



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

AFZX-JAC

18 May 2016

MEMORANDUM FOR Personnel Concerned

SUBJECT: Fort Polk Military Installation Damage due to a Flood

1. **GENERAL INFORMATION.** Soldiers residing in government assigned quarters, 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 in government assigned quarters.
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 the original condition. If the item may be restored to the 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. File a claim in PCLAIMS at <https://www.jagcnet5.army.mil/pclaims>. Non-Army service members must file a claim with their branch of service. Login to PCLAIMS with your CAC card. **DO NOT UPLOAD CLASSIFIED INFORMATION IN PCLAIMS.** If you cannot access PCLAIMS, see further guidance at below number 7.
5. 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. 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.
 - b. **Claim Item Details (Item Tab)** – Complete this screen. List the item name, quantity, and amount claimed. You must claim a specific dollar amount. 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.

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

(2) **Private Insurance Policy** – 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.

(3) **Agents** – Provide a copy of a Power of Attorney or other written authorization to file the claim on behalf of the Soldier.

(4) **Replacement Costs** – Written statements from a store employee with name, phone number, store name/address, cost, and model/serial number along with catalog or ad pages assist in substantiating an item's value exceeds \$100.00. Purchase receipts, appraisals, photographs, etc. also assist in substantiating an item's value. Without such substantiation, you may receive an amount considered fair and reasonable, i.e., an average price for a similar item.

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.

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

7. If you cannot access PCLAIMS, complete a **DD Form 1842** and submit it to the 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 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.

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8. **HOURS OF OPERATION:** Contact the FPCO at (337) 531 -2636/1197 or usarmy.polk.imcom.mbx.sja-claims-office@mail.mil. 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>.