

**FILING A CLAIM FOR**  
**PERSONAL PROPERTY DAMAGE**  
**IN A**  
**JOINT SERVICE ENVIRONMENT**

1. If you suffered loss or damage to your personal property due to the unscheduled power outage at Stuart Mesa Housing on 17 Jan 2017, you can file a claim if:

A. The property was located on base or in your Government assigned quarters when it was damaged. Government assigned quarters is defined as housing provided in kind by the Government or PPV housing located within the perimeter of the installation.

B. You are a proper claimant under the Personnel Claims Act. A proper claimant is an active duty member, a reservist on active duty, or a civilian employee of the Department of Defense.

2. General Instructions:

A. If you have private insurance covering your loss, you normally must make a demand against your private insurance carrier and include a copy of the insurance settlement and submit it with your claim package.

B. If the damages total an amount less than your deductible, you simply need to attach a current copy of your declaration page showing the deductible. You can request an emergency advance in the amount of your insurance policy deductible. You must provide a copy of the claim you filed with your private insurance carrier.

3. Military Claims Office Information:

A. Navy: Claims packets for filing your claim with the Navy can be found on-line at <http://www.jag.navy.mil>. Click on “claims” under “For Sailors and families” then select “packets and forms” on the right side of the screen. You may also obtain packages from the Office of the OJAG Personnel Claims Unit Norfolk (PCUN). The phone number is toll free (888) 897-8217, commercial (757) 440-6315. The toll free help line is manned from 0700-1800, Eastern Time. The fax numbers are (757) 440-6316 and 444-3337. The email address is [norfolkclaims@navy.mil](mailto:norfolkclaims@navy.mil).

B. Marines: The web site for the Marine Corps Claims Office is [https://www.manpower.usmc.mil/portal/page/portal/M\\_RA\\_HOME/MF/C\\_PERS\\_ONNEL/Property](https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/C_PERS_ONNEL/Property) The phone number for the Marine Corps Claims Office is commercial (703) 784-9533 (option 1), DSN 278-9533 (option 1). The fax number is (703)432-2591. The email address is [hqmc.claims@usmc.mil](mailto:hqmc.claims@usmc.mil).

C. Army: You may file your claim with Army either electronically via PCLAIMS, the Army's on-line filing program or by paper. You must possess an AKO username and password or have access to a CAC enabled computer. To access the system, go to [www.jagcnet5.army.mil](http://www.jagcnet5.army.mil) and then click on the Applications tab, then PCLAIMS. You may file your claim at any time in PCLAIMS. Filing claim consists of 2 steps - creating or updating your personal profile and filing a claim. In PCLAIMS you may also track or view the status of your claim. The PCLAIMS Homepage also provides useful quick links and a Claims Office Directory where you can find the Army MCO of your choice, normally the one closest to your location. Army MCOs also provide assistance should you need to file your claim in paper form. The US Army Claims Service for your location is OSJA, ATTN: Claims, P.O. Box 105072, Ft Irwin CA, 92310-5072. The telephone number is 760-380-3614

D. Air Force: Claims instructions for filing your claim with the Air Force can be found on-line at <https://claims.jag.af.mil>. The phone numbers for the Air Force Claims Center are toll free (877) 754-1212, commercial (937) 656-8044, DSN 986-8044. The fax numbers are commercial (937) 656-8307, DSN 986-8307. The email address is [AFCSC.JA@us.af.mil](mailto:AFCSC.JA@us.af.mil).

E. Coast Guard: Claims instructions and contact information for filing your claim with the Coast Guard can be found on-line at [http://uscg.mil/lsc/branch\\_claims\\_and\\_litigation.asp](http://uscg.mil/lsc/branch_claims_and_litigation.asp). The phone number for Coast Guard Claims is (757) 628-4212.