

Authority



Center for Personnel Claims Support (CPCS)

Personnel Claims Act, 31 USC § 3721, as implemented by Army Regulation 27-20, chapter 11. These are administrative claims by military personnel and DA civilians only for losses incident to service.

Types of claims:

- Household goods losses/damages during shipment
- POV shipment damage;
- On-post POV theft, and vandalism
- On-post quarters damage and theft
- Unusual occurrence such as fire, flood, hurricane

US Army Center for Personnel Claims Support (CPCS)

ATTN: IMKN-CPC
Building 1310, Pike Hall
50 Third Avenue, Suite 307A
Fort Knox, Kentucky 40121-5230

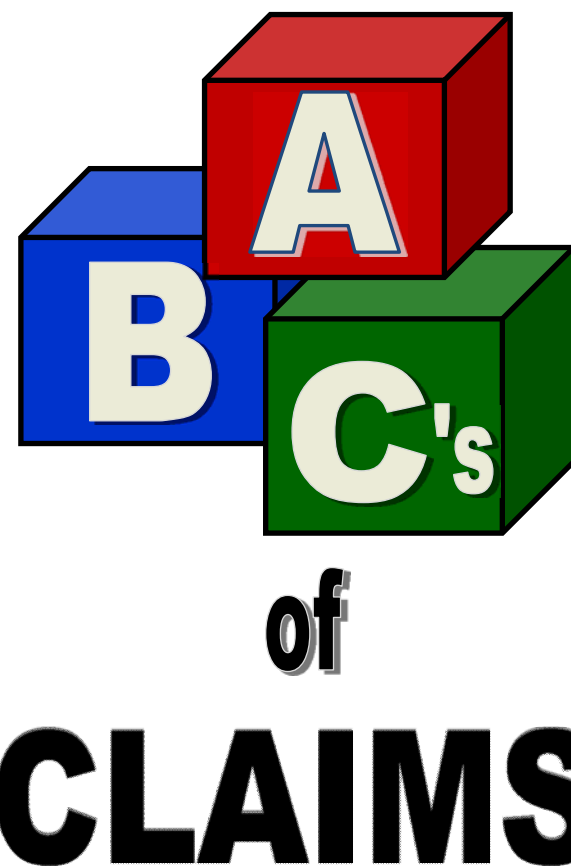
Office Hours: Monday-Friday from 0730-1630,
Closed on all holidays and weekends.

Phone: 502-626-3000
DSN: 464-3000
Fax: 502-626-1320

If stationed in Europe or Korea, please contact your local
SJA office.

Web:
<http://www.JAGCNet.army.mil/Pclaims>

Email: usarmyknoxhqda-otjag.mbx.cpcs@mail.mil



A: HOUSEHOLD GOODS CLAIMS



- The “Notice of Loss/damage” form is provided by the Transportation Service Provider (TSP) at the time of delivery. Submit within 75 days of delivery at www.move.mil (use the filing guide). If you have issues with the site-DO NOT WAIT! Mail/e-mail/FAX your notice to the TSP using the contact information on the lower right corner of the form. Keep proof of the date and time notice was sent (Mail/fax return receipt).
- Your claim must be submitted to the TSP within 9 months of delivery for Full Replacement Value (FRV).
- If you are disputing any or all of the TSP’s initial full/partial/repair/denial offer you must transfer the claim to the CPCS.
- **NOTE:** Transferring your claim to the CPCS on the DPS website (www.move.mil) does not transfer the electronic file. You MUST go to <http://www.JAGCNet.army.mil/Pclaims> to complete the online filing process to transfer your claim to the CPCS.
- You have 2 years to file your claim with the CPCS if you fail to file with the TSP in time or decide to forfeit any or part of a FRV claim.

B: PRIVATELY OWNED VEHICLE (POV) SHIPMENTS



- Carefully inspect the exterior and interior of your vehicle for new damage when you pick it up from the Vehicle Processing Center (VPC).
- Completely list any loss or damage to your POV on the vehicle shipping document (DD Form 788 or commercial equivalent).
- You may settle a claim on-the-spot for up to \$1,500 and retain the right to file a subsequent claim for loss or damage discovered after departure from the VPC. If you settle, the VPC will have you sign a partial release for the covered damage or loss.
- If the claim is not settled at the VPC or damage is discovered after departure, a claim may be filed with the CPCS provided you can prove the loss of damage occurred due to the negligence of, or while the POV was in the care/custody/or control of the contractor.
- To file a claim you must go to <http://www.JAGCNet.army.mil/Pclaims>.

C: INCIDENT TO SERVICE CLAIMS



- Incident to Service claims may include, but are not limited to:
 - 1) damage to vehicles while properly on post or while being driven for the convenience of the Government;
 - 2) losses at quarters; and,
 - 3) fire, flood, hurricane, earthquake, or losses attributed to unusual weather conditions.
- If you suffer a loss or damage incident to service you must file directly with the CPCS by submitting an online claim at <http://www.JAGCNet.army.mil/Pclaims>.

QUESTIONS?

If stationed in Europe or Korea, please call or visit your local SJA office. ALL OTHERS MUST call the CPCS at 502-626-3000 or email the CPCS at usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil.