



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

16 March 2012

MEMORANDUM FOR Personnel Concerned

SUBJECT: Instructions for Filing an AR 27-20, Chapter 11 Claim for Deployed Soldiers

1. AR 27-20, Chapter 11 permits payment for a Soldier's or federal government employee's property lost, damaged, or destroyed "incident to service", including fire, flood, theft, vandalism, and unusual occurrence.
2. You have **TWO YEARS** from the **DATE OF INCIDENT** to file your claim.
3. **Personal property shipped with unit equipment (military connex)**: Generally, DTR Part V (DOD 4500.9R) prohibits shipping personal property with government cargo. The U.S. Army Claims Service permits payment for personal property shipped in a military connex in limited circumstances. In all cases, Army Regulations permit payment only for reasonable and useful items. Small, high value electronic items are not appropriate for shipment and should be placed in your allotted checked or carryon baggage. Failure to provide the below documentation may result in the denial of your claim.
 - a. **Commander's Authorization**: You must obtain a statement or an email from your Chain of Command, stating "I _____, Commander of the _____ approved [Soldier rank/ name] to ship his/her personal property in the unit's equipment container." Your Commander should include the approval date and any other details.
 - b. **Proof of Items Shipped**: All shipped items must be listed on the DD Form 1750. Or, you should obtain a DD Form 2823, Sworn Statement reflecting items shipped. You must provide a copy of your military orders.
 - c. **Documentation of Incident**: Report loss as soon as possible to your Unit Authority.
4. **Accompanied Baggage**: You must first file a claim with the Commercial Airline. Immediately notify the local terminal authority and fill out a lost baggage report and/or notify your Unit Authority. Obtain a sworn statement (DD Form 2823) indicating items shipped. Submit receipts or credit card statements, if available.
5. **Medical Evacuation**: DA PAM 600-9 requires the unit to inventory and secure a medically evacuated Soldier's personal property. You should obtain this inventory and/or provide the Fort

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Polk Claims Office (FPCO) with details identifying your unit, Commander's name, date of your evacuation, and duty station at the time of evacuation.

6. **In Theatre Combat Losses**: Items damaged or destroyed due to extraordinary hazards or enemy activity may be compensable, including terrorist acts, acts of mob violence, and other hostile acts directed against the United States/ Soldiers. Include receipts, credit card statements, pictures, sworn statements (DD Form 2823), or any other documents to substantiate ownership. Report loss to your Chain of Command. Include the date, time, location, and an incident report.

7. **Fire**: You must report the fire to appropriate authorities. Submit the investigation report, pictures, and any other relevant documentation. Provide pictures detailing the fire's extent and all fire damaged items. Include receipts, credit card statements, pictures, sworn statements (DD Form 2823), or any other documents to substantiate ownership.

8. **Theft**: You must report the theft to appropriate authorities as soon as possible. Include receipts, credit card statements, pictures, sworn statements (DD Form 2823), or any other documents to substantiate ownership. Army Regulations require you to secure small, expensive, and routinely stolen items (IPODS, wallets, etc.) in a locked drawer, wall locker, or other secured location when not in use. Failure to properly secure your property may result in the denial of your claim. Provide details concerning how you attempted to safeguard your property from theft.

9. If you have additional personal insurance, including credit card insurance, homeowner's insurance, renter's insurance, etc., you may be entitled to file a claim with your insurance company in regards to your loss. If the Army paid you on an item and you receive additional money from your private insurance for that same item, you must advise FPCO of the additional payment. You may not "double collect" and the Army may institute a collection to take back the money in the event you were paid twice.

10. **Organizational Clothing and Equipment (OCIE)**: OCIE, formerly known as TA-50, is government property issued to Soldiers as a long term loan. Since this property belongs to the government, the individual Soldier cannot be compensated for the loss of OCIE by the government through Army Regulation 27-20, Chapter 11.

11. You must file your claim online with PCLAIMS at [http:// www.jagcnet4.army.mil/pclaims](http://www.jagcnet4.army.mil/pclaims). **DO NOT UPLOAD ANY CLASSIFIED INFORMATION INTO PCLAIMS!** You must login with an **AKO** (Army Knowledge Online) username and password, or CAC card. Contact the **AKO** help desk at 703-704-4357 (DSN 312-654-4357) if you do not already have an **AKO** username and password. You must have a personal profile to submit a claim. **YOU MUST PROVIDE AN ADDRESS IN ORDER FOR DFAS TO APPROVE PAYMENT.**

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12. You must 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 Name of the Item, Quantity and Amount Claimed for each item. 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 only if an insurance company and/or Transportation Service Provider (TSP) paid you for this loss.
- d. **Attachments (Attachment Tab)** – Scan and attach all pertinent documents.
- e. **Declaration** – 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. Click the button “Print this screen for my records” and save this in a safe place. You may view your newly submitted claim in the PCLAIMS system.

13. For PCLAIMS Technical Support Questions, contact the IT 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.

14. If you have any questions, please contact the FPCO at (337) 531-2636/1576. Our Customer Service hours are Monday through Friday from 0800-1130 and 1230 -1630 Central Standard Time and our office is located at 7090 Alabama Avenue, Building 1454, Fort Polk, Louisiana 71459. Visit our website at <http://www.jrtc-polk.army.mil/SJA/CL.html> or our Facebook page at <http://www.facebook.com/FortPolkClaims>.