



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

13 May 2010

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 that the loss occurred incident to your military service at assigned quarters or on a military installation. Your uncorroborated statement that your vehicle was vandalized on the military installation will not be sufficient. You should contact the military policy to report the incident as soon as possible. You should 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. This deadline may not be waived.
3. You must file your claim online with PCLAIMS at [http:// www.jagcnet4.army.mil/pclaims](http://www.jagcnet4.army.mil/pclaims). Before you can use **PCLAIMS**, you must have a **JAGCNet** account and login with an **AKO** (Army Knowledge Online) username and password. Contact the **ITD** help desk at 703-588-2560 for assistance if you do not already have a **JAGCNet** account. Contact the **AKO** help desk at 703-704-4357 (DSN 312-654-4357) if you do not already have an **AKO** username and password. Once you log into JAGCNET, look left and click on USARCS. The USARCS home page appears and you must again look left and click on PCLAIMS. Before you can submit a claim or notice of loss, you must first create your personal profile. The personal profile must be for the Soldier (not the Soldier's Spouse). You only need to create this profile the first time you submit a claim or notice of loss. If you have previously used PCLAIMS to file your household goods claim, you will not need to create a new profile.
4. You must complete the following steps in PCLAIMS to submit your claim. You must fill out the General Tab, Item Tab, and Insurance/FRV tab for our office to process your claim! It is optional for you attach documents in the Attachment Tab; however, this feature benefits you and helps you provide additional documentation to substantiate the value of your claim.
  - a. **New Claim (General Tab)** – You must complete this screen in order to file your claim. See the PCLAIMS Example at Enclosure 3. If you are unable to file your claim in PCLAIMS, you must complete a **DD Form 1842** and submit it to the Fort Polk Claims Office (FPCO). You may download this form at <http://www.army.mil/usapa/> or pick up a copy at our office. The DD Form 1842 must be signed in Block 17 by the Soldier or Spouse. If the spouse signs the form,

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they must provide a Power of Attorney and write “Attorney in fact for.” Make sure the amount of the claim is put in block 9.

b. **Claim Item Details (Item Tab)** – You must complete this screen and list 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.” See PCLAIMS Example at Enclosure 4. You must enter the above information for each individual item you wish to claim! If you are unable to file your claim in PCLAIMS, you must complete a **DD Form 1844** and submit it to the Fort Polk Claims Office. You may download this form at <http://www.army.mil/usapa/> or pick up a copy at our office. You may want to fill out a **DD Form 1844** to use as a guide to ensure you remember to enter all of your items in the PCLAIMS system.

c. **Insurance/FRV Details (Insurance/FRV Tab)** – You must complete this section if an insurance company and/or carrier 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 that you filed with your private insurance could result in denial of your claim.

d. **Attachments (Attachment Tab)** – You must scan and attach a copy of the following documents. In addition, you should scan and attach any other documents to support your claim. If you do not have the ability to scan and attach your documents at home, scanners are typically available at the Fort Polk Library or your local public library. The FPCO recommends you attach two **Repair Estimates, Vehicle Registration, and Proof of Insurance.**

e. **Declaration** – You must read the Declaration and click the “Yes I Agree” button to proceed and file your claim. If you correctly completed the above steps, you should see the “Thank you for creating the Claims through our Online System” Screen. You click the button “Print this screen for my records” and save this in a safe place. You may view your newly submitted claim and all past claims filed in the PCLAIMS system.

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**. You can email questions, comments or additional requirements to [itdhelpdesk@jagc-smtp.army.mil](mailto:itdhelpdesk@jagc-smtp.army.mil).

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

7. If you have obtained this claims packet without first receiving a briefing from the FPCO, there may be additional documents or information requested from you at the time you turn in your claim. FPCO typically requires a claimant to bring the vehicle to the FPCO for an inspection by FPCO personnel and to photograph the damage to the vehicle for our records.

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8. If you have any questions or want to confirm receipt of your claim in the PCLAIMS system, please 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 (next to the Showboat Theatre) at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459.