



Inconvenience Claim (IC)

What Is An Inconvenience Claim?

- A claim submitted in HomeSafe Connect if your Service Provider fails to meet the required or agreed-upon pickup and/or delivery dates, whichever is later.
- Intended to offset expenses incurred because you have not received items needed to establish your household.
- An IC is not an entitlement and is handled separately from any potential loss and/or damage claim.

When Should I File An IC?

An IC may be payable when:

- HSA fails to pick up or deliver your shipment on the agreed-upon date.
- HSA fails to deliver by the required delivery date (RDD), provided you are in possession of a residence and are available to receive the delivery.
- Your shipment was placed into SIT w/o notifying/attempting to inform you first.
- Your request for delivery from SIT:
 - HSA is unable to deliver within 5 Government Business Days (GBDs) between August 16th through June 14th and within ten (10) GBDs for shipments with a requested delivery date between June 15 through August 15.

How Will My IC Payment Be Calculated?

- The Government per diem rate is used as the baseline IC payment amount for the customer and all eligible dependents:
 - Your official Travel Order must list all dependents.
 - Applies to Meals and Incidental rates only.
 - The rate depends upon pick-up or delivery location and multiplied by the number of days affected by the delay.
- M&IE per diem rates are posted at:
[Per Diem Rate Lookup | Defense Travel Management Office \(dod.mil\)](#)

What are Hardship Expenses?

A claim submitted in HomeSafe Connect if your Service Provider fails to meet the required pickup and/or delivery dates AND you incur out-of-pocket expenses that were unavoidable and unrecoverable under any other means.

Hardship expenses are not an entitlement and are in addition to the amount paid in relation to an inconvenience claim.

How will my Hardship Expense Payment Be Calculated?

- You must submit paid receipts for any out-of-pocket expenses.
- Actual expenses that may be reimbursable include, but are not limited to:
 - Air mattresses, towels, linens, and pillows.
- Alcoholic beverages, meals, and groceries are not eligible for reimbursement.
- Tangible items paid for by HSA may be reclaimed upon delivery of your shipment.
- Speak with an HSA Claims Representative for assistance identifying reasonable, temporary, and necessary items while waiting for delivery of your shipment.
- **Note:** Military Claims Offices (MCO) are not part of the IC resolution process; however, you may contact your JPPSO/PPSO office for assistance if a dispute arises.

Are There Exclusions?

Potential exclusions include:

- Delays caused by events that are not the fault of HSA, such as:
 - Acts of nature
 - Strikes or other similar events
 - Shipment is turned back due to the discovery of mold/infestation at the time of pickup
- You are unable to accept delivery on the first date offered by HSA if the date offered is on or before the RDD.