



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, immediately notify all parties (moving company, TO, MCO) involved with your move.*

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

### At Personal Property Pack or Pickup

Your moving company will not pack or pick up your shipment if any items show signs of mold. If this occurs, contact your local transportation office (TO) for guidance.

You have options to consider if this happens:

1. Dispose of the items identified as contaminated with mold.
2. Perform a partial personally procured move for the items identified as contaminated with mold.
3. You may hire a company that specializes in mold sampling, testing, and interpreting results to verify mold.
  - a. If the mold test is negative, contact your local TO to schedule your shipment to be packed and picked up.
  - b. If the mold test is positive you may consider:
    - 1) Disposing of the items identified as contaminated with mold.
    - 2) Performing a partial personally procured move for the mold contaminated items.
    - 3) Having your property remediated of mold at your personal expense by a third party company. Remediation of your property must be completed before pack and pick up of your shipment can be performed by the moving company. *After remediation of your property you will need to provide a copy of the remediation certificate to your moving company and the local TO to continue with the packing or picking up of your personal property.*

### When Intransit to Your Location

- If mold is discovered while your move is intransit your moving company will contact you, the servicing Military Claims Office (MCO), the inspecting TO, and the destination TO to provide an update with the findings.
- Onward movement of your property will continue to a location as determined by the moving company and responsible TO. 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 the seals are broken and your personal property containers are tested by the remediation firm for mold. You can request to be present to witness the sorting and identification of potentially mold-infested property.
- The moving company in possession at the time mold is discovered on your property is responsible for any associated mitigation and cleaning or remediation.

### At Delivery to Your Residence

- If mold is discovered during the delivery of your property, immediately contact your local TO by phone. Delivery should be halted, and no more property will be placed in your residence.
- The moving company delivering your shipment will immediately reload all your property back on the truck to prevent contamination of your residence. The delivery company will then take your property to another location for storage.

## Personal Property Delivery - Mold Remediation Process

The moving company will hire a firm that specializes in mold sampling, testing, and interpreting results to verify mold.

1. If the mold test is negative, the moving company will advise you, the local TO, and MCO. Delivery of your property will then be rescheduled.
2. If the mold test is positive, the moving company will advise you, the local TO, and MCO. The servicing MCO will need to provide the moving company authorization before they begin remediation of your mold contaminated items.
3. Once remediation is complete, you will be given the opportunity to inspect the remediated items. You can accept all, some or none of the remediated items. Delivery of your property will then be rescheduled. Contact your MCO before refusing to accept any remediated items.
4. The moving company is also responsible for redelivering the accepted remediated items and/or disposing of the items that cannot be remediated.
5. You may file a claim on the unacceptable remediated items for compensation at Full Replacement Value.
6. 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 - the testing, cleaning or remediation of your property will take some time to complete. In this situation you can file a claim with your moving company for loss of essential items. You will need to notify the moving company, MCO, and TO of the loss of essential items within 7 days of the date your goods were delivered.

**Once you notify the moving company that an item is no longer usable due to mold, they must either pay for the items, provide temporary or permanent replacements for them, repair them or such other arrangement as agreed to by the customer within two business days.**

Essential items are only those items necessary for everyday living. You may either receive compensation to replace the items immediately or be provided with a temporary replacement or rental while your original item is being remediated. Essential items include, but are not limited to:

- Refrigerators or other appliances necessary for the safe storage and preparation of food;
- Necessary medical equipment;
- Mattresses; and
- Washer and dryer

You can also file an inconvenience claim with the moving company if the completion of testing, cleaning or remediation of your property delays delivery past your Required Delivery Date but the moving company's inconvenience claim liability terminates 15 days after payment is received by you for essential items.

## Mold Contaminated Items of Sentimental or Special Value

- The remediation firm may determine that some items are unsuitable for cleaning or remediation. The items identified could be of sentimental or special value to you.
- Your moving company will offer you the opportunity to look through your property and remove items of sentimental or special value at your discretion in coordination with the responsible transportation office.
- However, the moving company may require you to sign a waiver releasing them from personal injury liability for claiming mold contaminated items.

## Mitigation Versus 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 the mold remediation firm to clean items that have been contaminated by mold.

**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.*

## **WHO TO CALL FOR HELP**

**1. Local Transportation Office:** <https://installations.militaryonesource.mil/>

**2. Military Claims Office:**

Army

(301) 677-9347

(301) 677-9214

Marine Corps & Navy

(888) 897-8217

(757) 440-6315

DSN: 564-3310

Air Force

(877) 754-1212

(937) 656-8044

DSN: 968-8307

Coast Guard

Contact your TO

**3. Branch of Service Customer Service:**

Army

(800) 521-9959

(253) 967-5093

Marine Corps & Navy

(855) 444-6683

Air Force

(210) 652-3357

Coast Guard

Contact your TO

