



Global Claim Service LLC
7709 W. Boca Raton Rd Peoria, AZ 85381
800-541-1794 (480) 452-1108 FAX

S U M M A R Y

DPS Claims

1. Contact claimant within 72 hours of claim submission
2. Gather information such as documents, pictures, etc from claimant and the forwarder
3. Negotiate a quick settlement with the claimant on claims less than \$500
4. Set up surveys, estimates, repairs with the claimants
5. Negotiate a settlement with the claimant
6. Provide claims processing via the SDDC DPS online system
7. Advise forwarder how much to pay claimant, repair companies, estimators, etc.
8. Generate invoices
9. Provide monthly claims status report

Non-DPS Claims

1. Provide a web portal link for military claimants to enter claims into a data base
2. Provide a copy of the submitted claim document to claimant
3. Include steps 1-9 above



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1. Contact claimant within 72 hours of claim submission

GCS will email, fax or telephone the claimant advising them of the status of their claim

2. Gather information such as documents, pictures, etc from claimant and the forwarder

GCS will contact the claimant and the forwarder via email, fax or telephone to request documentation in order to process the claim. GCS will provide a fax number and/or an email for the claimant and forwarder to submit all documents. Please note that any delay on the part of the forwarder or claimant in providing the required documentation will not be assessed against GCS as a late response in settling the claim.

3. Negotiate a quick settlement with the claimant on claims less than \$500

With claims of \$500 or less GCS will negotiate a quick settlement with the claimant. GCS will follow all applicable federal regulations as specified by the SDDC¹.

4. Set up surveys, estimates, repairs with the claimants

GCS will contact the necessary parties/companies to perform on-site or place of work estimates of the cost to repair to the claimants goods. GCS will pay for the estimates and include the cost in the Invoice to TSP.

5. Negotiate a settlement with the claimant

GCS will negotiate a money settlement with the claimant that is mutually acceptable to TSP and the claimant.

6. Provide claims processing via the SDDC DPS online system

Once TSP has authorized GCS to access the DPS system via their account, GCS will process any claims that are initiated to TSP via the DPS system. If TSP uses EasyDPS software, TSP will provide GCS with a login to access EasyDPS.

7. Advise forwarder how much to pay claimant, repair companies, and estimators

GCS will generate a "cover sheet" detailing claim amount, dates, O/A, L/H, D/A, Insurance Recovery amounts. GCS will include invoices for the claim fee and repair estimate cost(s).

8. Generate a claims fee invoice with each settlement.

GCS will issue a Claims Fee Invoice with the GBL# and claimant's name. The Invoice will also contain payments made to repair companies and estimators.

9. Provide a monthly claims status report .

GCS will generate a monthly status report on or about the first of every month listing all open claims

¹ Military Surface Deployment And Distribution Command (SDDC) Direct Procurement Method 24 May 2007
Version 3.0 & the Defense Personal Property Program Claims & Liability 31 Dec 2009 Ver.1.0