



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

When personal property shipments show signs of mold contamination, it creates a risk of damage to your belongings and can potentially spread to other cargo in a shared trailer, warehouse, or ship. To address this risk, the Department of War (DoW) has established clear procedures for identifying, reporting, and remediating any mold discovered on personal property shipments.

If you or a family member has an existing health condition that might be worsened by exposure to mold, have the condition documented prior to your move and immediately inform all parties (moving company, TO, and Quality Assurance (QA)) at the first sign of mold. This documentation will need to be provided to the Military Claims Office (MCO) upon request when addressing a mold contaminated shipment.

What happens if mold is discovered during your move?

1 During Pack or Pickup

If there are signs of mold contamination, your moving company will not pack or pick up your shipment. If this occurs, contact your TO for guidance.

Your TO will likely provide you with the following options:

- Dispose of the items identified as contaminated with mold.
- First, confirm with your moving company which type of mold test they will accept, as this will be at your personal expense. Then, hire a company that specializes in mold sampling, assessment testing (air or tape tests), and interpreting results. The company will provide you with a copy of the testing results for your records.
 - If the mold test is negative, contact your local TO to provide a copy of the mold testing results and schedule your shipment to be packed and picked up.
 - If the mold test is positive, you may consider disposing of the items or have your personal property remediated of mold at your personal expense.

2 During Shipment In Transit

If mold is confirmed while your move is in transit, your moving company will contact you, the servicing QA, the inspecting TO, and the destination TO to provide an update with the mold test results.

- Onward movement of your personal property will continue to a location as determined by the moving company and responsible TO. If possible, the TO will arrange for a QA Inspector to be available at the selected location within two business days. The QA Inspector will be present when your personal property containers are opened and tested by the remediation firm for mold. At your expense, you can request to be present to witness the sorting and identification of potentially mold contaminated personal property.
- The moving company in possession of your shipment when mold is discovered on your personal property is responsible for any mitigation or remediation, if authorized by the MCO.

3 During Delivery

If mold is discovered during delivery, immediately contact your local TO. Delivery must be halted, and no more personal property will be placed in your residence. The moving company will immediately reload all your property from that shipment to prevent contamination of your residence. Your personal property will be transported to a storage location, separate visibly salvageable from non-salvageable, and await further guidance. Some customers prefer not to have their delivered items removed. However, this is highly discouraged due to mold cross-contamination throughout the residence. The moving company may require a waiver releasing them from personal injury liability. This could negatively affect your claim if items later become contaminated.

Mitigation vs. Remediation of Mold

Mitigation: steps taken to prevent or reduce the severity of mold contamination, i.e., wiping down or drying off wet items or separation of items contaminated with mold from uncontaminated items.

Remediation: steps taken by a professional mold remediation firm to clean items that have been contaminated by mold. This requires prior approval from the MCO to be completed.

Note: Heavily contaminated porous items (e.g., carpets, rugs, mattresses, clothing, some wood and ceramic items, and soft plastic) may not be able to be remediated or salvageable.

Mold Contaminated Items of Sentimental or Special Value

- The remediation firm and/or MCO may determine that some items are unsuitable for cleaning or remediation. The items identified could be of sentimental or special value to you.
- At your discretion, and in coordination with your TO, the moving company will offer you the opportunity to examine your personal property and remove items of sentimental or special value. Note, the moving company may require you to sign a waiver releasing them from personal injury liability for claiming mold contaminated items.



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Mold Remediation Process (for delivered or in-transit shipments)

If mold is suspected, the moving company is responsible for hiring a firm that specializes in mold sampling, testing, and verification.

1. If the mold test is negative, the moving company will advise you, the local TO, and QA. Your delivery will then be rescheduled.
2. If no testing was required due to clear mold contamination, or a mold test is positive, the moving company will contact you, the local TO, and QA. The remediation firm will provide an itemized salvageable and unsalvageable report with a cost breakdown. The servicing QA will review the facts (documented, pre-existing medical condition, costs of remediation versus value; etc.) and either provide the moving company authorization to begin remediation of your mold-contaminated items or will state that remediation is not authorized for some or all items. You can express your desires to the TO and MCO for how to handle your personal property, but the QA determination is final.
3. Once remediation is complete, you will be given the opportunity to inspect the items. You can accept all, some, or none of the remediated items and the following could occur:
 - For any items you accept, you may file a loss or damage claim if you feel the remediation was unsuccessful and/or for any damage not related to the remediation (scratches, dents, etc.).
 - If you refuse to accept the item(s) and the moving company agrees to a refusal, you may file a loss or damage claim for the item(s).
 - If you refuse to accept the item(s) and the moving company does not agree with your refusal, then the QA will make the final determination whether remediation was successful or not. If the QA determines that the remediation was unsuccessful, then you and the moving company will be informed that a loss or damage claim on that item(s) is warranted. If the QA determines that remediation efforts were acceptable then they will advise you that further refusals to accept delivery of the acceptable items may result in a denial of any claim for loss or damage to those items.
4. The moving company is responsible for delivering the accepted remediated items and/or disposing of items that cannot be remediated.
5. When the MCO determines that remediation is appropriate, claims reimbursement will be limited to the lesser of the remediation cost or Full Replacement Value. The cost of any remediation counts towards the moving company's maximum liability.

Filing Mold-related Claims

Please be advised that testing and remediation will take some time to complete. While you wait, you can request essential items from the moving company, which must be fulfilled within two business days of your request. Depending on the item and the damage, the moving company may offer either a payment, a permanent replacement item, or a temporary replacement item (e.g., rental) to use in the interim. Essential items are only those items necessary for everyday living and include, but are not limited to:

1. Refrigerators or other appliances for the safe storage and preparation of food.
2. Necessary medical equipment.
3. Mattresses.
4. Washer and dryer.

You cannot start filing loss and damage claims for specific items until:

- The item is deemed mold-free and delivered to your residence.
- The item is deemed damaged beyond repair and the moving company has informed you of the loss.



WHO TO CALL FOR HELP

1. Local transportation office (TO):

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

2. Branch of service customer call centers:

Army: 520-706-8613	Navy: 855-444-6683	Marine Corps, Air Force, Space Force, or Coast Guard: Contact your local TO
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3. 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

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.