



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY JAPAN/9TH THEATER SUPPORT COMMAND
UNIT 45005
APO AREA PACIFIC 96343-5005

REPLY TO
ATTENTION OF:

APAJ-JA-CL

18 January, 2006

MEMORANDUM FOR ALL CLAIMANTS

SUBJECT: CLAIMS PROCESSING GUIDELINES AND PROCEDURES

1. As Chief of the Claims Division, I extend to you a warm welcome to Camp Zama, Japan. We are fortunate to be assigned to one of the finest duty stations in the Army offering Soldiers, civilian employees, and family members, a unique experience and an outstanding quality of life.

2. In this move, you may have experienced the loss, damage, or destruction of your property. We are very sorry if you have had a problem with the shipment of your possessions. This memorandum is a summary of what you need to do to get compensated for any property damage, loss, or destruction incurred during your move. We can promise you the prompt, courteous, and professional processing of your claim to compensate your loss. Attached is a claims packet with forms and instructions. Please pay particular attention to the samples provided. Although the claims process can feel burdensome, we stand ready to assist you. Please complete the forms as fully as possible and properly document your losses or damages. Failing to document or poor documentation will delay the processing of your claim. You will ultimately benefit from a careful review of these materials, following the procedures and working closely with the claims office.

Office Hours: M, T, R, F, 0900-1700 & Weds. 0900-1500; other times by appointment
All forms and documentation should be turned into the Claims Office in Bld 101, Rm CE209 or mailed to: USARJ OSJA APAJ-JA-C Unit 45005 APO AP 96338

3. **FIRST:** Pick up the claims packet and read it. Then unpack *all* of your possessions. Please note any damages of your household goods on the DD Form 1840/1840R (the pink form) and give this form back to claims office **within 70 days from the delivery date**. You have 70 calendar days from the delivery date to inspect your property, fill out the 1840R (the pink form) and return that form to the claims office. **The 1840/1840R is not your claim – it is a notice to the claims office of any loss, damage, or destruction of your property during your move.**

PLEASE NOTE: There is a **90 day salvage period** for the carriers on destroyed items that a claimant has been fully compensated for but still have some salvage value (of more than \$50). Please do not dispose of any damaged or destroyed items until instructed to do so by the claims office. If you are not sure about disposing of an item after settlement, please ask the claims office.

4. **SECOND:** You must file a formal claim with the claims office **within two years of the delivery date**. If you fail to file a formal claim within two years of the delivery date of your

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SUBJECT: CLAIMS PROCESSING GUIDELINES AND DEADLINES

household goods, then it cannot be paid by law. Even if you have a valid claim, be aware that some items may be depreciated according to regulations and deductions may be made for any pre-existing damage.

5. **THIRD: Within 30 days after filing your formal claim**, provide the claims office with color photos of the damage, purchase receipts, insurance documents or any other documentation to support your claim regarding the value of your damaged, lost, or destroyed possessions. If you fail to provide the claims office with suitable documentation within 30 days of filing your formal claim, then only items fully substantiated will be paid, and other items will be disapproved.

6. After your claim is settled and either paid, denied, or paid in part, you have **60 calendar days** from the settlement date of the claim to request reconsideration. Reconsideration requests should be submitted in writing to the claims office at Camp Zama. You should present your reasons for requesting reconsideration and any evidence not previously provided to the claims office. We will respond promptly to requests for reconsideration.

7. Again, I extend my best wishes to you during your stay at Camp Zama. Our goal is to provide outstanding service to claimants. If you need assistance or have questions, please call our claims specialist Ms. Sato at 263-4137. If there are further concerns, please call the claims office at 263-4137 or 263-4698 and bring the matter to my personal attention.

//original signed//

WILLIAM W. CARPENTER

CPT, JA

Chief, Claims Division