



Personal Property Claims

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

Provide HomeSafe a written notice via:

- 1) "Notification of Loss or Damage AT Delivery" form completed at delivery, and/or
- 2) "Notification of Loss or Damage AFTER Delivery" in HomeSafe Connect

File a claim within 9 months from delivery date

- File an itemized claim in HomeSafe Connect for every lost or damaged item.
- HomeSafe must confirm receipt of your claim within 15 days.

Alternative Filing Option - Quick Claim Settlement:

If offered on delivery day, you may file paperwork in-person with HomeSafe to promptly resolve minor loss or damage.

Work with the Service Provider to assess your claim

HomeSafe may send someone to inspect your items to determine payment or repair amount. For lost items, a tracer action will be initiated. Every effort will be made by HomeSafe to locate your missing items prior to advising you to file a claim.

- HomeSafe has 30 days to make an offer or deny liability for claims under \$1,000 and 60 days on claims over \$1,000.
- If an inspection is needed, HomeSafe will make contact within 15 days of the receipt of the claim to schedule a time for a mutually convenient inspection.
- Offers for claims will be entered into HomeSafe Connect where they can be accepted or be counter-offered.

Finalize the settlement or transfer to MCO

You may accept offers for the claim as:

- Accept offers for the claim in its entirety,
- Accept individual items
- Counteroffer items
- Transferring your claim or individual items to the Military Claims Office.

Once offers are accepted, HomeSafe will:

- 1) Make payments within 30 days.
- 2) Pick up salvage items within 30 days after being deemed "beyond repair" unless an agreement for a later date has been made.

Residential Damage Claims:

Step 1: Document any damage on the day it occurs

Conduct a pre and post walk-around with the moving company noting any damages (interior and exterior) in writing.

- Take pictures for your records.

Step 2: Submit a claim

- Contact HomeSafe directly if damage occurs at loading or delivering of your shipment. Failure to timely notify HomeSafe of property damage (typically within 1-3 days) can impact the outcome of your claim.
- HomeSafe may require you to submit a real property damage claim through HomeSafe Connect.

Step 3: Conduct an inspection

- HomeSafe or the moving company may schedule an inspection of the damages. The repair estimate will be shared with you to determine payment. However, HomeSafe or the moving company may pay your claim up front without an inspection being completed.