

SHAKEY'S

LAW CORNER

Typhoon Sinlaku: YOUR GUIDE THROUGH THE CLAIMS PROCESS

- PCA CLAIMS
- AFCSC PROCESS



SERVICES

Walk-in Legal Assistance:
Tuesdays - 1300-1400

**Legal Assistance
Appointments:**
Thursdays - 1300-1430

Wills:
Wednesdays - 1330-1430

**Notary & Power of
Attorney:**
Walk-in Monday-Friday

ANDERSEN LEGAL OFFICE HOURS

Monday & Tuesday	0900-1600
Wednesday	1200-1600
Thursday	1000-1600
Friday	0900-1600

**Closed Weekends, Holidays, &
PACAF Family Days.**

**THIS
PUBLICATION
IS FOR
GENERAL
INFORMATION
ONLY AND
SHOULD NOT
BE RELIED ON
AS LEGAL
ADVICE.**

CONTACT

 **Phone**
(671) 366-2937

 **Email**
36WG.jadms@us.af.mil

VISIT

Corner of Chicago Ave. and O'Malley Ave.
Bldg. 23003 (36th Wing HQ - First Floor)
Andersen AFB, Guam

PERSONNEL CLAIMS ACT

THE PERSONNEL CLAIMS ACT (31 U.S.C. § 3721) PROVIDES COMPENSATION TO MILITARY PERSONNEL AND FEDERAL EMPLOYEES FOR PERSONAL PROPERTY DAMAGE OR LOSS INCIDENT TO THEIR SERVICE

ELIGIBLE CLAIMANTS

- **ACTIVE DUTY AIR FORCE**
 - MEMBERS OF OTHER BRANCHES NEED TO FILE WITH THEIR RESPECTIVE BRANCH CLAIMS CENTER
- **AF RESERVE OR ANG PERSONNEL IF:**
 - PERFORMING FEDERALLY FUNDED DUTY
 - PERFORMING INACTIVE DUTY FOR TRAINING
 - FULL TIME GUARD
 - ANG UNDER 32 USC SECTION 709
- **CIVILIAN EMPLOYEES**
 - WITH A TRANSPORTATION AGREEMENT

ARMY CONTACT INFO

USARMY.KNOX.HQDA-
OTJAG.MBX.CPCS@ARMY.MIL

NAVY AND MARINES CONTACT INFO

NORFOLKCLAIMS@US.AF.MIL
(888) 897-8217

INELIGIBLE CLAIMANTS

- **CONTRACTORS**
- **CIVILIAN EMPLOYEES**
 - WITHOUT A TRANSPORTATION AGREEMENT
- **FOREIGN NATIONALS**
- **RETIREES**

STATUE OF LIMITATIONS

YOU HAVE TWO YEARS FROM THE DATE OF THE INCIDENT TO FILE A P-CLAIM.

AIR FORCE CLAIMS SERVICE CENTER

MILITARY AND CIVILIAN EMPLOYEES ASSIGNED TO AAFB MAY BE ELIGIBLE TO FILE CLAIMS FOR DAMAGE TO HOMES, VEHICLES, AND OTHER PERSONAL PROPERTY, TO INCLUDE SPOILED FOOD DUE TO LACK OF REFRIGERATION.

FOOD SPOILAGE CLAIMS

- **AWARDED DEPENDING ON THE LENGTH OF A POWER OUTAGE AND WHERE THE FOOD WAS KEPT (FRIDGE/FREEZER).**
 - **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**

PRIVATE INSURANCE

- **IF YOU HAVE INSURANCE (PERSONAL PROPERTY, RENTERS, HOMEOWNERS, OR VEHICLE INSURANCE) YOU ARE REQUIRED TO FILE A CLAIM WITH YOUR PRIVATE INSURANCE PRIOR TO FILING WITH THE GOVERNMENT.**
- **IF YOUR INSURANCE POLICY DOES NOT COVER THE CLAIMED DAMAGE OR THE AMOUNT CLAIMED IS LESS THAN YOUR DEDUCTIBLE, YOU MAY FILE A CLAIM WITH THE GOVERNMENT WITHOUT FIRST FILING WITH YOUR INSURANCE COMPANY.**

EVIDENCE COLLECTION

- **DOCUMENT ANY DAMAGED PROPERTY BY CREATING A LIST AND TAKING PHOTOGRAPHS.**
- **IF VISIBLE, PHOTOGRAPH THE FLOOD LINE OR ANY OTHER VISIBLE INDICATIONS THAT YOUR HOME FLOODED (CEILING TILES, WET CARPETS, ETC.).**

