

Introduction

Have you recently PCS'd and discovered missing or damaged belongings? Did you know that the Air Force will reimburse you for lost or damaged goods? There are several new developments in the claims process that benefit you, including the possibility of a Full Replacement Value and a centralized claims processing center for all personal property claims (Air Force Claims Service Center). However, the claims process can still be somewhat cumbersome.

Your base legal office and the Air Force Claims Service Center will try to make this process as easy as possible.

Please let us know what we can do to assist you!

OTHER RESOURCES

Claims Service Center Website:

<https://claims.jag.af.mil/>

Legal Assistance Hours:

By Appointment Only

Notary & POA Hours:

Monday - Thursday
0900-1100 & 1300-1500



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CLAIMS

This Brochure Includes:

- Preparing for a Move
- Extra Insurance?
- Household Goods Claim Options
- Tort Claim Procedures
- Medical Malpractice Claims
- Other Resources



The information in this brochure is of a general nature and is not intended as a substitute for legal counsel.

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How to Prepare for a Move?

To ensure that you can easily file a claim for any loss or damage as a result of your move, it is important to document ahead of time. Here are a few suggestions:

- Take pictures/videos of all your belongings. You want to demonstrate what you own. Be sure to turn electronics on and show that they work
- Also, we recommend creating your own inventory. Document all your CDs, DVDs, and games.
- Keep all important papers, including your passports, birth certificates, etc. in a safe place and do not ship them with your goods.
- Keep all receipts or other proofs of ownership with your important papers.
- If you have high valued items, you may wish to carry them with you rather than shipping them. But if you must ship them be sure to document it very carefully.
- For high valued items, you may want to consider getting an appraisal, but be aware that you will not be reimbursed for this cost.
- Your carrier must give you an inventory of the shipment ahead of time. Don't sign it until you are satisfied that it is documented correctly.

Should I get Additional Insurance?

If you are worried about only getting the depreciated value of your goods, you may want to consider getting additional insurance. You should note that there is a new Full Replacement Value option, but there are times when it will not be an option. For instance, If you wait too long to file for FRV, you may find yourself filing for the depreciated value. On some items, the Air Force is only willing to pay up to a set maximum amount. For a listing of those items see: <https://claims.jag.af.mil/faq.html?JA=90614>. So, for peace of mind, the extra insurance is never a bad idea.

Personal Property Claims

Claims for the loss or damage to personal property can be filed in a couple of ways. Most claims are now handled by the Air Force Claims Service Center, but the base legal office is still a resource for you, too.

Household Goods

The Air Force has recently moved to a new system that allows for the possibility of Full Replacement Value (FRV) of damaged or lost goods during a move. Full Replace-

ment Value does not necessarily mean brand new stuff. But the carrier should make you "whole".

To get the **Full Replacement Value** you need to:

- Turn in your Pink Form (1840 or 1840R "Joint Statement of Loss or Damage at Delivery/ Notice of Loss and/or Damage") to the Base Legal Office within 70 days of the delivery of your goods;
- Contact your Carrier to find out what they need to process your claim (each carrier may have different requirements). The base legal office claims division will provide you the necessary contact information for your carrier; and,
- File your claim within 9 months of the delivery.

If you are unsuccessful in any part of your claim, you may still file your claim with the Air Force Claims Service Center (AFCSC) for the depreciated value. The AFCSC will also attempt to get the FRV of your loss from your carrier, and if they receive it, it will go back to you as well

If you do not wish to work through your carrier at all, you can instead file your claim with the AFCSC for the depreciated value.

Air Force Claims Service Center

The AFCSC is a new centralized claims center at Wright-Patterson AFB, Ohio. They operate 24-hours a day, 7 days a week. The AFCSC will only offer the **depreciated value** of your claim.

If you are not able to scan your documents, if you need assistance with translation of repair estimates or any other part of filing your claim, please contact the AFCSC or the base claims office at 225-8423.

To File with the **Air Force Claims Service Center:**

- Turn in your Pink Form (1840/1840R) to the Base Legal Office within 70 days of the delivery;
- Obtain a User Name and Password by logging-on with your CAC card at:
<https://claims.jag.af.mil>
Or, if you don't have a CAC card, call:
DSN: 312-986-8044
Toll Free: 1-877-754-1212
- Then upload all the appropriate documents and input the required information at:
<http://claims.jag.af.mil/>
- All submissions have to be completed within 2 years from the date of incident.

If the Service Center agrees to pay your claim, you will receive payment via direct deposit.

All other personal property claims, other than household good claims, are handled through the AFCSC as well. You will follow the same procedures, except you select the other type of claim when prompted on the website.

Tort Claims Procedures

If you believe that the Air Force or one of its members (within the scope of their duties) has caused personal injury or damage/loss to you or your belongings, you may file a tort claim under the Military Claims Act (MCA). We do not pre-adjudicate claims, meaning that your claim must be assessed properly using the facts/law, before we will indicate whether or not you will receive a payment.

If your action is against a member outside the scope of his/her duties, you need to bring a claim against that individual directly.

Please see the legal office, claims division for assistance with filing a tort claim against the Air Force. You will need the following documents to file:

- Standard Form 95
- Sign the 5 AF Used Parts Policy Letter
- Security Police reports from your incident (the legal office can obtain these for you)
- Copies of vehicle title/registration/insurance (if appropriate)
- Copy of PCS orders showing assignment to Yokota AB
- One repair estimate and an estimate of the vehicle's fair market value
- Photographs
- Witness statements
- Official Duty Certification if appropriate
- Any other documentation to support your claim

All claims must be filed within 2 years from the date of the accident/incident.

Medical Malpractice Claims

All Medical Malpractice cases are also adjudicated as tort claims, but the process is much longer and more exhaustive. Please see the Claims Officer for more information about filing a med mal claim.