



Torii Claims Assistance



• 644-4742 • BUILDING 218 • ROOM 222 •

CLAIMS FOR FULL REPLACEMENT VALUE COVERAGE

1. Full Replacement Value (FRV) for Lost or Destroyed Items.

To have your claim paid on the basis of FRV you must file your claim directly with the Transportation Service Provider (TSP) within **9 months of delivery**. The TSP is required to replace any item that is lost or destroyed with a new item, or pay the cost of a new item of the same kind and quality, without deducting for depreciation. An item is destroyed if it cannot be repaired, or if the cost of repair would exceed the cost of a new item. The carrier is not required to replace items which can be repaired for less than the FRV of the item. The carrier is only required to arrange for the repair of those items, or to pay for the cost of the repairs. Repair will be to the extent necessary to restore the item to its condition when it was received by the carrier.

2. Timely Notice.

Loss or damage to an item must be reported to the TSP within **75 days** of the date of delivery. The carrier's agent should list all missing or damaged items that are discovered on the day of delivery on Notification of Loss or Damage AT Delivery, which you will also sign. Items discovered missing or damaged after delivery must be listed on the reverse side of the Notification Form, known as the Notification of Loss or Damage AFTER Delivery, and faxed or mailed to the TSP within 75 days after delivery. Alternatively, the Notification Form may be brought to the nearest military claims office within 70 days after delivery and the military claims office will dispatch it to the TSP for you.

3. Claim Must Be Filed Within 9 Months To Receive FRV.

Submission of a Notification of Loss or Damage Form does not constitute the filing a claim. You must submit a written demand for a specific amount to the TSP within 9 months after the date of delivery. The TSP will provide instructions on how to file a claim. You do not need to obtain estimates of repair in order to file your claim. The TSP is responsible for obtaining estimates, if you file your claim directly with the TSP within 9 months of delivery. Do not delay filing your claim past the 9 months deadline in order to get additional information you think the TSP may need. If your claim has been timely filed, additional information may be presented at a later time.

4. Limits of Liability.

The TSP is liable for a minimum of \$5,000 on any shipment or \$4.00 per pound times the weight of your shipment, whichever is greater, but not more than \$50,000. If the amount of your loss exceeds the TSP's maximum liability, you may file a claim with the Army for any loss in excess of the TSP's payment. However, the Army can only pay the

depreciated replacement value or repair cost, whichever is less for those items for which the TSP did not pay.

5. Filing a Claim with the Army.

You still have the right to file a claim with the Army, within 2 years after the date of delivery. However, if you do, you will only be paid depreciated value for lost or destroyed items. If you file with the TSP within 9 months, but are unwilling to accept the carrier' offer for certain items, you can file a claim for those items with the Army. The Army will then pay your depreciate value, but will attempt to recover FRV from the TSP (if the TSP is liable for the item) and will pay you the difference between FRV and depreciated value when it is recovered.