



U.S. ARMY OKINAWA

★ TORII STATION ★



CLAIMS

• 652-4332 / 4742 • BUILDING 218, ROOM 222 •

U.S. Army Claims on Okinawa

The most common claims in the U.S. Army are claims filed under the Personnel Claims Act (PCA) and the Military Claims Act (MCA). The Torii Station Claims Office also investigates SOFA Claims under the International Agreement Claims Act (IACA) and the Foreign Claims Act (FCA).

PCA Claims: The PCA authorizes payment for personal property lost, damaged, or destroyed incident to service. These types of claims are usually Household Goods Claims, or Losses Incident to Service such as losses at quarters and vandalism. The U.S. Army no longer pays weather related claims (including typhoon claims) without an exception to policy from the Secretary of the Army (see Army Directive 2019-21).

Where do you file a PCA Claim? U.S. Army Soldiers on active duty, Department of the Army Civilian employees, and other DoD employees are proper party claimants under the PCA and eligible to file a claim with the Army.

- a. **Household Goods:** If your PCA Claim is for household goods or unaccompanied baggage, you should first file with the carrier at <https://dps.move.mil/cust/standard/user/home.xhtml> (Remember you must submit a Notice of Loss/Damage form within 180 days of delivery to put the Transportation Service Provider on notice what lost or damaged property that you will be claiming. Your actual claim must be submitted to the TSP within 9 months of delivery for Full Replacement Value (FRV). If you are in dispute with the TSP, you can file your claim with the Army (See the ABC's of Claims handout).
- b. **Incident to Service Claims:** All Army PCA Claims (except for Europe), including Household Goods claims (that you are disputing with the TSP), are filed directly with the Center for Personnel Claims Support (CPCS) at Fort Knox, Kentucky. The claim is submitted online at <https://www.jagcnet.army.mil/Apps/PCLAIMS/PCLAIMSPublic.nsf>.

MCA Claims: The MCA authorizes payment for personal injury, death, or damage to, or loss or destruction of **property** if caused by an act or omission of DoD that is determined to be negligent or wrongful, or incident to the noncombat activities of the U.S. Armed Forces.

Where do you file an MCA Claim? U.S. Army Soldiers on active duty, Department of the Army Civilian employees and other DoD employees stationed on Okinawa are proper party claimants under the MCA and eligible to file a claim with the Army Claims Office at Torii Station (location information at the top of this page).

SOFA Claims: Others are not considered proper party claimants under either the PCA or MCA, but depending on their status may be able to file a claim under the United States Status of Forces Agreement with Japan (SOFA). Claims under the SOFA are filed with the Okinawa Defense Bureau, Ministry of Defense (Government of Japan). SOFA claims involve cases where U.S. Army personnel are either acting within the scope of employment (IACA claims) or cases involving U.S. Army personnel not acting within the scope of their employment (FCA claims).