



Authority

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 on-post such as fire, excessive mold, pothole damage, etc. (see reverse side for weather related incidences)

For catastrophic losses (e.g. entire shipment, quarters fire) please contact CPCS for guidance and assistance.



Contact

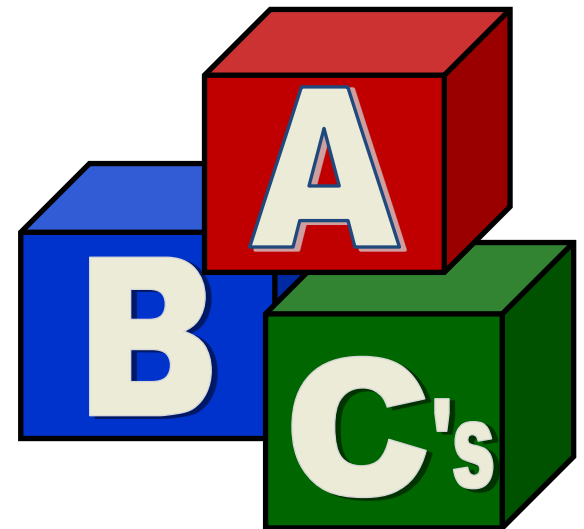
U.S. Army
Center for Personnel Claims Support (CPCS)
ATTN: AMIM-KNG-CP
Building 1310, Pike Hall
50 Third Avenue, Suite 307A
Fort Knox, Kentucky 40121-5230

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

Phone: (502) 626-3000
Fax: (502) 626-1320
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Web: <https://www.JAGCNet.army.mil/PCLAIMS>
Email: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

**Center for
Personnel Claims
Support (CPCS)**
aka Military Claims Office (MCO)

U.S. ARMY



of

CLAIMS

10 February 2022 (Ver. 10)

A: HOUSEHOLD GOODS CLAIMS



The "Notice of Loss/damage" form is provided by the Transportation Service Provider (TSP) at the time of delivery. Submit in the DPS system within 180 days of delivery (75 days for shipments prior to 15 May 20) at <https://www.militaryonesource.mil/PCS>. 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).

Claims filed after 9 months will be paid depreciated value only. You have 2 years from the date of delivery to file your claim.

If you are unsatisfied with any or all of the TSP's settlement offers or denials you may transfer your item(s) and/or claim to your MCO.

*Transferring your claim to the MCO in the DPS system does not transfer the electronic file. You **MUST** go to <https://www.JAGCNet.army.mil/PCLAIMS> to file.*

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 damage to your POV on the vehicle shipping document (DD Form 788 or commercial equivalent) before taking possession of your vehicle and departing the VPC.

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 within 48 hours of departure from the VPC (damage discovered after 48 hours is much harder to prove liability). To file a claim for damages discovered after departing the VPC, email International Auto Logistics (IAL) at Claims@ialpov.us.

If you are not satisfied with IAL's settlement, you may reject the offer and file the claim with CPCS provided you can prove the damage occurred due to the negligence of, or while the POV was in the custody of the contractor.

To file a claim you must go to <https://www.JAGCNet.army.mil/PCLAIMS>.

C: INCIDENT TO SERVICE CLAIMS



Incident to Service claims may include, but are not limited to:

- damage to vehicles while properly on post or while being driven for the convenience of the Government
- losses at quarters and vandalism

Weather related claims are no longer payable without an exception to policy from the Secretary of the Army (see Army Directive 2019-21)

If you suffer a loss or damage incident to service you must file directly with CPCS by submitting your claim online at <https://www.JAGCNet.army.mil/PCLAIMS>.

MCO: Military Claims Office

CPCS is the MCO for all Army personnel

NOLD: Notice of Loss or Damage

Must be filed within 180 days (or 75 days for shipments prior to 15 May 20) or your claim may be denied as untimely