Kaiserslautern (Kleber Kaserne) Legal Assistance Office

Non-Shipment Personnel Claims

(Damage to personal property unrelated to PCS moves, Army)

Please note that this Information Paper only provides basic information.
For specific advice, contact the claims office to discuss your potential claim individually.

1. Is This the Right Guidance for You?
This information sheet is for personnel filing a claim for personal property that was lost or damaged on post, where the incident was not related to a government shipment or a Permanent Change of Station (PCS) move. This guidance applies to damages from unusual occurrences such as fire, flood, hurricanes, or other severe weather. It also covers incidents like the theft or vandalism of a personal vehicle on post, or the loss of or damage to personal property within on-post quarters.

2. Claim Type, Deadlines, and Eligibility
If the damages you experienced match the description above, your claim may be handled as a "non-shipment personnel claim." These claims are processed under Army Regulation (AR) 27-20 and DA PAM 27-162. You must file for compensation within two years of the incident. It is important to note that not all individuals are eligible to file. Spouses without a power of attorney, Red Cross and United Services Organization personnel, foreign military, and government contractors are not proper claimants. Additionally, DoD civilian personnel may not be eligible for compensation if their on-post quarters are provided as a matter of convenience.

3. The Mandatory Insurance Step
Before filing a claim with the Army, it is a regulatory requirement to first file with your private insurance provider. Once your insurance company has settled or denied the claim, you may proceed with the Army. An exception to this rule is if you only carry liability insurance or if your policy deductible is greater than the amount of damage. In these cases, you may file directly with the Army, but you must provide a copy of your policy breakdown as proof. When you file your claim, be certain not to include any items for which you have already accepted a settlement from another entity, as you cannot legally receive a second payment.

4. How to File Your Claim in PCLAIMS PLUS
All non-shipment personnel claims must be filed online through the PCLAIMS PLUS database, as the Military Claims Office (MCO) does not accept claims via email. To begin, log into the system at https://www.jagcnet.army.mil/Home/pclaims/home.html. If you have a Common Access Card (CAC), you must use it to log in from a computer on a .mil domain network. Once logged in, select "CPCS" as your office and follow the instructions. The claim must be entered by you, the member, as you must personally attest to several questions. If you do not have a CAC or access to a .mil network, you must contact the Center for Personnel Claims Support (CPCS) by phone or email for further instructions.

5. Required Documentation for Your Claim
To avoid delays, you must upload all required documents when you submit your claim in PCLAIMS. This includes proof of filing with your insurance (or your policy breakdown if that step was skipped). You will need a military police report or a statement from a supervisor detailing the time, date, place, and manner of the damage. For each item, provide a description with proof of ownership (like receipts or photos) and a written estimate for repair or replacement. For electronics, the estimate must specify if a power surge caused the damage. For vehicles, include a copy of the registration and insurance. Finally, a completed Corporate Electronic Funds Transfer (CEFT) form, available on PCLAIMS PLUS, is required for payment. If someone is filing on your behalf, a power of attorney or written authorization must also be included.

6. Special Instructions and Contact Information
Former service members who no longer have a military ID card must retrieve their Department of Defense (DOD) ID number before filing, as this number is required to submit the claim. All claim payments are made via electronic funds transfer (EFT). For any questions, you can contact the Center for Personnel Claims Support (CPCS) at Fort Knox via email for assistance.

7. Military Claims Office Contact Information:
Center for Personnel Claims Support (CPCS)
50 Third Ave, Suite 306
Fort Knox, Kentucky 40121-5230
Email: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil;

The office hours are Monday through Friday, 0730-1630 Eastern Standard Time.