

CLAIMS PROCESS FOR PERSONAL PROPERTY DAMAGE – KADENA AB, JAPAN

In an effort to provide the very best claims service to help you recover from damages you recently suffered, we provide you with these instructions. Please take a moment to read these instructions before filing your claims.

NOTE: The authority which authorizes the CSC to pay certain personal property claims is the Military Personnel and Civilian Employees Claims Act (PCA). The PCA was enacted by Congress to lessen the hardships of military life by providing payment for certain types of property loss, however, it does not provide insurance coverage and is NOT designed to make the United States a total insurer of the personal property of claimants. Claimants have a personal responsibility to protect themselves from loss or damage to their personal property.

TURNING IN YOUR CLAIM DOCUMENTS

CLAIM FILING TIME LIMIT: You have **2 years from the date of incident to file your claim**. A claim is not filed until it is received by the Air Force Claims Service Center (AFCSC). This time limit, established by Congress, cannot be waived. If you mail the claim, make sure you allow plenty of time.

FILING YOUR CLAIM:

Electronically:

1. Log onto <https://claims.jag.af.mil> Log onto <https://claims.jag.af.mil> and click "File Non Household Goods Claim." *(This site is for Air Force personnel only, however, contact information for sister-service personnel can be found on this page. Contractors and Foreign Nationals are **not** proper claimants).* On the next two screens hit the "Proceed" button. You will come to the portal screen. Select "I already have a username and password" and enter the following (**DO NOT CUT AND PASTE, IT WON'T WORK**):

Username: clai3897

Password: KtD!Qx2W

2. Once you have input the username and password, you will then be asked to fill out your profile. Once that is done, you can then begin inputting the information for your damaged property. Continue to follow all directions and include required documents such as PCS Orders for military and SF 50 for civilians.
 - a. Claims for damage in base housing (or off base if overseas) – File with your renter's insurance company first. After receiving settlement, or if no renter's insurance, any items which can be repaired (cleaned) must first be attempted by a firm qualified to repair. If an item cannot be repaired (cleaned), then replacement is warranted. Any item which costs more than \$100 to replace, must be accompanied by substantiation in the form of a web page, catalog page, sale paper or BX price. If you do not have renter's insurance, you must provide a statement to that fact.
 - b. Claims for automobile damage – File with your automobile insurance company first. After receiving settlement, or if liability only (no comprehensive coverage), a claim can be filed with the Claims Service Center. If your insurance company takes care of repairs, only one estimate of repair is required. If you have liability only, you must provide two repair estimates. If your

vehicle was damaged at your duty section, a statement from your supervisor stating that you were on duty at the time of the storm must be provided. Other documents required are vehicle registration, insurance documentation and **a receipt showing you paid your repair company for your deductible**. If you have liability only, you must upload a copy of your Insurance Policy Declarations page showing your coverage and **a receipt showing repairs were paid for**. Please upload any documentation related to your claim in the Upload Documents section of your claim.

3. Finally, there's a User's Guide link at the bottom of each page which should help you file your claim. After you have added all applicable information and uploaded any substantiating documents/photos, you should submit your claim.
4. If any questions arise about the claims process, please contact us at AFCSC.JA@us.af.mil, or DSN 314-986-8044, COMM 937-656-8044 or Toll Free at 1-877-754-1212. The CSC's duty hours are Monday thru Friday, 0730-1630 Eastern Standard Time.

Mailing your claim: Send all required documents to AFCSC/JAD 1940 Allbrook Drive
Bldg 1 Suite 500 Wright-Patterson AFB, OH 45433.

DOCUMENTS NEEDED FOR MOST COMMON CLAIM TYPE

PROPERTY DAMAGE

PCS Orders
Assignment to Quarters Letter
DD Form 1842
DD Form 1844
One (1) repair estimate
Replacement Cost

VEHICLE

PCS Orders
Copy of contract for RV or Lemon Lot
Title/Registration
Proof of Insurance
Two (2) repair estimates
DD Form 1844
DD Form 1842

FOOD SPOILAGE

PCS Orders
Housing Assignment Letter/Lease or Dorm Assignment letter
Insurance Declaration
If claim is for more than Maximums (ie. Single Airman - \$250, Married (including Mil to Mil) - \$500)

PAYMENT INFORMATION

After your claim has been processed, a payment voucher will be sent to the Defense Finance and Accounting Service (DFAS) and the amount awarded will be electronically deposited in your account. Everyone who does not have a direct deposit account will need to fill out an Electronic Funds Transaction form, which can be found at <https://claims.jag.af.mil/legalassistance/index.php>

QUESTIONS OR CONCERNS

If at anytime during your claim you are in need of assistance, we are here to help. Please feel free to contact the Air Force Claims Service Center at **DSN 312-986-8044 or 1-877-754-1212**.

