items not timely reported on this form.
 - You (or your spouse) must submit this form. If you have two or more shipments, then you should have more than one set of notice forms (DD Form 1840/1840R). Block 10 on the DD Form 1840 states the code of service. Code 7, 8, 9 or J is your unaccompanied or express baggage; code 4 is your household goods or non-temporary storage release. Find the inventory that goes with each shipment. If you are not sure which one is which, compare the date on the inventory to the pick-up date listed on block 8 and see if it matches.
 - DD Form 1840/1840R should have been given to you by the delivery agent. You should have received three forms; usually, they are pink. If you do not have a copy, please visit our office. To complete this form, leave the 1840 (Joint Statement of Loss or Damage at Delivery) untouched, reverse it, and only write in original ink on the 1840R (Notice of Loss or Damage). We need all three original pink copies because these are legal documents. You can either write on all three 1840R sides or visit the Claims Office, where we will provide you with carbon paper to annotate any additional exceptions not noted upon delivery. If you have more damages to list than can fit on DD Form 1840R, make a copy before you start writing on it, or use a blank piece of paper and model your list after the form.
- **Completing DD Form 1840R:**
 - On DD Form 1840R, only complete section A:
 - a1. The PPGBL/order number can be found on the DD Form 1840 in block 7. The date of delivery can be found in blocks 14f and/or 15f of the DD Form 1840.
 - a2. Look up the inventory number of the item listed on your copy of the inventory that was prepared at pick-up. Write down the name of the item as listed in the inventory and provide a description of the damage to include the nature, extent and location of the damage. If an item was

placed in a box that is labeled incorrectly or if the item was named differently, describe the item with your own words or annotate what other items it was packed with to clarify why the box was mislabeled. “Broken” or “damaged” are not valid descriptions. You must be specific when describing the damages to your items.

- **Please bring all the transportation documents (including the original inventory) with you and all available copies of the DD Form 1840R. We will properly complete and dispatch the form and brief you on your filing options when you visit our office.**
- **DO NOT repair or throw any damaged items away before you submit your notice form.**
- **If you have any questions, please do not hesitate to contact the Claims Office at the Netherlands Law Center.**

FROM COUNSEL is distributed by the Netherlands Law Center, Claims Office, located at USAG Schinnen. You may call us for questions or an appointment at DSN 360-7683 or Commercial +31 (0) 46-443-7683.