

Claims - Not Payable under the “Personnel Claims Act”

1. The payment of claims is regulated by statute. A number of claims are generally not payable under current regulations and policy. These regulations and policies are subject to change. The Military Claims Office will accept any and all claims. This information is provided to you so that you may make an independent and informed decision in weighing the effort involved in submitting a claim that may potentially be denied.

2. The following are some of the more frequently submitted claims that cannot be paid. This is not an exclusive list of claims.

Appraisal Fees – Settlement authorities do not pay for appraisals.

Claimant Negligence – Settlement authorities do not pay claims for loss or damage resulting from the negligence or wrongful act of a claimant or the claimant’s agent. (Note: Includes spouse, family members or employees)

Government Property – Settlement authorities do not pay claims for government property.

Incidental Expenses & Consequential Damages - Settlement authorities do not pay claims for incidental expenses and consequential damages, including: costs of preparing a claim, financial loss or damage due to canceled orders, loss of use, and inconvenience expenses.

Intangible Property - Settlement authorities do not pay claims for intangible property, this includes bank books, promissory notes, stock certificates, bonds, baggage checks, money orders, travelers checks, credit cards, unused airline tickets, personal letters or records.

Items Used For Private Business - Settlement authorities do not pay claims for articles that the claimant acquired or held for sale, resale, or used in a private business.

Radar Detectors and Illegally Possessed Items - Settlement authorities do not pay claims for property that the claimant acquired, possessed, or transported in violation of laws, regulations or directives.

Real Estate - Settlement authorities do not pay claims for real property. (Note: Real property includes not only land and buildings, but also permanent fixtures such as carpeting and windows. This rule only applies under the “Personal Claims Act” where government negligence is not an issue.)

3. Claims adjudicators are prohibited from prejudging any claim, and so may not inform you as to whether your particular claim will be paid or not. The Military Claims Office will accept any claim. When in doubt, the best advice is to file a claim for the questionable item.

For questions or comments about Household Goods Claims send e-mail to the Finance Center Household Goods Claims specialists.