



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. **General:** Chapter 11, of Army Regulation (AR) 27-20, covers non-shipment personnel claims (e.g. on-post POV theft or vandalism, damage to personal property or theft in on-post quarters, property loss or damage due to unusual occurrences on-post). You must file for compensation within 2 years after the damage occurs. All non-shipment personnel claims will be processed by the Military Claims Office (MCO) at Fort Knox. The MCO does not accept claims via email. All non-shipment personnel claims are required to be filed by the member in the *PCLAIMS PLUS* database. The claim must be entered by the member as there are several questions that must be attested to when filing. Please follow the guidance below when you enter your claim into the *PCLAIMS PLUS* database.

2. **File with your insurance:** As with all personnel claims, filing with private insurance *before* filing with the Army is a regulatory requirement. Please file with any private insurance as the first step. Once settled or denied by your insurance, or in the absence of private insurance, you may then file with the MCO office per the below instructions. All photos and insurance documents should be uploaded into the system when the claim is filed along with the completed *Corporate Electronic Funds Transfer (CEFT)* form which is required by the *Defense Finance and Accounting Service (DFAS)* before payment can be made.

3. **File with the MCO:** To file your claim with the Military Claims Office you must access jagcnet.army.mil/Apps/PCLAIMS/PCLAIMSPublic.nsf and enter your claim into the *PClaims* website at *JAGCNet*. Select *CPCS* as your office. You may access *JAGCNet* via *CAC* authentication on a government computer on a .mil domain network. If you no longer have access to *CAC* authentication on a .mil network, please visit www.jagcnet.army.mil/pclaims on your personal device. *PClaims Plus* may be accessed from a personal computer using *DS Logon* credentials (instructions below) to file your claim. Please include the attachments noted on the homepage of *PClaims Plus* in your claim. Do not include any items for which you accepted settlement on from any other entity as you cannot receive an additional financial award on those same items.

4. **Please note:** You **MUST** have your DOD ID number before filing your claim. All personnel who have ETS'd or otherwise left federal service who no longer have a *CAC* or military ID card must access: <https://www.dmdc.osd.mil/milconnect/>. Utilize the single sign on ID option and retrieve the DOD ID number that was assigned to you during your federal service. This number is and remains exclusive to you just as a social security number is. You will be prompted to utilize this number to file your claim with the Army.

5. 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;