



REPLY TO
ATTENTION OF:

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

AFZX-JAC

1 May 2011

MEMORANDUM FOR Personnel Concerned

SUBJECT: Instructions for Filing an AR 27-20, Chapter 11 Claim for Vandalism

1. AR 27-20, Chapter 11 requires you provide clear and convincing evidence the loss occurred incident to your military service at assigned quarters or on a military installation. Your statement alone is likely not sufficient. Contact the military police to report the incident as soon as possible. Take pictures of your vehicle as soon as possible. If applicable, please document any broken glass around your vehicle or any other vandalized vehicles in the same parking lot or in the same area.
2. You have **TWO YEARS** from the **DATE OF INCIDENT** to file your claim.
3. Use PCLAIMS at [http:// www.jagcnet4.army.mil/pclaims](http://www.jagcnet4.army.mil/pclaims) to file your claim. You must login with an **AKO** (Army Knowledge Online) username and password. Contact the **AKO** help desk at 703-704-4357 (DSN 312-654-4357) if you do not already have an **AKO** username and password. If a Soldier's spouse uses his/her personal AKO to login, he/she must scan into PCLAIMS the authority to sign for the Soldier (e.g. Power of Attorney). For first time PCLAIMS users, the Soldier must create a personal profile.
4. Complete the General Tab, Item Tab, and Insurance/FRV Tab for our office to process your claim. While not required, the Attachment Tab benefits you and helps you provide additional documentation to substantiate the value of your claim.
 - a. **New Claim (General Tab)** – Complete this screen.
 - b. **Claim Item Details (Item Tab)** – Complete this screen listing the Name of the Item, Quantity, and Amount Claimed. Choose Missing or Damaged as appropriate. Answer the Yes/No questions as appropriate. You must click "Save Item." Enter the above information for each individual item you wish to claim.
 - c. **Insurance/FRV Details (Insurance/FRV Tab)** – Complete this section if an insurance company and/or Transportation Service Provider paid you for any item you listed in the Item Tab. You are required to file with your private insurance company for all AR 27-20, Chapter 11 claims, except Household Goods and POV shipments at the governments expense. Failure to provide proof you filed with your private insurance could result in the denial of your claim.

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d. **Attachments (Attachment Tab)** –Attach two Repair Estimates, Vehicle Registration, and Proof of Insurance.

e. **Declaration** – Read the Declaration and click “Yes I Agree” to file your claim. 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.

5. For **PCLAIMS Technical Support Questions**, contact the Information Technology Division help desk at 901 North Stuart Street, Suite 1202, Arlington, VA 22203. Telephone: **(703) 588 – 2560** or email itdhelpdesk@jagc-smtp.army.mil.

6. Army Regulations do not permit payment for incidental expenses such as a rental car or hit and run incidents.

7. Typically, the FPCO requires the claimant to bring the damaged vehicle to the FPCO for an inspection by FPCO personnel. The FPCO will photograph the vehicle’s damage for our records.

8. Contact the Fort Polk Claims Office at (337) 531- 2636/1576/1197. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230 -1630. We are closed on all Federal holidays. The Claims Office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. You may consult our website at <http://www.jrtc-polk.army.mil/SJA/CL.html> or visit our facebook page at “Fort Polk Claims Office”.

FOR THE STAFF JUDGE ADVOCATE: