



HOW TO CLAIM FOR COMPENSATION FOR YOUR POV?

Personal Owned Vehicles (POV) CLAIMS

Northern Law Center
Military Claims Office
(M.C.O.)
SHAPE, BELGIUM

Welcome to Belgium! You have arrived to Belgium and your POV has been shipped to your new destination. Unfortunately, it has been damaged. We are very sorry for your loss or your damage!

Remember:

You need to inform the IAL office of the damages to your POV at the time of the pickup.

Remain in contact with:

The International Auto Logistics (IAL) and the Vehicle Processing Center (VPC) in Chièvres.

- IAL - PVC office
DSN 597-6250 or +32 68.33.19.80
chievres.vpc@ialpov.us
claims@ialpov.us

- Mr. Woods Chris
chris.woods@ialpov.us

- Mrs. Beumier Candice
DSN: 597-6251 or +32 68.64.50.85
Fax: 068-658.480
candice.beumier.ln@army.mil

Vehicle is shipped later than scheduled

You may receive compensation through the IAL Office or through the local Finance office.

1. Time of pick up & First Inspection

When you arrive at Chièvres to pick up your car, conduct a First Inspection Visit. Jointly with the IAL people, you check damages inside and outside the car by notating them on the VISF (and keep a copy for yourself).

- Inspect the POV's interior
- Carefully Inspect the POV's exterior
- Check your mileage in your odometer
- Check your tires
- Check the items that were shipped in the POV

2. Car wash

On the same day, **Right after the First inspection**, use the free coupon at the closest car wash (open 7/7). If you pick up your vehicle too late, then, you can wash your car the following day. **Anytime after that will be too late to claim for damages.**

3. Additional damages

After the car wash, **immediately** inspect diligently your vehicle. If you notice any additional damage, inform the IAL staff by writing the damages on the VISF document. You can also visit the office and show the damages in person.

Any damage or loss you notice must be in writing.

You are responsible to provide any supporting information for your claim (repair estimate or bill). When appropriate, IAL compensates you.

4. Not satisfied with the proposed compensation

If you are not satisfied by the IAL proposal, M.C.O. can act as a mediator with the IAL office.

You can also forward your Claim to the Army within 2 years of the delivery date. This office is henceforth located in Fort Knox (called CPCS: Center for Personnel Claims Support).

Submit your claim through the "PCLAIMS+" (through www.jagcnet.army.mil/ or <https://www.jagcnet2.army.mil/>, log in, go to "Legal Disciplines", go to "File a Claim").

Reminder: deadlines

Please consider the following deadlines to submit your claim. Otherwise you will no longer be able to submit a claim for compensation.

Deadline	Action to do
The day of the pickup	Conduct an inspection with the IAL people of vehicle interior and exterior using the VISF document
Right after the pickup	Wash the car using the free car wash coupon
After the car wash	If you notice any additional damage, immediately inform the IAL people
You need to inform the IAL people writing of any damage you observe after the pickup and before leaving the IAL office. Failure to inform the IAL office of the damages at the time of pickup may result in non- payment of your claim.	
Within 2 years of the delivery date	Please contact your Military Claims Office.

Contact Us

**S.H.A.P.E.
Northern Law Center
M.C.O.
Rue Brialmont, Building 318,
Room 222
7010 MONS, BELGIUM**

Phone: 0032 (0)65.44.41.95
DSN: 423.4195

Fax: 0032 (0)65.44.3862
DSN: 423.3862

Email:
anastasia.chatzivassiliadis.ln@army.mil
(Claims Examiner in S.H.A.P.E.)

Email: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil (generic email address of CPCS)

Hours of Operation:

Monday – Wednesday: 09.00-12.00;
13.30-16.30
Thursday-Friday: telework

Or by appointment

Updated on 1st September 2023