Authority

Personnel Claims Act, 31 USC § 3721, as implemented by Army Regulation 27-20, chapter 11. These are administrative claims by military personnel, DA civilians, DoD Civilians not employed by the USAF, USN, USMC, or USSF, and are 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, etc. (see reverse side for weather related incidences)

For catastrophic losses (entire shipment, quarters fire) contact CPCS for guidance.

If your HHG were moved under the Global Household Good (GHC) contract by Home Safe Alliance and you elect to transfer to MCO please contact CPCS at the email address below for further instructions.

U.S. Army
Center for Personnel Claims Support (CPCS)
a.k.a. Military Claims Office (MCO)

Building 1310, Pike Hall
50 Third Avenue, Suite 307
Fort Knox, KY 40121-5230

Office Hours M-F 0800-1600 Eastern Time
Closed All Holidays and weekends

Website:

https://www.jagcnet.army.mil/Home/pclaims/home.html

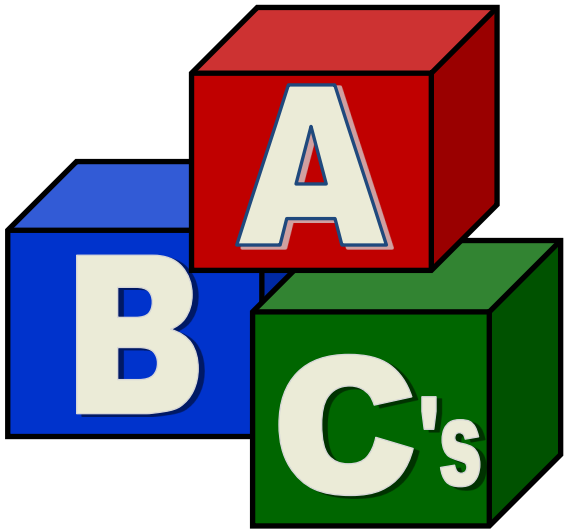
Email:

usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

Center for Personnel Claims Support (CPCS)

{*aka* Military Claims Office (MCO)}

U.S. ARMY



of

CLAIMS

23 June 2026 (V16)

A: HOUSEHOLD GOODS CLAIMS

- The "Notice of Loss/damage" form is provided by the TSP at delivery. Submit a Loss Damage Report in the DPS system **within 180 days of delivery.** If you have issues with the site-DO NOT WAIT!Mail/e-mail/FAX 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).
- For Full Replacement Value (FRV) you must submit your claim to the TSP **within 9 months** of the delivery date for shipments delivered on or before 14 May 26. For shipments delivered on or after 15 May 26, you must submit your claim to the TSP no later than 12 months from the date of delivery.
- *Claims filed **after the above deadlines** may be paid depreciated value only*. Claims filed 2 years or more from the date of delivery will be denied
- If you are unsatisfied with the TSP's settlement offers or denials you may transfer the claim.
- **Selecting Transfer to MCO in the DPS system does not transfer information**. Goto www.jagcnet.army.mil/pclaims to file your claim with the Army MCO

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), or within 48 hours.
- 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. To file a claim for damages discovered after departing the VPC you must notify IAL within 48 hours after pickup, 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 the 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 with CPCS you must go to https://www.jagcnet.army.mil/Home/pclaims/home.html

C: INCIDENT TO SERVICE CLAIMS

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

Damage to vehicles properly on post or being driven for the convenience of the Government

Losses or vandalism at Government provided quarters (Not private off post or privatized quarters).

Weather related claims are no longer payable. See Army Directive 2019-21.

- If you suffer a loss or damage incident to service file directly with CPCS online at **https://www.jagcnet.army.mil/Home/pclaims/home.html**

TERMS & DEFINITIONS

TSP– Transportation Service Provider
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 your claim will be denied as untimely