



Transportation
Security
Administration

11 February 2014

MEMORANDUM FOR: All TSA Employees

FROM: Gregg H. S. Golden, Senior Counsel

SUBJECT: Claims Guidance for Employees Who Have Suffered Property Loss or Damage Incident to Service

Reference: (a) DHS Management Directive 1650.1

An employee who has suffered service-related property loss or damage may be reimbursed in appropriate cases by TSA. A claim for service-related property loss or damage is filed as follows:

1. Before filing a claim with TSA, the employee should seek compensation from any party liable for the loss, such as a common carrier transporting household goods, a storage facility, or a homeowner's insurance company. If a loss is *or could have been* covered by insurance, TSA normally will not pay more than a reasonable deductible.

2. In order to file a claim with TSA, the employee must fill out a claim on a form designated by DHS. Until DHS has issued its own form, TSA employees may use Forms DD-1842 (Claim for Loss of or Damage to Personal Property Incident to Service) and DD-1844 (List of Property), copies of which are attached. The claim form must be signed by both the employee (to certify its accuracy) and the employee's supervisor (to show that it has been reviewed as required by DHS policy).

3. (a) The employee should generally submit the claim forms together with any supporting evidence that might show the employee's ownership and the value of the property (or cost of repair), the circumstances of the loss, and its relation to the employee's service. This may include witness statements by persons with knowledge of the facts; receipts, appraisals, photographs, or other documents showing ownership and value of the property; a statement from the claimant's supervisor concerning the relation between the loss and claimant's service and the validity of the claim; etc. Documentary evidence (other than receipts or similar evidence of ownership or value) *need not be submitted* for claims of \$100 or less.

(b) In cases where receipts or other documentary evidence of ownership or value (or cost of repair) are not available, the employee may submit an itemized statement under penalty of perjury, showing the approximate purchase date and price (and the cost of repair, where applicable) for each item claimed.

4. Completed claim forms and supporting documentation should be sent to the following address:

Claims Management Office (TSA-9)
ATTN: MPCECA
Transportation Security Administration
601 12th Street South
Arlington, VA 20598-6009
(571) 227-1904 [FAX]

Claims must ordinarily be filed within two years after the employee discovers or should have discovered the loss or damage. Filing by telecopier facsimile or PDF files e-mailed to TSAClaimsOffice@tsa.dhs.gov is acceptable for meeting the filing deadline, but claims will only be paid upon submission of documentation bearing the claimant's original signature.

5. Questions about submitting claims or the status of claims may be addressed to Robert Grimes, Branch Chief, Claims Management Branch, at Robert.Grimes@tsa.dhs.gov or (571) 227-3934

Claims will be considered based on the following criteria:

1. Possession of the property must have been reasonable and useful under all the circumstances. For example, TSA will not pay for the loss of a fur coat or a diamond tiara stolen from the workplace.
2. No part of the loss may have been caused by the negligent or wrongful act of the employee or his or her representative. For example, TSA will not pay for automobile repairs resulting from an accident caused by the employee's own lack of care.
3. The loss must have been reasonably related to the employee's service with the Government. TSA will not pay for minor losses that are ordinary incidents of day-to-day life or are unrelated to the job.
4. The claim must be substantiated by appropriate evidence, as indicated above.

Except in extraordinary circumstances, the maximum amount that will be paid is \$40,000. The normal payment will be the repair cost or depreciated replacement value of a damaged or lost item, taking into account its age and condition. TSA's decision on claims is final and unreviewable, but an employee may ask for reconsideration if there are facts or circumstances not raised or properly considered in the original claim.