



Personal Property and Real Property Claims

Personal Property Loss and Damage Claims Process:

Step 1. Provide HomeSafe written notice within 180 days from your delivery date via:

- “Notification of Loss or Damage AT Delivery” form completed at delivery, and/or AFTER Delivery” utilizing HomeSafe Connect.

Note: Notification within 180 days does not constitute filing a formal claim

Step 2. File Your Claim Within 9 Months From Your Delivery Date:

- File an itemized claim utilizing HomeSafe Connect.
- HomeSafe will confirm receipt of your claim within 15 days.

Alternative Filing Option - Quick Claim Settlement:

If offered on delivery day, you may file a claim for up to \$200 to promptly resolve minor loss or damage.

Step 3. Working With HomeSafe To Assess Your Claim:

HomeSafe may send a representative to inspect your items and determine a payment or repair amount. For lost items, a tracer action is initiated. Every effort is made 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 valued at \$1,000 or less and 60 days for all other claims.
- If an inspection is required, HomeSafe will contact you within 15 days of the receipt of the claim to schedule a time for a mutually convenient inspection.
- Claim offers are entered into HomeSafe Connect where they are accepted or counter-offered.

Step 4. Finalize Your Settlement or Transfer To A Military Claims Office (MCO):

You may accept offers for the claim and:

- Accept the claim in its entirety
- Accept individual items
- Counteroffer items
- Transfer your entire or individual item(s) claim to the MCO

Once offers are accepted, HomeSafe will:

- Make payments within 30 days.
- Pick up salvage items within 30 days after settlement of the claim, unless an agreement for a later date is made.

Residential Damage (Real Property) Claim Process:

Step 1. Document any Real Property damage on the day it occurs:

- Conduct both a pre and post walk-around with the Service Provider noting any interior or exterior damages in writing.
- Take pictures of any damage for your records.

Step 2. Submit a Claim:

- Contact HomeSafe if damage occurs during either loading or delivery. Failure to notify HomeSafe of property damage in a timely manner (within 1-3 days) may impact the outcome of your claim.
- Submit your Real Property damage claim through HomeSafe Connect.

Step 3. Conduct an inspection (Optional):

- HomeSafe may schedule an in-person inspection of the Real Property damages. The repair estimate is shared with you to determine payment; however, HomeSafe may pay your claim without performing an in-person inspection.