CLIENT SERVICES & POLICY DIVISION
Claims Office

PRIVATELY OWNED VEHICLE (POV)
INSTRUCTIONS FOR FILING A CLAIM FOR

To ensure adequate compensation for loss or damage incidental to the shipment of your POV, it is essential that you comply with the following requirements. Do not allow the **two year** limitation period to expire.

Who may present a claim?
A claim may be presented and signed (completed in ink or typed) by the owner of a POV, shipped incident to his/her military service or employment, or in his/her name by a duly authorized agent or legal representative, who must present a valid Power of Attorney.

When must your claim be filed?
Your claim must be filed in writing (preferably by submitting DD Form 1842 and DD Form 1844) within **TWO YEARS** from the date you picked up your vehicle from the Vehicle Processing Center (VPC). This requirement is established by law and cannot be waived.

Private Insurance. If your loss or damage is covered by private insurance, you do not have to file with your insurer (see attached information paper on private insurance). You must still note on DD Form 1842 whether or not you have private insurance. If you elect not to file with your private insurance, you must add at block 10 or block 12, DD Form 1842 "I elect not to file with private insurance". Generally you do not have the right to file against your insurer AFTER filing a claim against the Army under the Personnel Claims Act (PCA). If you elect to file against your private insurance company you must file and settle with your insurance company before filing your claim against the Army under the PCA.

Claims with International Auto Logistics (IAL) or on-site settlements. You are not required to do so, but we encourage you to file a claim for your damages with IAL first. You can find information on how to do this on the IAL website at www.pcsmypov.com. If you have accepted an on-site settlement from IAL at the VPC, you may still file a claim, however, the settlement amount may be deducted from any award. If you have filed a formal claim with IAL, you must provide documentation showing the settlement amount or the denial.

Do not dispose of any damaged/destroyed items/parts before your claim is settled.

Note: Expert Appraisal Fees are not compensable.

USAREUR Registration: Please submit a copy of your vehicle registration for proof of ownership. For missing car stereo, tires, new mufflers etc., a purchase receipt or similar evidence, such as invoice, bill of sale, canceled check, etc. must list the item purchased and date, are normally required if more than $100.00 is claimed for the item. If none of this evidence is available, provide an owner's manual, photographs, or similar evidence of what was lost.

Replacement Cost: In addition to proof of ownership of missing items, you must also determine the replacement cost for a new item which is identical or substantially similar to the item which was lost or damaged beyond economic repair. In most cases replacement cost for these items can be obtained from your local AAFES/PX outlet. You must submit a written statement indicating that the replacement item is identical or similar to the item you owned (a pre-printed form for the use of MFES/PX may be obtained at the Claims Office).

REPAIR FIRMS. This list is not exhaustive and not to be construed as an endorsement or recommendation by the U.S. Government. However, please consult this office before using an unlisted firm. Estimates from a firm that cannot repair your car or is known for inadequate work, exorbitant estimate fees, or unusually high repair charges, cannot be used.

WIESBADEN AREA

Autolackiererei Haas GmbH, Schwarzenbergstr. 7c, 65189 Wiesbaden, Tel.(0611) 76 1015 (Body work/paint jobs). Etsimate is 50 euro max and credited if repair done there.

Autohaus Zimmermann, Rheintalstr. 28, 65199 Wiesbaden, Rheintalstr. 28, Tel 0611/974 9225 (Body work/auto repair/ paint jobs).

Auto Hollmann, Hochheimerstr. 111, 55246 Mainz-Kostheim, Tel. 06134-3381 (Body work/ auto repair/ paint jobs).

Rueck & Glimm GbR, Berliners.tr. 249, 65205 Wiesbaden, Tel.: (0611) 790 07 37 (No Body work/paint job.Strictly mechanical work).

Peter Krauss Car Body and Paint Shop, Reinhardstr. 41, 63751 Gelnhausen-Hailer, Tel.: (06051) 96 30 0 (Body work/paint jobs).

Car Care Center, Bldg. 4005, Mainz Kastel, Tel.: (06134) 40 11. (No Body work/paint job. Strictly mechanical work).

Reasonable estimate fees are payable as part of your claim, unless the repair shop credits the fee towards the repair bill.

If you have further questions, please contact the claims office by emailing us at: USARMY.WIESBADEN.USAREUR.MBX.OJA-WLC-LEGAL-ASSISTANCE-CALENDAR@ARMY.MIL.