



## Welcome to the Torii Station Claims Office Okinawa, Japan



The Torii Station Claims Office is here to help you with filing your claims. Their commitment to excellence has been recognized by winning The Judge Advocate General's Award for Excellence in Claims every year for the past 17 years.

- Below are some tips if you are waiting for delivery of your household goods (HHG). It is always good to have a family member or friend around at the time of delivery.
- If your delivery is scheduled for a time when you will be alone, try to reschedule for a time when you will have at least one other person with you.
- **BEFORE** the movers leave, list **all** the damage or loss on the 1850 or Notice of Loss/Damage AT Delivery form. Make sure the carrier's representative also **SIGNS** the form that lists the damaged or missing items.
- Remember that you have a right to request that the movers unpack your household goods. Sometimes, movers will not do this unless you specifically make the request.
- During the process, make sure you take the time to carefully check-off delivered items from the inventory and inspect large or high-value items before you sign the inventory.
- The carrier or the military claims office might not compensate you for missing items, especially high-value items, if you have marked them as received.
- Any damage or loss noticed **AFTER** delivery must be noted on the 1851 (the reverse side of the 1850). You must submit the 1851 directly to the carrier within **75 days of delivery**.
- You should come to the claims office if you need information or assistance regarding the notice forms.
- You must submit your claim with the carrier within **nine (9) months** to receive full replacement value for the lost or destroyed items.
- If you miss the nine month deadline, you can still file your claim for depreciated value within **two (2) years**.
- If your move was under the DP3 shipment, you have to log in to [Move.mil](https://move.mil), register on the DPS (Defense Personal Property System), and request a Password (PW). The PW and your SSN allow you to log in to DPS and submit your loss/damage reports and file a claim. It is up to you to ensure the responsible carrier receives your information on DPS. Please give them a call to verify receipt.