Kaiserslautern (Kleber Kaserne)
Legal Assistance Office

Personal Vehicle Claims

(Personnel claim for privately owned vehicles -POVs- damage after PCS move)

All PCS-related claims for damaged POVs or household goods are Personnel Claims ("PClaims"). Personnel Claims are adjudicated by the Military Claims Office at Fort Knox, Kentucky if a claim is transferred to that office after attempting to resolve the claim with the carrier by prescribed procedures. The Kaiserslautern Legal Services Center Claims Office has **no** authority to adjudicate your PCS damage claims. This information sheet only describes the general process. The Military Claims Office at Fort Knox can be reached at:

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

1. Vehicle Drop Off at VPC

When you drop off your POV, IAL will take photos of your vehicle. Please keep in mind that multiple people may handle or drive your POV during loading and unloading. A POV is not considered proper storage for personal property, so most personal items left inside are not payable if they disappear.

You must complete a joint inspection with the contractor's agent. Make sure to list all interior and exterior damage on the Vehicle Inspection and Shipping Form ("VISF"). Your signature confirms the recorded condition.

2. Vehicle Pickup at VPC

During pickup:

- Inspect interior and exterior
- Verify mileage
- Check tires
- Confirm all items shipped inside arrived
- Record everything on the VISF and keep a copy.

3. Second Inspection After Car Wash

It is advisable that you take your vehicle to a car wash shortly after you pick it up. After the vehicle is washed, you should conduct a second inspection immediately. If you discover additional damage, you must report it to IAL right away and add it in writing to the VISF. You

may also show the damage in person at the IAL office. You are responsible for providing repair estimates or invoices to support your claim.

4. All Damage Found After Leaving the VPC
If you discover damage after leaving the VPC, you should immediately return to the VPC, if you can safely do so. If you cannot return to the VPC, you must notify IAL immediately. Please do this in writing. You should describe the damage in detail and explain why it was not visible during the final inspection during pick up at the VPC. Failure to provide timely written notice may result in no payment for the damage discovered. Notice must be made to claims@ialpov.us.

You may find further information at www.pcsmypov.com

5. File First With IAL
You must file your POV claim directly with the Transportation Service Provider (TSP). For vehicles, the TSP is International Auto Logistics (IAL). Submit claims to claims@ialpov.us.

6. If You Disagree with IAL's Offer
You may file a claim with the Army within 2 years of delivery of your vehicle. To file a claim with the Army, you must file with the Center for Personnel Claims Support (CPCS) at Fort Knox. A claim can only be filed with the Military Claims Office after you have filed with the TSP and have received a denial of your claim or have received an offer you are not content with. You can submit your claim with the Military Claims Office through PCLAIMS+ at: https://www.jagcnet.army.mil/Home/pclaims/home.html.

CPCS does not mediate actions between claimants and carriers. PCLAIMS is a separate process from HHG claims with a Transportation Shipping Provider or POV claims with the carrier.

7. Deadlines
Please keep in mind that missing deadlines may bar your claim. You should document everything in writing and stay in contact with IAL and the VPC throughout the process.

8. Inconvenience Claims
If your vehicle did not arrive on time, you might be eligible for compensation through an inconvenience claim. There is a separate information sheet for POV inconvenience claims.

9. 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;