AIR FORCE CLAIMS SERVICE CENTER

AFCSC NUMBER

937-656-8398 OR 937-656-8326

MONDAY THRU FRIDAY, 0900-1500 EST

AFCSC EMAIL

AFCSC.JA@US.AF.MIL

AFCSC WEBSITE

[HTTPS://CLAIMS.JAG.AF.MIL/](https://claims.jag.af.mil/)

USE THE AFCSC WEBSITE TO FILE YOUR TYPHOON RELATED CLAIMS

**PLEASE USE THIS LOG IN
INFORMATION FOR TYPHOON
SINLAKU RELATED DAMAGES
ONLY**

**User Name: clai0785
Password: +EQ3Sx8v**

SEE THE AFCSC HAND OUT FOR MORE INSTRUCTIONS ON HOW TO FILE ONLINE



**THIS IS MEANT TO SERVE AS
A BASIC OVERVIEW OF THE
CLAIMS PROCESS AFTER A
TYPHOON.**

**IF YOU HAVE ANY
QUESTIONS, PLEASE
CONTACT OUR OFFICE OR
THE AFCSC FOR MORE
INFORMATION.**



Air Force Claims Service Center
Phone: 1-877-754-1212
DSN: 986-8044
Comm: 937-656-8044
email: afcsc.ja@us.af.mil

FILING A CLAIM FOLLOWING A SEVERE EVENT

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. For OCONUS, Claims for damage to personal property may have occurred on-base or in base housing (both Gov't privatized on-base and off-base) or off base private residence (rental/owned). Claims for real property are not payable. Real property is the home itself, the land the property is on and anything permanently affixed to the residence (e.g. lighting fixtures, HVAC systems, windows, roof, etc.)

PRIVATE INSURANCE:

Members must file their claim with their private insurance company first (personal property, renters, homeowners, or vehicle insurance). If your insurance policy does not cover the claimed damage or the amount claimed is less than your deductible (or you have only liability insurance on your vehicle), you may file a claim with the government without first filing with your insurance company. In the above situations, you will need to provide a copy of your insurance policy's declaration page showing the damage is not covered, the amount of your deductible or your liability declaration. You may also file a reimbursement claim for your deductible. However, the Claims Service Center cannot just pay awards for deductibles. We can pay for unpaid amounts not covered by your insurance. Usually, the amount of one's deductible. This is why it is imperative that you provide your insurance settlement and any documentation filed with your insurance claim. Please keep in mind, there is no guarantee that you will be reimbursed your deductible.

AFTER YOUR INSURANCE CLAIM:

You may need to file a claim for food spoilage, personal property (clothes, TV, grill, etc...) and your vehicle. You may not be prepared to file all of these claims at the same time. With that being said, we ask that you only file one claim for food spoilage and personal property combined and a separate claim for vehicle damage. For instance, due to a power outage, you may be ready to file a claim for food spoilage before filing for any other property. Please go ahead and file that claim. It will be assigned to a paralegal at our office. If you later need to file a claim for your personal property, please contact the paralegal assigned to your original claim and they will amend the original claim to include the new claimed items.

DISPOSAL OF PROPERTY:

It may be necessary for safety or health concerns to dispose of property before filing a claim. If you feel this is absolutely necessary, you **MUST** take ample photos/videos of the item in question to document the damage before disposing of it. If you are not sure whether the property should be disposed of or not, please contact our office to discuss before disposal.

HHG CLAIMS

(THIS LIST IS ALSO THE GENERAL DOCUMENTS NEEDED FOR ALL CLAIMS):

- Orders assigning you to your base or TDY location;
- Housing assignment letter / lease / dorm assignment letter / lodging receipt
- Insurance Settlement
- Cost Substantiation (items of a value \$100 or more)
 - e.g. Screenshot from a website (AAFES, Amazon, Wayfair, etc...), store flier or catalog page, etc...
- Repair Estimates (may be needed, file the claim first and let your paralegal make this determination)
- Photos of Damage

FOOD SPOILAGE CLAIMS:

May be awarded depending on the length of a power outage and where the food was kept (fridge/freezer). There are maximums 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:

- 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
- 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.

- Statement of location from supervisor or colleague

LOCAL JA CONTACT: Andersen Legal Office

DSN: 366-2937
COMM: 671-366-2937
email: 36WG.jadms@us.af.mil

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.

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

*****DO NOT CLICK ON THE LINK, PLEASE TYPE IN OUR WEBSITE ADDRESS*****

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):

User Name: **clai0785**

Password: **+EQ3Sx8v**

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 you have any questions please contact us at:

a. email: AFCSC.JA@us.af.mil

b. Comm: 937-656-8398 or 937-656-8326 Monday thru Friday, 0900-1500 EST

c. DSN: 986-8398 or 986-8326, Monday thru Friday, 0900-1500 EST

Required Documents

Please Reference the Claims Handout for required documentation.