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Determining A Claim for Damaged and Fixed Pieces of HHG

For determining how damaged and fixed pieces of a claim will depreciate original value and what responsibility a TSP may have, contact the Military Claims Office (MCO) and/or Transportation Officer (TO) at a local installation regarding settling claim issues.

TSP Liability – Depreciation Guide

If the service member submits the claim to the Transportation Services Provider (TSP) within nine (9) months of delivery, the TSP will be liable for the full, undepreciated replacement value (FRV) on all lost or destroyed items. Thus, the TSP is not able to use the depreciation guide for FRV shipments, if the service member submits the claim to the TSP within nine (9) months of delivery.

If the shipment occurred in DPS, the Service Member should submit the claim within DPS.

Go to the SDDC website under Full Replacement Value at:

<http://www.sddc.army.mil/sddc/Content/Pub/38216//GuidelinesFRV.pdf>

Go to Section 1.0 Claims Processing for All Shipments and Paragraph 1.1 Claims Filing.

Full Replacement Value Process

Please go to the SDDC website to learn about Full Replacement Value (FRV):

[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 the Guidelines for Full Replacement Value (FRV) please go to:
<http://www.sddc.army.mil/sddc/Content/Pub/38216//GuidelinesFRV.pdf>

In the Guidelines for Full Replacement Value (FRV) I would draw your attention to:

Section 2.2 Full Replacement Value (FRV) Liability paragraph 2.2 on page 10.

2. For most items that are destroyed (i.e., the repair cost exceeds replacement cost) or lost, the TSP will, at its option, either replace the lost or destroyed item with a new item, or pay the undepreciated replacement cost of a new item. New items should, to the greatest extent possible, be from the same manufacturer and should be the same make and model as the item that was lost or destroyed. If the TSP cannot find a new item that is the same as the item that was lost or destroyed, it may replace the item with one of comparable qualities and features.