Claims Process for Personal Property Damage

IMPORTANT - The authority which authorizes the CSC to pay certain personal property claims is the Military Personnel and Civilian Employees Claims Act (PCA). The PCA was enacted by Congress to lessen the hardships of military life by providing payment for certain types of property loss, however, it does not provide insurance coverage and is NOT designed to make the United States a total insurer of the personal property of claimants. Claimants have a personal responsibility to protect themselves from loss or damage to their personal property. Claims for damage to personal property must have occurred on-base or in base housing (both Gov't privatized on-base and off-base). Claims for property damage off-base at the member's personally rented apartment, rental home, or personally owned real property, i.e., NOT Gov't privatized housing, are not payable.

1. Before logging into our website, please completely close out of all browsers and log back into the internet. Our website works best in Google Chrome. You'll also want to turn off your popup blocker.

2. Go to the Air Force Claims Service Center (CSC) website, <https://claims.jag.af.mil/>, and click "File Non-Household Goods Claim." This site is for Air Force personnel only, however, contact information for sister-service personnel can be found on this page. Contractor personnel and Foreign Nationals are not proper claimants.

3. On the next two screens hit the "Proceed" button.

4. You will come to our Portal screen. Select "I already have a username and password" and enter the following (DO NOT CUT AND PASTE, IT WON'T WORK):

*****Contact the AFCSC (see paragraph 8) to obtain a username and password*****

5. Once you have input your username and password, you will then be asked to fill out your profile. Once that is accomplished, you can then begin inputting the information for your damaged property.

6. Continue following all directions. Required documentation is noted below.

7. After you have added all applicable information and uploaded any substantiating documents/photos, you should submit your claim.

8. If any questions arise about the claims process or if you do not have a .mil account from which to request a username and password, please contact us at AFCSC.JA@us.af.mil, or DSN 314-986-8044, COMM 937-656-8044 or Toll Free at 1-877-754-1212. The CSC's duty hours are Monday thru Friday, 0900-1500 Eastern Standard Time.

Documentation Needed: Please note, additional documentation may be needed. If upon reviewing the claim we need additional documentation we will advise you. Also, the below listing is not an all-inclusive list of the type of non-shipment claims, just the more common types of claims we see.

Required for all Non-shipment claims :

- Orders assigning you to your base or TDY location;
- Housing assignment letter / lease / dorm assignment letter / lodging receipt
- Insurance Settlement

- Cost Substantiation
- Screenshot from a website (AAFES, Amazon, Wayfair, etc...), store flier or catalog page, etc...
- Repair Estimates (if able to obtain)
- Photos of Damage

Food Spoilage Information:

Usually arising as a result of a severe weather event, food spoilage claims may be awarded depending on the length of a power outage and where the food was kept (fridge/freezer). Please note, the AFCSC has set maximum awards for food spoilage claims. Those limits are:

- Single Airman/Guardian – Max Claim/Award - \$250
- Married (including Mil to Mil) – Max Claim/Award - \$500
- Single Parents with custody of the children – Max Claim/Award - \$500

If the claim is for more than the maximums we will need additional information:

- Receipt from prior to the event that led to the food spoilage
- Photos of the items (if any)
- If no receipt or photos, you could potentially provide a bank/credit card statement but it must show location of purchase (i.e. DECA, Commissary, etc...)

Vehicle Claims:

- Vehicle Registration
- Two Repair Estimates
 - If you receive an estimate from insurance provider, we only need that estimate
- If vehicle is NOT drivable, we only need one estimate
- If vehicle IS drivable, we will need TWO estimates of repair (unless as otherwise discussed above)
- Insurance Settlement
- Proof of payment for deductible
- Insurance Declaration (if not previously provided)
- Photos of Damage
- Vehicle Shipping Documentation (if available)
- Vehicles in the Lemon Lot
 - Provide Lemon Lot paperwork
- Police/Accident Report if claim is a result of some sort of vehicle accident

Note: If your vehicle was damaged as a result of an accident with a GOV, you will need to file a claim with your local legal office.