



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 Vandalism

1. Soldiers and federal government employees may file a claim for damage occurring “incident to service” due to vandalism on the military installation or at government assigned quarters pursuant to Army Regulation 27-20, Chapter 11. The vehicle’s registered owner should file the claim and provide clear and convincing evidence the damage occurred on the military installation or at government assigned quarters. 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. Army Regulations do not permit payment for incidental expenses such as a rental car.

2. You have **TWO YEARS** from the **DATE OF INCIDENT** to file your claim.

3. 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 6.

4. 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.

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d. **Attachments (Attachment Tab)** – Attach a Repair Estimate, 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 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, 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 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. 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) 531-2636/1197 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. You may consult our website at <http://www.jrtc-polk.army.mil/SJA/CL.html> or our Facebook page at <http://www.facebook.com/FortPolkClaims>.