



Mold and Your Personal Property

Mold is part of the natural environment and can be found everywhere. It usually isn't a problem, unless it grows in your home or on your personal property. A contaminated personal property shipment could spread mold to other cargo or personal property shipments that are in a trailer, warehouse, or ship.

What happens when mold is discovered during your move?

At Origin During Personal Property Pack or Pickup:

Your Service Provider (SP) will not pack any items showing signs of mold. You will have options for consideration:

- Dispose of the mold contaminated items.
- Hire a company, at your expense, that specializes in mold sampling, testing, and interpreting results.

When In-transit to Your Location:

- If mold is discovered while your property is in transit, your SP will contact you, the servicing Military Claims Office (MCO) and HomeSafe Alliance, to provide an update with the findings.
- Onward movement of your property will continue to a location as determined by the SP and HomeSafe Alliance. A Quality Assurance Evaluator (QAE) at the selected location will authorize appropriate testing. You may request to witness the sorting and identification of potentially mold-infested property.

At Delivery to Your Residence:

- If mold is discovered during the delivery of your property, immediately contact your local TO and HomeSafe by phone. Delivery should be halted, and no more property placed in your residence.
- The SP delivering your shipment will immediately reload all your property back on the truck to prevent contamination of your residence. The SP will then take your property to another location for storage.
- If you or a family member has an existing health condition that might be exacerbated by exposure to mold, immediately notify all parties (HomeSafe, SP, CO, and MCO) involved with your move.

Personal Property Delivery - Mold Remediation Process

The SP will hire a firm that specializes in mold sampling, testing, and interpreting results to verify mold (of your personal property in their possession.)

1. If the mold test is negative, the moving company will advise you, the local COR, and MCO. Delivery of your property is then rescheduled.
2. If the mold test is positive, the moving company will advise you, the local COR, and MCO. The Government will provide the moving company authorization before they begin remediation of your mold contaminated items.
3. Once remediation is complete, you will be given the opportunity to inspect the remediated items. You can accept all, some or none of the remediated items. Delivery of your property will be rescheduled. Contact your MCO before refusing to accept any remediated items.
4. The moving company is also responsible for redelivering the accepted remediated items and/or disposing of the items that cannot be remediated.
5. You may file a claim on the unacceptable remediated items for compensation at Full Replacement Value (FRV).
6. When the Government determines that remediation is appropriate, claims reimbursement will be limited to the lesser of the remediation cost or FRV. The cost of any remediation counts towards the moving company's maximum liability of \$75,000.

Mold Contaminated Items of Sentimental or Special Value

- The remediation firm may determine that some items are unsuitable for remediation. However, the items identified may be of sentimental value to you.
- Your moving company will offer you the opportunity to look through your property and remove items of sentimental or special value at your discretion in coordination with the responsible transportation office (TO).
- However, the moving company may require you to sign a waiver releasing them from personal injury liability for claiming mold contaminated items.



Mold and Your Personal Property (Cont.)

Mitigation Versus 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 the mold remediation firm to clean items that are mold contaminated.

Note: Heavily contaminated porous items (e.g., carpets, rugs, mattresses, cloth or clothing, some wood and wood products, some ceramic items, and soft plastics) may not permit proper remediation. Customers should not steam clean rugs or furniture before moving. Even though it feels dry to the touch, it may still hold moisture. The small amount of moisture will create mold on these items during transport or storage.

Mold-related Claims

Please understand that the testing, cleaning or remediation of your property will take time to complete. In this situation, you can file a claim with your moving company for loss of essential items. Ensure to notify the moving company, MCO, and COR of the loss of essential items within 7 days of the date your goods were delivered. Once you notify the moving company that an item is no longer usable due to mold, they must either pay for the items, provide temporary or permanent replacements for them, repair them or such other arrangement as agreed to by the customer within 2 business days.

Essential items are only those items necessary for everyday living. You may either receive compensation to replace the items immediately or provided with a temporary replacement or rental while your original item is remediated.

Essential items include, but are not limited to:

- Refrigerators or other appliances necessary for the safe storage and preparation of food
- Necessary medical equipment
- Mattresses
- Washer and dryer