



# Claims Advice for PCS Moves



You're allowed to seek reimbursement from the Army for property lost or damaged during a PCS move. Here's some advice that could increase the chances that your claim is successful.

### ***Before You Pack:***

1. Take pictures and keep receipts. You'll have to prove (among other things) (a) that you owned the property, (b) that the property was actually shipped, and (c) that the property was lost or damaged. You can do this by taking pictures of everything before you pack it and by keeping receipts. For instance, take a picture of your closet before you pack your clothes, and turn on appliances before you photograph them so it's apparent that they work. If you don't have receipts, keep owner's manuals or repair estimates that can also help to show ownership.

### ***When the Movers Come:***

1. Ensure that the inventories list the serial numbers of all items. The packers aren't required to list serial numbers, but you can write them yourself at the bottom of the mover's inventory in the "remarks/exceptions" block. This is especially important for high-value items like televisions or computers.

2. List the quantities of items like CDs, DVDs, computer games, and the like. Once again, if the packers won't do it, list the quantity yourself in the "remarks/exception" block. Refer to the inventory line number when doing so. For example, "line 52 contains 80 compact discs." Do the same for porcelain figurines, crystal, china, and the like.

3. Once the movers have packed your household goods, they will present you with their inventory. Review the inventory carefully before you sign it. The inventory should list every single carton in the shipment. If the movers have exaggerated the amount of pre-existing damage to an item, you should state your disagreement directly on the inventory in the "remarks/exceptions" block directly above your signature.

There's no need for arguing with the movers; simply state your disagreement on the form. When you sign the inventory you are agreeing with the carrier about the nature and condition of the property you entrusted to him. If your sofa does not appear on the inventory and it comes up missing, you will be required to prove that you shipped it. That can be very difficult to do in the absence of clear evidence.

### ***An Ounce of Prevention***

Remember that the Army claims system cannot pay full value for every lost, damaged, or destroyed item, and that there are maximum allowable amounts for various kinds of property. If you own very expensive things (antique furniture, pianos, jewelry, high-end electronics) or large quantities of a particular kind of item (crystal, stamps, baseball cards, tools), call the claims office as soon as you receive orders to find out how much the Army can pay for such items. Contact your insurance agent to discuss additional coverage for your PCS move.

	<b>Camp Casey Legal</b> Maude Hall Rm. 235, 730-3660	
<b><i>This information paper is one of a series of informative handouts containing general information on topics that legal assistance attorneys frequently advise on. Information provided is general in nature and does not constitute legal advice. Consult an attorney for specific legal advice for your particular situation. This information paper is distributed to persons eligible for legal assistance under 10 USC 1044.</i></b>		