

Full Replacement Value

Full Replacement Value (FRV) Protection is an important benefit for the Military Service Members, Department of Defense Civilian Employees and DoD Families. Most personal property shipments are eligible for FRV protection starting in fall 2007. FRV protection is available at no additional cost to DoD members.

For personal property lost, damaged or destroyed while in the care of the Transportation Service Provider (TSP), the member can recover the greater of \$5,000 per shipment or \$4.00 times the weight of the shipment (in pounds) up to a maximum of \$50,000 as compensation for loss.

The links on the left of this page provide documents with more detailed information on FRV and promotional materials for Transportation and Claims Offices to distribute to members. Please continually check this page for news, updates and additional promotional material.

FRV applies to shipments with a pick up date on or after 1 October 2007 for International Shipments (to/from OCONUS), 1 November 2007 for Domestic shipments (within the US) and 1 March 2008 for Non-Temporary Storage (NTS) and Direct Procurement Method (DPM) shipments.

An important difference between depreciated value coverage and FRV is that with FRV, the member files his or her claim with the TSP rather than with the Military Claims Office (MCO). As before, the member records loss or damage on DD Form 1840 (for damage or loss discovered at delivery) or the DD Form 1840R (for damage or loss discovered after delivery) and submits these forms to the TSP within 75 days of delivery. The member must contact the TSP within 9 months of delivery to file a claim. If the TSP does not respond to the claim, the member may then turn the claim over to the MCO.