



This fact sheet applies to personal property shipments moving under the Defense Personal Property System (DPS) and Tender of Service (ToS). If you are moving under the Global Household Goods Contract (GHC), visit [MilitaryOneSource.mil/GHC](https://MilitaryOneSource.mil/GHC) for similar program-related resources or contact your local transportation office for assistance.

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

If you or a family member has an existing health condition that might be exacerbated by exposure to mold, have the condition medically-documented prior to your move and immediately inform all parties (moving company, Transportation Office (TO), Military Claims Office (MCO) at the first sign of mold. This documentation will need to be provided to the MCO upon request when addressing a mold contaminated shipment.

## What happens if mold is discovered during your move?

**1**

### During Pack or Pickup

If there are signs of mold contamination your moving company will not pack or pick up your shipment. If this occurs, contact your local TO for guidance.

Your TO will likely provide you with the following options:

- Dispose of the items identified as contaminated with mold.
- At your personal expense; hire a company that specializes in mold sampling, mold assessment testing (air sampling or tape tests), and interpreting results to verify mold. The company will provide a copy of the mold testing results for your records. *Prior to ordering mold assessment testing, confirm the type of test your moving company will accept.*
  - If the mold test is negative, contact your local TO to provide a copy of the mold testing results and schedule your shipment to be packed and picked up.
  - If the mold test is positive, you may consider disposing of the items or have your property remediated of mold at your personal expense by a third party company.

**2**

### During Shipment In Transit

If mold is discovered while your move is in transit, your moving company will contact you, the servicing MCO, the inspecting TO, and the destination TO to provide an update with the mold test results.

- Onward movement of your property will continue to a location as determined by the moving company and responsible TO. If possible, the TO will arrange for a Quality Assurance (QA) Inspector to be available at the selected location within two business days and be present when your personal property containers are opened and tested by the remediation firm for mold. At your expense, you can request to be present to witness the sorting and identification of potentially mold contaminated property.
- The moving company in possession of your shipment at the time mold is discovered on your property is responsible for any associated mitigation or remediation, if authorized by the MCO.

**3**

### During Delivery

If mold is discovered during delivery, immediately contact your local TO. Delivery must be halted, and no more property will be placed in your residence. The moving company will immediately reload all your property from that shipment to prevent contamination of your residence. The delivery company will transport your property to a storage location, separate visibly molded from non-molded items, and await further guidance. Some customers prefer not to have their already delivered items removed. This is highly discouraged due to the danger of mold cross-contamination to the rest of the residence and the moving company might require you to sign a waiver releasing them from personal injury liability. Also, this could negatively affect your ability to make a claim if items become mold contaminated later.

## Mitigation vs. 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 a professional mold remediation firm to clean items that have been contaminated by mold. This requires prior approval from the MCO to be completed.

*Note: Heavily contaminated porous items (e.g., carpets, rugs, mattresses, cloth or clothing, some wood and wood products, some ceramic items, and soft plastic) may not be able to be remediated.*

## Mold Contaminated Items of Sentimental or Special Value

- The remediation firm and/or MCO may determine that some items are unsuitable for cleaning or remediation. The items identified could be of sentimental or special value to you.
- At your discretion, and in coordination with your TO, the moving company will offer you the opportunity to examine your property and remove items of sentimental or special value. Note, the moving company may require you to sign a waiver releasing them from personal injury liability for claiming mold contaminated items.



This fact sheet applies to personal property shipments moving under the Defense Personal Property System (DPS) and Tender of Service (ToS). If you are moving under the Global Household Goods Contract (GHC), visit [MilitaryOneSource.mil/GHC](https://militaryonesource.mil/GHC) for similar program-related resources or contact your local transportation office for assistance.

## Mold Remediation Process (for delivered or in-transit shipments)

If mold is suspected, the moving company is responsible for hiring a firm that specializes in mold sampling, testing, and verification.

1. If the mold test is negative, the moving company will advise you, the local TO, and MCO. Your delivery will then be rescheduled.
2. If no testing was required due to clear mold contamination, or a mold test is positive, the moving company will advise you, the local TO, and MCO. The remediation firm will provide an itemized salvageable and unsalvageable report with a cost breakdown. The servicing MCO will review the facts (documented, pre-existing medical condition, costs of remediation versus value; etc.) and either provide the moving company authorization to begin remediation of your mold contaminated items or will state that remediation is not authorized for some or all items. You can express your desires to the MCO for how to handle your property, but the MCO determination is final.
3. Once remediation is complete, you will be given the opportunity to inspect the items. You can accept all, some, or none of the remediated items and the following could occur:
  - For any items you accept, you may file a loss or damage claim if you feel the remediation was unsuccessful and/or for any damage not related to the remediation (scratches, dents, etc.).
  - If you refuse to accept item(s) and the moving company agrees with that refusal, you may file a loss or damage claim for that item(s).
  - If you refuse to accept an item(s) and the moving company does not agree with your refusal, then the MCO will make the final determination whether remediation was successful or not. If the MCO determines that the remediation was unsuccessful, then you and the moving company will be informed that a loss or damage claim on that item(s) is warranted. If the MCO determines that remediation efforts were acceptable then they will advise you that further refusals to accept delivery of the acceptable items may result in a denial of any claim for loss or damage to those items.
4. The moving company is responsible for redelivering the accepted remediated items and/or disposing of items that cannot be remediated.
5. When the MCO determines that remediation is appropriate, claims reimbursement will be limited to the lesser of the remediation cost or Full Replacement Value. The cost of any remediation counts towards the moving company's maximum liability.

## Filing Mold-related Claims

Please be advised - testing and remediation will take some time to complete. While you wait, you can request essential items from the moving company, which must be fulfilled within two business days of your request. Depending on the item and the damage, the moving company may offer either a payment, a permanent replacement item, or a temporary replacement item (e.g., rental) to use in the interim. Essential items are only those items necessary for everyday living and include, but are not limited to:

1. Refrigerators or other appliances necessary for the safe storage and preparation of food
2. Necessary medical equipment
3. Mattresses
4. Washer and dryer

You cannot start filing loss and damage claims for specific items until:

- The item is deemed mold-free and delivered to your residence.
- The item is deemed damaged beyond repair and the moving company has informed you of the loss.



## WHO TO CALL FOR HELP

### 1. Local Transportation Office (TO):

<https://installations.militaryonesource.mil/search?program-service=2/view-by=ALL>

### 2. Military Claims Office (MCO):

Air Force:	Navy & Marine Corps:
877-754-1212	888-897-8217
937-656-8044	757-440-6315
DSN: 968-8307	DSN: 564-3310

Army:  
usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

Coast Guard:  
D05-SMB-HHG@uscg.mil

### 3. Branch of Service Customer Call Centers:

Air Force:  
Contact your local TO

Navy & Marine Corps:  
855-444-6683

Army:  
800-521-9959

Coast Guard:  
D05-SMB-HHG@uscg.mil