



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

18 May 2016

MEMORANDUM FOR Personnel Concerned

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

1. Army Regulation (AR) 27-20, Chapter 11 permits payment for a Soldier's or federal government employee's property lost, damaged, or destroyed "incident to service", including fire, flood, theft, vandalism, and unusual occurrence.
2. You have **TWO YEARS** from the **DATE OF INCIDENT** to file your claim. Limited exceptions to this time deadline apply to deployment related delays in filing the claim.
3. **Personal Property Shipped with Unit Equipment (Military Connex)**: Generally, DTR Part V (DOD 4500.9R) prohibits shipping personal property with government cargo. The U.S. Army Claims Service permits payment for personal property shipped in a military connex in limited circumstances. In all cases, Army Regulations permit payment only for reasonable and useful items. Small, high value electronic items are not appropriate for shipment and should be placed in your allotted checked or carryon baggage. Failure to provide the below documentation may result in the denial of your claim.
 - a. **Commander's Authorization**: You must obtain a statement or an email from your Chain of Command, stating "I _____, Commander of the _____ approved [Soldier rank/ name] to ship his/her personal property in the unit's equipment container." Your Commander should include the approval date and any other details.
 - b. **Proof of Items Shipped**: All shipped items must be listed on the DD Form 1750. Or, you should obtain a sworn statement (DD Form 2823) from a person with knowledge of the items shipped. You must provide a copy of your military orders.
 - c. **Documentation of Incident**: Report the loss as soon as possible to your Unit Authority.
4. **Accompanied Baggage**: You must first file a claim with the Commercial Airline. Immediately notify the local terminal authority and fill out a lost baggage report and/or notify your Unit Authority. Obtain a sworn statement (DD Form 2823) indicating items shipped. Submit receipts or credit card statements, if available.
5. **Medical Evacuation**: DA PAM 600-9 requires the unit to inventory and secure a medically evacuated Soldier's personal property. For lost/damage personal property

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due to a medical evacuation, you should obtain this inventory and/or provide the Fort Polk Claims Office (FPCO) with details identifying your unit, Commander's name, date of your evacuation, and duty station at the time of evacuation.

6. **In Theatre Combat Losses**: Items damaged or destroyed due to extraordinary hazards or enemy activity may be compensable, including terrorist acts, acts of mob violence, and other hostile acts directed against the United States/ Soldier. Include receipts, credit card statements, pictures, sworn statements (DD Form 2823), or any other documents to substantiate ownership. Report loss to your Chain of Command. Include the date, time, location, and an incident report.

7. **Fire at Authorized Quarters**: You must report the fire to the appropriate authorities. Submit the investigation report, pictures, and any other relevant documentation. Provide pictures detailing the overall fire damage and all fire damaged items. Include receipts, credit card statements, pictures, sworn statements (DD Form 2823), or any other documents to substantiate ownership.

8. **Theft**: You must report the theft to appropriate authorities as soon as possible. Include receipts, credit card statements, pictures, sworn statements (DD Form 2823), or any other documents to substantiate ownership. Army Regulations require you to secure small, expensive, and routinely stolen items (IPODS, wallets, etc.) in a locked drawer, wall locker, or other secured locations. Failure to properly secure your property may result in the denial of your claim. Provide details concerning how you attempted to safeguard your property from the theft.

9. If you have additional personal insurance, including credit card insurance, homeowner's insurance, renter's insurance, etc., you may be entitled to file a claim with your insurance company in regards to your loss. If the Army paid you on an item and you receive additional money from your private insurance for the same item, you must advise FPCO of the additional payment. You may not "double collect" and the Army may institute a collection action to take back the money.

10. **Organizational Clothing and Equipment (OCIE)**: OCIE, formerly known as TA-50, is government property issued to Soldiers as a long term loan. Since this property belongs to the government, the individual Soldier cannot be compensated for the loss of OCIE by the government through Army Regulation 27-20, Chapter 11. If you suffered a loss of OCIE due to a government sponsored move, you should list the items on your Notice of Loss or Damage. You have 75 days from your delivery date to submit the Notice of Loss or Damage to the Transportation Service Provider (TSP). You should file a claim directly with the TSP within 9 months for Full Replacement Value. If you

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received a replacement OCIE item from the government, you should contact the FPCO as the government is entitled to any money you receive for OCIE items. You may want to submit these documents to your unit during the FLIPL investigation in order to substantiate this loss occurred due to a government sponsored move.

11. File a claim online with PCLAIMS at <https://www.jagcnet5.army.mil/pclaims>. Non-Army service members must file a claim with their branch of service. Log onto PCLAIMS with your CAC card. **DO NOT UPLOAD CLASSIFIED INFORMATION IN PCLAIMS.** If you cannot access PCLAIMS, see further guidance at below number 13.

12. You must have a personal profile in PCLAIMS to file a claim. Please confirm your mailing address. Fill out the General Tab, Item Tab, and Insurance/FRV tab in PCLAIMS. It is optional for you to attach documents in the Attachment Tab; however, this feature benefits you and provides documentation to substantiate your claim.

a. **New Claim (General Tab)** – Complete this screen in order to file your claim.

b. **Claim Item Details (Item Tab)** – Complete this screen and list the item name, quantity, and amount claimed for each item. You must claim a specific dollar amount. Choose missing or damaged as appropriate. Answer the Yes/No questions as appropriate. Click “Save Item.”

c. **Insurance/FRV Details (Insurance/FRV Tab)** – Complete this section if an insurance company 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.

d. **Attachments (Attachment Tab)** – Scan and attach all pertinent documents.

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 the button “Print this screen for my records” and save this information for your records.

13. If you cannot access PCLAIMS, you must complete a **DD Form 1842** and submit it to the Fort Polk Claims Office (FPCO) or your nearest Military Claims Office. See Enclosure 1. The DD Form 1842 must be signed in Block 17 by the Soldier. If the spouse signs the form, the spouse must provide a Power of Attorney and write “Attorney in fact for the Soldier.” You must write a dollar amount in Block 9. Complete a **DD**

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Form 1844 and submit it to the FPCO. See Enclosure 2. You may email the DD Form 1842 and 1844 to the FPCO at usarmy.polk.imcom.mbx.sja-claims-office@mail.mil or fax (337) 531-8909 or mail OSJA, Claims, 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459.

14. For PCLAIMS Technical Support Questions, contact the IT Division help desk at 901 North Stuart Street, Suite 1202, Arlington, VA 22203. Telephone: **(703) 588 -2560**. You can email questions, comments or additional requirements to itdhelpdesk@jagc-smtp.army.mil.

15. If you have any questions, please contact the FPCO at (337) 531-2636/1197 or DSN 865-2636 or usarmy.polk.imcom.mbx.sja-claims-office@mail.mil. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230 -1630 Central Standard Time/Central Daylight Time and our office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. Visit our website at <http://www.jrtc-polk.army.mil/SJA/CL.html> or our Facebook page at <http://www.facebook.com/FortPolkClaims>.