

PCLAIMS: Types of Claims

First, file with your private insurance, if available.

- Fire
- Flood
 - Clean or dry out your property as soon as possible to prevent mildew.
 - In military barracks, report mold to your chain of command and request a work order.
- Theft (on post or in theatre)
- Vandalism (on post or in theatre)
 - You must provide clear and convincing evidence the loss occurred incident to your military service on a military installation.
 - Contact the military police as soon as possible.
 - Photograph your vehicle.
- Unusual Occurrence
 - Hurricane, earthquake, extreme weather unusual for the area.
 - Army Regulations do not classify hit and run or pothole incidents as unusual occurrences.

Tips & Hints

- Contact the **AKO** help desk at 1-866-335-2769, if you do not already have an **AKO** username and password.
- For PCLAIMS Technical Support, call the help desk at (703) 693-0000 or email itdservicedesk@jagc-smtp.army.mil.
- Do not delay. File your claim as soon as possible.
- Take pictures of all damaged items.
- Do not throw away damaged items until we resolve your claim.

Need More Help? Contact us at (337) 531-2636. Please have your paperwork available for our office to better assist you.

Using PCLAIMS

Fort Polk Claims Office

7090 Alabama Avenue
Building 1454

(337) 531-2636

Monday-Friday
0800-1130, 1230-1630

<http://www.jrtc-polk.army.mil/SJA/CL.html>

<http://www.facebook.com/FortPolkClaims>



PCLAIMS: User Information

- Must be an Army Soldier or Army Federal civilian employee.
- Claims limited to personal property damage due to fire, flood, theft vandalism, or unusual occurrences.
- Use PCLAIMS, if you decided to transfer all or part of your household goods claim with the mover to a Military Claims Office (MCO).
- If you transfer your claim with the mover to a MCO, the MCO pays depreciated value. If the U.S. Army Claims Service recovers additional money from the mover, you will get this additional money.
- If you filed your claim with the TSP within 9 months from the delivery date and you transfer your claim to the MCO, the MCO pays full replacement value for items
 - lost or damage by an Act of God or other DPS exclusion
 - lost or damage by an Ocean Carrier
 - denied by Last Handler (mover) due to previous movers fault.

PCLAIMS: How to File

- Must file a claim within 2 years from the incident date.
- Log onto PCLAIMS at <https://www.jagcnet4.army.mil/pclaims>
- Enter your AKO username and password or use your CAC.
- Complete the “Notice of Loss or Damage” only when filing a claim for household goods damaged in a government sponsored move.
- Complete the General tab, Item tab, and Insurance/FRV tab for our office to process your claim.

PCLAIMS: Transfer from DPS

- First, you must file a claim in DPS at <http://www.move.mil>.
 - Submit “Notice of Loss or Damage” to mover within 75 days of delivery date.
 - To receive Full Replacement Value, file your claim within 9 months from the delivery date. (Enter the item and dollar amount into move.mil and click submit.)
- After 30 days, you should receive a confirmation email from the mover.
- After 60 days from the date you filed your complete claim, you may decide to transfer all or part of your DPS claim to the Military Claims Office (MCO).
- You must tell DPS in writing (email) you want to transfer all or part of your claim to the MCO.
- Contact the MCO and enter your transferred claim into the PCLAIMS system within 2 years from the delivery date.