



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 an Unusual Occurrence

1. **GENERAL INFORMATION.** Service Members residing in government assigned quarters and government employees located on the Fort Polk Military Installation with property (i.e., food spoilage, personal property) loss or damaged due to a hurricane or similar unusual occurrence may file a claim 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.

3. The Catastrophic Loss Accelerated Settlement Procedure (CLASP) may be implemented for some disasters. CLASP provides an alternative to the requirement for an itemized list and detailed substantiation of property lost, damaged or destroyed. The Commander, United States Army Claims Service (USARCS), authorizes CLASP on a case by case basis. If you would like to use CLASP to resolve your claim:

a. Notify the FPCO, if the unusual occurrence caused a total or substantial property loss/damage and describe the circumstances surrounding the loss.

b. Request the FPCO/USARCS use CLASP to resolve your claim.

c. A Claims Examiner will document loss/damage by on-site inspections, photography, detailed oral interviews, and available inbound shipment inventories in order to capture the quantity, condition, and value of property prior to the loss/damage.

d. USARCS will deduct any insurance money you receive from your private insurance company and will apply a flat rate of depreciation to ensure payment of the Fair Market Value.

4. If CLASP cannot be utilized, the FPCO will utilize Army Regulation 27-20, Chapter 11 to resolve you claim. File a claim online at [https:// www.jagcnet5.army.mil/pclaims](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.** Please confirm your mailing address. If you cannot access PCLAIMS, see further guidance at below number 6.

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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. (Please describe spoiled food items to the extent practicle.) You must claim a specific dollar amount. Choose missing or damaged as appropriate. Answer the Yes/No questions as appropriate. Click “Save Item.” Enter the above information for each individual item you wish to claim. List all lost/spoiled food items as a single item with a total dollar amount of food items lost/spoiled. (You should provide an itemized list of all lost/spoiled food items as an attachment in accordance with 4.d.iii.)

c. **Insurance/FRV Details (Insurance/FRV Tab)** – Complete this section. You must file with your private insurance company first, if you have an applicable private insurance policy.

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/replacement estimates of the property (written appraisal, catalog listing, etc.). For electronic equipment and components, the estimate must specifically state a power surge, power failure, or water damage caused the damage.

(2) **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.

(3) **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.

(4) **Vehicles** - Provide a copy of the vehicle’s insurance policy and registration. If the vehicle belongs to someone else (friend, family member, etc), contact this office for additional instructions. Provide two repair estimates. Provide photographs of the vehicle’s damage.

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(5) **Orders** - You must provide your Military Orders, specifically if you are a National Guardsmen in Federal Status.

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

(7) If you received a Louisiana National Guard Claims Card or statement from someone in charge about the incident, provide this information.

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.

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

6. If you cannot access PCLAIMS, complete a **DD Form 1842** and submit it to the FPCO or your 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.

7. During a disaster, the FPCO may establish an additional area to process claims upon the request of the Staff Judge Advocate.

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. The Claims Office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. Our Customer Service hours may be extended by the Staff Judge Advocate during a disaster. 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>. If the Fort Polk Military Installation does not have electricity or a claimant cannot access PCLAIMS, the claimant should contact or stop by the FPCO to receive and complete a DD Form 1842 and DD Form 1844 to file

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the claim. The FPCO may establish an additional area to process claims on the Fort Polk Military Installation upon the request of the Staff Judge Advocate.