



# Torii Claims Assistance



• 644-4742 • BUILDING 218 • ROOM 222 •

## Tips to Protect Your Household Goods and Filing Claims

Soldiers and Civilians move from Okinawa to a new duty location every year. Summer is the most common time to move, but it is also a very busy time. You need to sell your vehicles, clear the installation and ship your household goods and hold baggage. This article gives some tips on how to prepare for a household goods shipment from the claims perspective. Soldiers should also attend the Levy Briefing for more claims tips. These briefings are given on a regular basis.

1. Before you can file a successful claim, you must prove three things: That you **owned** the property, that you **shipped** the property, and the **value** of the property.
2. Some ways to prove **ownership** of the property is to inventory your property, take pictures of your property, make digital recordings of your property, and keep records of receipts of purchase (particularly on items that cost over \$100.00).
3. You can prove you **shipped** the property by making an inventory of your property **before** the movers come to your house. Make sure the packers include these items on the inventory with the appropriate descriptions, and then compare your list to the packer's inventory list. Know the **serial numbers** for your expensive property (keep a list). Know the **condition** of your property. The movers will mark on then inventory any "pre-existing" damage. Before your sign the inventory, **review it twice**. Remember, your signature verifies that the inventory is accurate and complete.
4. You can prove **value** of the property by producing receipts, finding a similar item from the exchange and getting a "verification of price" form, and by having your collectibles and valuables appraised.
5. Note as much damage and missing property as possible **at the time of delivery**.
6. Within 75 days of delivery, you must **notify** the carrier of any additional damage or missing property. This notification can be done online via the Defense Property System (DPS) at [www.move.mil](http://www.move.mil).

The Torii Station Claims Office is located in Building 218, Room 222 (across the street from the Torii Station Post Office). Please visit the United States Army Garrison Okinawa web page for more information about claims and legal assistance:  
<http://www.usagj.jp.pac.army.mil/organization/usago/installation/legal.aspx>.