



PERSONAL PROPERTY CLAIMS

MAY 2026

Visit the Personal Property Activity website at ppa.mil for more information.

1 Give written notice of loss/damage within 180 days from delivery date

Provide your moving company a notice via one of the following:

1. "Notification of Loss or Damage AT Delivery" form completed with moving company on delivery day.
2. "Notification of Loss or Damage AFTER Delivery" form in the Defense Personal Property System (DPS).
3. Email, fax, or USPS and obtain a proof of receipt to verify date of delivery to your moving company.

2 File a claim after your delivery date

For any lost or damaged goods, you must file an itemized claim in DPS. For Non-Temporary Storage (NTS) and Direct Procurement Method (DPM) shipments, your claim may be emailed or mailed. Contact the specific contractor who managed your shipment to find out where to send your claim.

Important note: You have 9 months to file a claim for shipments picked up on or before May 14, 2026. For shipments picked up on or after May 15, 2026, the filing period is extended to 12 months.

- The moving company must confirm receipt of your claim within **15 days**.

Alternate Filing Option: Quick Claim Settlement

If offered on delivery day, you may file paperwork in-person with your moving company to promptly resolve minor loss or damage. Quick Claim amounts will not exceed \$2,000 total for shipments. Payment is made within five calendar days of delivery. You may still file other claims for loss or damage discovered after delivery, excluding the items filed under a "quick claim."

3 Work with your moving company to assess your claim

An inspector may be sent to determine the appropriate repair or payment amount. For missing items, they will conduct a search and make every effort to find your property before advising you to file a claim.

- Your moving company has 30 days to pay, deny, or make an offer on claims at \$1,000 or less, and 60 days for claims over \$1,000. They are required to respond to any counteroffers within seven days.
- If repairing an item, the moving company must hire a repair company within 20 days and have that company inspect the item within 45 days.
- Offers for claims entered in DPS or communicated via email will be honored. If there is a dispute between two differing offers, the offer that is most advantageous (i.e., higher dollar value) to you will be honored. Your moving company will update DPS with the final amount when settled.
- For NTS and DPM shipments, the delivering moving company must notify you and the Military Claims Office (MCO) within three business days if denying liability. If the moving company denies a claim, you should file with the NTS/DPM contractor. If again denied, you may transfer your claim to the MCO.
- If your moving company has stopped communication, DO NOT dispose of damaged items, obtain an estimate, or repair any items without first contacting the MCO for approval.

4 Finalize the settlement or transfer to MCO

You may settle a claim by accepting in full or accepting and rejecting the offer for separate items.

Moving companies (to include NTS and DPM contractors) are required to:

1. Make payments no later than 30 days from the date the claim is settled in DPS.
2. Pick up salvage items within 20 days from inspection or 30 days after being deemed "beyond repair," whichever comes first.

Not fully satisfied? Consider transferring your claim to the MCO if the moving company has denied your claim, they have not contacted you in 30 days, and/or you choose not to accept their offer. Please note all transferred claims and further communications are handled by the MCOs outside of DPS. After transferring your claim, do not dispose of any items.

Non-Household Goods claims:



Privately Owned Vehicle claims

Option 1: On-site settlement

- File a claim (valued at \$1,500 or less) at the Vehicle Processing Center (VPC) during pickup.
- Payment will be sent electronically to your bank account.

Option 2: International Auto Logistics (IAL)

- Obtain an estimate from a repair facility of your choice and submit to the IAL claims office.
- You will have **10 days** to file a claim for loss or damage after picking up your vehicle from the VPC. IAL will review, process, and settle your claim within **40 days** from the date you filed.
- For more information, contact the IAL Claims department toll free at (855) 389-9499 and select "claims" from the voice menu. Claims may be emailed to claims@ialpov.us.

Not fully satisfied?

Transfer your claim to the MCO for assistance.



Residential Damage Claims

Step 1: Document damage the day it occurs

Conduct a pre and post walk-around with your moving company noting any damages (interior and exterior) in writing on the Real Property Damage Form provided by your moving company. Take pictures for your records.

Step 2: Submit a claim

Contact your moving company directly within **7 days** from the last date they were at your residence. They may require you to submit a real property damage claim form.

Step 3: Conduct an inspection

Your moving company may schedule an inspection within 15 days of notification. The repair estimate will be shared with you to determine payment. However, the company may pay your claim up front without an inspection being completed.

Not fully satisfied?

Contact your local TO or consult with an attorney for guidance. MCOs do NOT handle residential damage claims and are prohibited from compensating for real property damage.

Provide feedback via Customer Satisfaction Surveys

Your feedback helps determine which moving companies get DoW's business. Please let us know if you were satisfied (or not!). Complete your survey by clicking on the link you receive via email or text. This can be completed on any computer or mobile device.



WHO TO CALL FOR HELP

1. Local transportation office (TO):

<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>

2. Personal Property Activity Call Center:

833-MIL-MOVE (833-645-6683)

PPA Customer Call Center: PCSCallCenter@mail.mil

DPS or MilMove Technical Help: transcom-ppa-dtsc@mail.mil

3. Military Claims Office (MCO):

Air Force & Space Force: afscs.ja@us.af.mil
877-754-1212 or 937-656-8044

Navy & Marine Corps: norfolkclaims@us.navy.mil
888-897-8217 or 757-440-6315

Army: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil Coast Guard: D05-SMB-HHG@uscg.mil