Kaiserslautern (Kleber Kaserne) Legal Assistance Office

U.S. Air Force Personnel Claims

(Personnel claim for household goods damage after PCS move)

1. Who This Information Is For

This information is for U.S. Air Force service members who wish to file a claim for damaged household goods or POVs related to a Permanent Change of Station (PCS).

2. Who Handles Your Claim?

All claims related to a PCS for damaged POVs or household goods are considered "Personnel Claims" ("P-Claims"). If your branch is the Air Force, your Personnel Claim can only be filed with the Air Force Claims Service Center (AFCSC). The AFCSC, located at Wright-Patterson Air Force Base, Ohio, is the sole authority for adjudicating U.S. Air Force Personnel Claims. The Kaiserslautern Legal Services Center (KLSC) Claims Office does not handle these claims and has no authority to adjudicate your U.S. Air Force PCS damage claims. Any inquiries sent to the KLSC will be forwarded to the Ramstein Legal Office or to the AFCSC directly.

3. How to File or Continue Your Claim

To file a new claim or to follow up on an existing claim, please use the official channels provided by the Air Force Claims Service Center.

Website: https://claims.jag.af.mil
Email: AFCSC.JA@us.af.mil

4. Contacting the Air Force Claims Service Center (AFCSC)

For direct communication with the AFCSC, you can use the following contact details.

Mailing Address:
AFCSC/JAD, 1940 Allbrook Ave, Ste 500, Wright-Patterson, AFB, OH 45433

Phone:
(937) 656-8044 (ext. 7 to skip the menu),
DSN 986-8044 (ext. 7 to skip the menu)
Toll-Free: 1-877-754-1212

Fax:
(937) 656-8307
DSN: 986-8307

Duty Hours: Monday - Friday, 0730-1630 Eastern Time

5. Where to Find Additional Assistance

If you require further assistance, you can also reach out to the Ramstein Legal Services Center.

For Personal Civil Legal Assistance:

DSN: 314-480-5911

Email: 86aw.jac.legalassistance@us.af.mil

For Official Duty Matters/Legal Reviews:

Email: 86.AW.JA@us.af.mil