

ARMY CLAIMS

This is claims guidance for Army personnel only; other Service Members should contact their specific service.

Who Can File.

Under the Military Personnel and Civilian Employees' Claims Act (PCA), Soldiers (or their dependents with the Soldier's authorization) or Army Civilian employees, may file claims against the US Government for tangible personal property that is lost, damaged, or stolen as a result of the current water incident.

In Person Filing Available.

You can get assistance with filing a claim at the AMR Community Center starting Monday, Jan. 10. Computers will be available – or you can bring your own device - so you can file in real time with the assistance of an on-site Army claims professional. Walk-in service is available from 0900 - 1600 or by appointment. Please call (808) 620-7947 between 0900 - 1700 to make an appointment.

What To Bring For In Person Filing.

For Soldiers or Army Civilian employees filing in person, claimants must bring their CAC and DS Logon information. If a spouse is filing on behalf of the claimant, the spouse must have claimant's DoD ID Number, DS Logon information, and provide written authorization naming said spouse as their representative for this claim. It can be a simple statement written on notebook paper and signed by the claimant.

Other Assistance Options.

You may file your claim on your own by visiting <https://www.jagcnet.army.mil/Apps/PCLAIMS/PCLAIMSPublic.nsf>. Once you click the link, create a profile and start a non-shipment claim. From there, follow the instructions for finalizing your claim. You can also receive assistance by contacting the Army's Claims Office at (502) 626-3000 or usarmy.knox.hqda-otjag.mbx.cpcs@army.mil.

What To Expect.

The Army has streamlined its process to make things easy for you. Don't worry if items have been thrown away or already replaced. We are accepting written statements, photos, receipts for new purchases and other information as substantiating documentation. You do not need to attempt cleaning of everyday rubber, plastic, silicon or wooden items which contacted water prior to submitting a claim. Small appliances valued at \$250 or less, which use water and are primarily composed of rubber, plastic, or silicon, are claimable. Other individual items, to include those exceeding a claimed value over \$250.00, require more information.

