



DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT READINESS TRAINING CENTER AND FORT POLK
OFFICE OF THE STAFF JUDGE ADVOCATE
7090 ALABAMA AVENUE, BLDG 1454
FORT POLK, LOUISIANA 71459

REPLY TO
ATTENTION OF:

AFZX-JAC

1 June 2012

MEMORANDUM FOR Personnel Concerned

SUBJECT: Fort Polk Military Installation Damage due to a Flood

1. **GENERAL INFORMATION.** Service Members residing in government assigned quarters, located on a Military Installation with lost or damaged items due to a flood, may file a claim against the U.S. Government pursuant to Army Regulation 27-20, Chapter 11. If you have applicable private insurance, you must first file a claim with your insurance company. Making a false claim against the U.S. Government is punishable by criminal sanction under federal law.
2. You have **TWO YEARS** from the **DATE OF INCIDENT** to file your claim. Please notify the Fort Polk Claims Office (FPCO) as soon as possible to report water damage and/or flooding on the installation.
3. You must make every effort to protect your property to prevent further damage. Typically, clothes, shoes, cds, dvds, and etc. may be cleaned and restored to its original condition. If the item may be restored to its original condition, AR 27-20, Chapter 11 does not permit payment. In all cases, AR 27-20, Chapter 11 only permits payment for the repair cost or, if not repairable, depreciated value for the damaged items.
4. Soldiers (Army) should file a claim in PCLAIMS at <http://www.jagcnet4.army.mil/pclaims>. Non-Army Service Members must file a claim with their branch of service. Login to PCLAIMS with an **AKO** (Army Knowledge Online) username and password. Contact the **AKO** help desk at 1-866-335-2769, if you do not already have an **AKO** username and password. For first time PCLAIMS users, the Soldier must create a personal profile.
5. You must fill out the General Tab, Item Tab, and Insurance/FRV Tab for our office to process your claim. You may provide additional documents in the Attachment Tab to substantiate the value of your claim.
 - a. **New Claim (General Tab)** – Complete this screen.
 - b. **Claim Item Details (Item Tab)** – Complete this screen. List the Item Name, Quantity, and Amount Claimed. Choose Missing or Damaged as appropriate. Answer Yes/No questions as appropriate. Click “Save Item.” You must enter the above information for each individual lost or damaged item.

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c. **Insurance/FRV Details (Insurance/FRV Tab)** – Complete this section. If you have applicable private insurance, you must first file a claim with your insurance company.

d. **Attachments (Attachment Tab)** – You may elect to scan and attach a copy of the following documents to support your claim.

i. **Estimates** – Provide repair or replacement estimates such as a written appraisal, catalog listing, etc.

ii. **Private Insurance Policy** – Provide a copy of your private insurance policy along with the payment or denial action.

iii. **Agents** – Provide a copy of a Power of Attorney or other written authorization to file the claim and receive funds on behalf of the Service Member.

iv. **Replacement Costs** – Written statements from a store employee with name, phone number, store name and address, cost, and model and serial number of item and catalog or ad pages assist in substantiating the value of items over \$100.00. Purchase receipts, appraisals, photographs, etc. assist in substantiating the value of items over \$100.00. Without such substantiation, you may receive an amount considered fair and reasonable, i. e., an average price for a similar item.

e. **Declaration** – Read and click “Yes I Agree”. If you correctly completed the above steps, “Thank you for creating the Claims through our Online System” will appear. Click “Print this screen for my records” and save this information for your records.

6. For **PCLAIMS Technical Support Questions**, call the Information Technology Division help desk at (703) 693-0000 or email itdsvicedesk@jagc-smtp.army.mil.

7. **HOURS OF OPERATION:** Contact the FPCO at (337) 531 -2636/1576. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230 -1630. We are closed on all Federal holidays. Our office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. You may consult our website for further information at <http://www.jrtc-polk.army.mil/SJA/CL.html> or our Facebook page at <http://www.facebook.com/FortPolkClaims>.