



FILING A CLAIM FOR POV SHIPMENT-RELATED LOSS OR DAMAGE



GENERAL INFORMATION:

Your POV claim must be filed within two years of the date you picked up your car. The time limit is set by statute.

By statute, only service members or Government employees can file these types of claims. As an exception, a representative may file on your behalf using a power of attorney; a spouse may file using a power of attorney or a specific written authorization. The claim settlement check still goes only to the sponsor.

- An example of a written authorization: "I, SPC John Doe, 555-55-5555, hereby authorize my wife, Jane Doe, [SSN] to file a claim against the U.S. Government on my behalf for damage to my [1989 Toyota Corolla]. [Signed] [date]"

FILING YOUR CLAIM THROUGH PCLAIMS

You can access the Army Claims Program (**PCLAIMS**) online at:

<https://www.jagcnet4.army.mil/8525763F005D2EF5/frmHome?open>

Or you can log in through AKO: Self Service/My Legal/Claims/Personnel Claims Online Filing Database

Step 1: Create your Claimant Profile. When you have completed and submitted Step 1 you will be taken to a page that asks what you want to do next.

Step 2: You want to **Submit a Claim or Notice of Loss**. When you click that you will see a box titled: **Create new Claim or Notice of Loss/Damage**. In that box you will select **Other** as type of loss and **Fort Belvoir** as the Preferred Claim Office. Then click **Proceed** to exit the box.

Completing the Claim: You're now on a page called **New Claim**. Fill out the requested information on that page. Then click the **Items** tab and add items until you have inputted all of your lost or damaged items. Next is the **Insurance Tab**. And finally the **Attachments Tab**. The paperwork begins here.

Required Documents:

DD Forms 1842/1844: If you are completing the claim online, PCLAIMS automatically generates these forms. You can view the information in these forms online. It is necessary to print and submit a signed copy of the completed DD Form 1842 to the claims office.

Documents that You Submit:

- Private Vehicle Shipping Document
- Copy of Orders Authorizing Shipment of POV
- Estimate of Repair
- Proof of Ownership (title, registration)
- Settlement Voucher or Denial of Claim from the Vehicle Processing Center

Once you've gathered the documents in support of your claim you may scan them in at the **Attachments Tab** and submit your claim.

DOCUMENTS NEEDED IF YOU DO NOT SUBMIT ON PCLAIMS:

- DD Form 1842, Claim for Personal Property Against the United States (see enclosed sample).
- DD Form 1844, Schedule of Property (see attached sample)
- See "**Documents that You Submit**" above

ADDITIONAL INFORMATION

INSURANCE: You are not required to file with your insurance carrier. If you choose not to file with your insurer, you should submit a written statement, "I elect not to file with my insurance carrier." If you intend to file a claim with your insurer, you must do so before your claim is settled with the Army. For more guidance, see the handout "New Army Claims Policy on Private Insurance." If you file with your private insurance before making a claim against the Government, you must provide the claims office with a copy of your insurance policy showing your "deductibles" and your insurance settlement. The Army does **not** pay the deductible of your policy.

TIMELY NOTICE OF DAMAGE: Normally, only damage that was noted on the back of the DD Form 788 at the time of pick-up will be considered for payment.

ADJUDICATION AND DAMAGES:

- A claims office inspection is necessary to evaluate the damage to your vehicle. The claims office must consider entries made by the carrier as well as the severity of the damage reported in considering your loss.
- The cost of repair cannot exceed the value of the POV.
- Repair estimates: A reasonable estimate fee will usually be paid, unless it is reimbursable upon repair. Include the estimate fee as a separate item on DD Form 1844.

- Adjudication of your claim and recovery from the contractor are based on areas of damage, not the repairs listed by the repair firm. The line items on the DD Form 1844 should look very similar to your entries on the back side of the Private Vehicle Shipping Document, NOT the work identified on the repair estimate. To assist you and the claims office, ask whoever prepares your estimate to have the estimate correspond as closely as possible to the specific line items.
- Expert opinions: Do not obtain an expert opinion for evaluation of damage unless it has been specifically authorized by the claims attorney. If there is no authorization, you will not be reimbursed for this fee.
- Bumpers will not be replaced if they only suffered nicks, scratches, marred paint, small dents or other minor damage; a loss of value will be awarded. Likewise, hairline (faint) scratches will be considered for minor loss of value payment. Paint jobs, if necessary, will be depreciated based upon age of the vehicle and pre-existing damage.

FORT BELVOIR CLAIMS OFFICE LOCATION AND INSPECTIONS: The claims office is located in the Office of the Staff Judge Advocate, 9990 Belvoir Drive, Fort Belvoir, Virginia. Claimants are seen on a walk-in basis from 0800 – 1500 Mondays through Wednesdays, and Fridays and from 1300 – 1500 on Thursdays. POV inspections normally require a significant block of time. You may want to call ahead to ensure that an inspection of your vehicle will be possible on the day you visit the claims office. Please call **(703) 805-4395/2315** for appointments or information.