



GETTING READY TO PCS? – Key Changes in Personnel Claims



Q. What is a Personnel Claim?

A. USARCS (U.S. Army Claims Services) has a critical mission: to settle claims of military and civilian personnel for damage to their property during a PCS move. This is the job of Personnel Claims and Recovery Division (PCR). PCR is dedicated to help soldiers and civilians receive just compensation for their property damages during a PCS move. By fairly compensating soldiers and civilians, USARCS plays an important role in sustaining Army morale.

Q. What are the recent updates to Personnel Claims regarding PCS moves?

A. Although most of our Force are in a stop-movement status, some significant changes to the PCS process and the accompany personnel claim process have occurred.

EFFECTIVE 15 MAY 2020, the industry rules governing the Defense Personal Property Program have changed dramatically. Among the changes are the following:

- Claimants will now have 180 days **AFTER** delivery to make notice to the Transportation Service Provider (TSP) of any loss/damage (previous deadline was 75 days), but the TSPs will no longer grant waivers for those who miss the deadline (the Army will allow exceptions based upon extraordinary circumstances, but will pay only depreciated value and cannot recover against the TSP);
- Claimants will now have the option to either have a damaged (repairable) item repaired by the TSP or their representative or they may choose to accept the monetary amount of the repair estimate in lieu of repair;
- More seamless updates during the move process - TSPs will appoint a single point of contact who will be available daily from 0800-1700; wait times for a response must occur the same business day. The TSP must also give status updates to members upon arrival, departure, or any changes therein;
- Background checks will be required for **ALL** workers who will be handling military members' moves. Local installation policies will be the measure for specific requirements of each background check. This should help to alleviate potential delays and missed moves as well as provide an overall, more suitable workforce;
- TSPs will be required to pay, deny, or otherwise settle claims valued at \$1,000 or less in 30 days of receipt (previously 60 days) and on all other claims within 60 days of receipt.

This information is available at the Army Claims Website:

<https://www.jagcnet.army.mil/Apps/PCLAIMS/PCLAIMSPublic.nsf>

Q. Is there an APP available for more information on PCS moves?

A. Yes, Army G-4 has developed an app, "**Army PCS Move**" which is available for the iPhone or Android. The app includes a claims tab that provides contact information for the Army's Center for Personnel Claims Support (CPCS) at Fort Knox and some other basics concerning personnel claims.

More information can be found at the following link:

https://www.army.mil/article/234827/army_rolls_out_new_app_to_improve_pcs_move_experience_in_covid_19_era

Q. What if I have more questions?

A. If you would like more information please contact U.S. Army Center for Personnel Claims Support, Phone: 502-626-3000, DSN: 536-3000, Fax: 502-626-1320.

You may also contact U.S. Army Center for Personnel Claims Support through the web-site: <https://www.JAGCNet.army.mil/Pclaims>

You may also send U.S. Army Center for Personnel Claims Support an email: usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil

Q. What is the contact information for Fort Irwin Claims Office if I need more information?

A. If you need extra assistance please contact Ms. Regina Ballard, Fort Irwin Army Claims Office, Phone: 760-380-8404, Fax: 760-380-5034 or send an email to, regina.c.ballard2.civ@mail.mil

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