

## Personnel CLaims Army Information Management System (PCLAIMS)

**Unusual occurrence events** - The PCA is not a substitute for insurance. Quarters losses, losses of clothing and other items worn, and most vehicle losses are compensable only if caused by "fire, flood, hurricane, or other unusual occurrence, or by theft or vandalism." The PCA provides protection only from extraordinary hazards (broadly categorized as losses due to abnormal climatic conditions or to the condition of the military installation that other Soldiers and civilians do not face to the same degree) and the intentional torts of theft and vandalism, which may or may not have a service connection.

**IMPORTANT NOTE:** The above definition of unusual occurrence has been modified by Army Directive 2019-21 (Restrictions on Personnel Claims Payments) as follows: Effective immediately, the Army will no longer pay claims for unusual occurrences under the PCA when damage is caused by flood, hurricane, earthquake, or other acts of nature or weather phenomena. This policy does not affect claims related to household goods shipments or privately owned vehicle (POV) shipments. **See Army Directive Memorandum 2019-21.**

**Losses in Privatized Housing** - The majority of losses in Privatized housing will not be compensable under the Personnel Claims Act (PCA). The loss must have been caused by an unusual occurrence as defined by DA Pam 27-162, and not excluded by Army Directive Memorandum 2019-21. Before the Army will pay for an unusual occurrence claim, the claimant is required to submit a claim with the Privatized Housing entity first. If that is unsuccessful, then they must submit a claim under any private insurance they may have. If these two courses of action are unsuccessful, the claimant may then file a claim against the Army as a last resort. The restrictions under Army Directive 2019-21 apply to this category of claims.

**STATUTE of LIMITATIONS:** To be payable, a claim against the United States must be filed no later than 2 years from the date of loss or damage.

### KEY DATES & TIMELINES FOR HOUSEHOLD GOODS/PRIVATELY OWNED VEHICLE SHIPMENTS

Not Later Than **180 DAYS FROM DELIVERY**- File your Loss/Damage Report directly with the TSP or in the DPS Claims Module through Military One Source at <https://www.militaryonesource.mil/moving-pcs/plan-to-move/pcs-and-military-moves/> if your Government Bill of Lading number is 4 letters followed by several numbers (KKFA1234567). If your GBL number is 2 letters followed by several numbers (JY-1234567) or (TO55-55-12345) you must contact the TSP directly your shipment will not be in DPS.

No Later Than **9 MONTHS FROM DELIVERY** - File your claim directly with the carrier for Full Replacement Value protection. You must have provided timely notice of the items to be claimed

No Later Than **2 YEARS FROM DELIVERY** (but after 9 months) - File your claim with the carrier or the Claims Center under the standard depreciation rules. You must have provided timely notice of the items to be claimed.

No later than **48 hours from PICKUP AT THE VEHICLE PROCESSING CENTER** - Contact the International Auto Logistics (IAL) Claims Office via email at [claims@ialpov.us](mailto:claims@ialpov.us) if you find additional vehicle damage and it was NOT annotated on the Vehicle Inspection and Shipping Form.

### **FILING A CLAIM WITH YOUR TRANSPORTATION SERVICE PROVIDER (TSP)**

You must first file your claim with the TSP before filing with the Army. For information and guidance on filing a claim with the TSP please refer to this document: [https://www.jagcnet.army.mil/Sites/JAGC.nsf/xsp/.ibmmodres/domino/OpenAttachment/sites/jagc.nsf/81B3D969669C51148525814D00618137/Attachments/TSP\\_Claims\\_Process.pdf](https://www.jagcnet.army.mil/Sites/JAGC.nsf/xsp/.ibmmodres/domino/OpenAttachment/sites/jagc.nsf/81B3D969669C51148525814D00618137/Attachments/TSP_Claims_Process.pdf)

TSPs must follow the [Defense Personal Property Program's Clams and Liability Business Rules](#) when processing your claim.

- Rules can be viewed here:  
([https://www.ustranscom.mil/dp3/docs/otherpdfs/0300+2021\\_Business\\_Rules/2021%20Claims%20Liability%20Business%20Rules%20\(Change1\)%2030%20March%202021.pdf](https://www.ustranscom.mil/dp3/docs/otherpdfs/0300+2021_Business_Rules/2021%20Claims%20Liability%20Business%20Rules%20(Change1)%2030%20March%202021.pdf) )

### **PCS CLAIMS INFORMATIONAL VIDEO SERIES**

- **Claims Video #1** - [Pre-Move and Moving Day](#)  
(<https://www.jagcnet.army.mil/Apps/PCLAIMS/PCLAIMSPublic.nsf/xpVideoPlayer.xsp?video=pmamd> )
- **Claims Video #2** - [Delivery Day and Filing Your Claim](#)  
(<https://www.jagcnet.army.mil/Apps/PCLAIMS/PCLAIMSPublic.nsf/xpVideoPlayer.xsp?video=ddafyc> )
- **Claims Video #3** - [Transferring Your Claim to the Army](#)  
(<https://www.jagcnet.army.mil/Apps/PCLAIMS/PCLAIMSPublic.nsf/xpVideoPlayer.xsp?video=tycta> )