

## Authority



## Center for Personnel Claims Support (CPCS)

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 such as fire, flood, hurricane

### US Army Center for Personnel Claims Support (CPCS)

ATTN: IMKN-CPC  
Building 1310, Pike Hall  
50 Third Avenue, Suite 307A  
Fort Knox, Kentucky 40121-5230

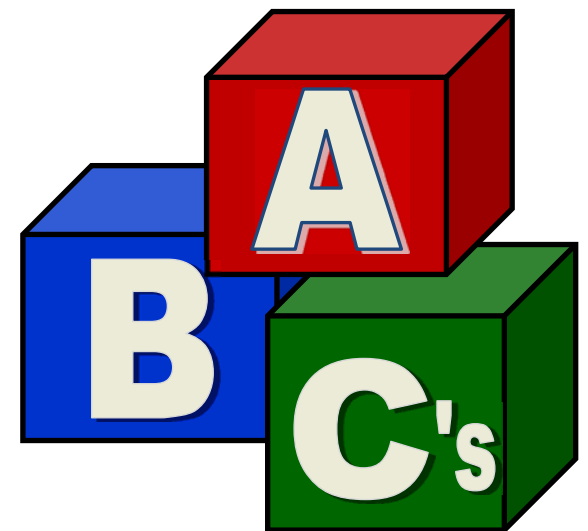
Office Hours: Monday-Friday from 0730-1630,  
Closed on all holidays and weekends.

Phone: 502-626-3000  
DSN: 464-3000  
Fax: 502-626-1320

If stationed in Europe or Korea, please contact your local  
SJA office.

Web:  
<http://www.JAGCNet.army.mil/Pclaims>

Email: [usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil)



of

# CLAIMS

## A: HOUSEHOLD GOODS CLAIMS



- The “Notice of Loss/damage” form is provided by the Transportation Service Provider (TSP) at the time of delivery. Submit within 75 days of delivery at [www.move.mil](http://www.move.mil) (use the filing guide). 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).
- If you are disputing any or all of the TSP’s initial full/partial/repair/denial offer you must transfer the claim to the CPCS.
- **NOTE:** Transferring your claim to the CPCS on the DPS website ([www.move.mil](http://www.move.mil)) does not transfer the electronic file. You **MUST** go to <http://www.JAGCNet.army.mil/Pclaims> to complete the online filing process to transfer your claim to the CPCS.
- You have 2 years to file your claim with the CPCS if you fail to file with the TSP in time or decide to forfeit any or part of a FRV claim.

## 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).
- 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. If you settle, the VPC will have you sign a partial release for the covered damage or loss.
- If the claim is not settled at the VPC or damage is discovered after departure, a claim may be filed with the CPCS provided you can prove the loss of damage occurred due to the negligence of, or while the POV was in the care/custody/or control of the contractor.
- To file a claim you must go to <http://www.JAGCNet.army.mil/Pclaims>.

## C: INCIDENT TO SERVICE CLAIMS



- Incident to Service claims may include, but are not limited to:
  - 1) damage to vehicles while properly on post or while being driven for the convenience of the Government;
  - 2) losses at quarters; and,
  - 3) fire, flood, hurricane, earthquake, or losses attributed to unusual weather conditions.
- If you suffer a loss or damage incident to service you must file directly with the CPCS by submitting an online claim at <http://www.JAGCNet.army.mil/Pclaims>.

### QUESTIONS?

If stationed in Europe or Korea, please call or visit your local SJA office. **ALL OTHERS MUST** call the CPCS at 502-626-3000 or email the CPCS at [usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil).