

## INTRODUCTION

This pamphlet is a guide to filing your claim to recover for damage or loss caused by a typhoon. It includes damage or loss to personal property, vehicles, or even food.

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/legalassistance/index.php>

**Legal Assistance Hours:**  
Please call for an appointment

**Notary Hours:**  
Monday - Thursday  
0900 - 1500



374th Airlift Wing  
Office of the Staff Judge Advocate  
Building 315, Airlift Avenue  
Yokota Air Base, Japan

DSN Phone: 315-225-8069  
DSN Fax: 315-225-7180  
Commercial Phone from U.S.:  
011-81-42-552-2510-58069  
Commercial Phone from off-base Japan:  
042-552-2511 (Operator), Ext 58069

374th Airlift Wing  
Office of the Staff Judge Advocate  
Building 315, Airlift Avenue

# CLAIMS

### **This Brochure Includes:**

- What you can claim
- Filing your claim
- Air Force Claims Service Center website guidance
- Sister-service contact information



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

## What you can Claim

You can file a claim for the repair or replacement of personal property damaged by the typhoon. This may include food spoilage.

You cannot file a claim for charges to stay in billeting, pet care, temporary housing, or any expense which might be considered an inconvenience or incidental expense related to the typhoon (yet some of these expenses may be covered by other entitlements)

## Filing your Claim

### Step 1: Substantiate

To ensure your claim is processed in a timely manner, it is important to document your damaged property.

- Take pictures/videos of all your belongings, including spoiled food.
- Find receipts or proof of ownership for high-value items, if you have them.
- Put a value on each item. For spoiled food or damaged property, this can be as easy as going to the Commissary or Exchange to price out those or similar items on the shelf.

### Step 2: File with Private Insurer

File a claim with your private homeowner's or renter's insurance. The Air Force Claims Service Center will only cover any amount left unpaid by your private insurance.

### Step 3: File with the Air Force Claims Service Center

Once you have received a settlement from your private insurer, go to the AFCSC website (<https://claims.jag.af.mil>) to file your claim. Prepare to upload all substantiating documents and photos, including any settlement documentation received from your private insurer, and add all applicable information. The more complete you are, the better!

You must have a CAC or email the CSC to obtain a username and password. Once you have a username and password, you can access the CSC website from any computer. If you need assistance using a CAC enabled computer, please contact the 374 AW legal office (phone number on the front of the pamphlet)

## Air Force Claims Service Center

The AFCSC is a the centralized processing center at Wright-Patterson AFB, Ohio.

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

1. Go to the CSC website (<https://claims.jag.af.mil>).
2. Click "File Non Household Goods Claim."
3. Click "Proceed" on the next two screens.
4. If you need a username and password, email [AFCSC.JA@us.af.mil](mailto:AFCSC.JA@us.af.mil) from your .mil account to request a username and password. The subject line should read "Request for Username and Password for Yokota Typhoon." You may also call (DSN) 314-986-8044 or (toll free) 1-877-754-1212 between 0730 and 1630 Eastern Time, Monday through Friday.
5. Fill out a profile screen.
6. Continue following all directions.
7. After you have added all applicable information and uploaded any substantiating documents/photos, submit your claim. Continue monitoring the status of your claim until paid.

Required documents:

- PCS or TDY orders and/or Housing Lease
- Estimated repair or replacement costs
- Photos
- Insurance Declaration
- For vehicles, you will also need the following:
  - Vehicle registration (or title) and insurance documentation.
  - You are required to submit two (2) estimates of repair, unless you have filed with your private insurer, in which case their single estimate may be submitted.
  - Witness Statement establishing location of vehicle; and
  - Inspection Report

There is a User's Guide link at the bottom of each page that should help you file your claim. All claims must be filed within 2 years from the date of the accident/incident under the standard depreciation rules.

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 374 AW legal office.

## Sister Services

The AFCSC only processes claims from Air Force personnel. If you are a sister service, please contact the following:

### Army

US. Armed Forces Claims Service-Korea  
Attn: Military Claims Division  
Unit 15311  
APO AP 96205-5311 20755  
[Email: usarmy.yongsan.8-army.mbx.osia-client-legal-services@mail.mil](mailto:usarmy.yongsan.8-army.mbx.osia-client-legal-services@mail.mil)

### Navy

Claims should be filed with the Personnel Claims Unit Norfolk using the forms available in the "Packets & Forms" section of their website:  
[http://www.jag.navy.mil/organization/code\\_15\\_packets\\_forms.htm](http://www.jag.navy.mil/organization/code_15_packets_forms.htm)

Mailing Address:  
Personnel Claims Unit Norfolk  
9053 First St. Suite 102  
Norfolk, VA 23511-3605

Phone Numbers:  
Toll Free: (888) 897-8217  
Comm: (757) 440-6315  
DSN: 564-3310  
Email: [NorfolkClaims@navy.mil](mailto:NorfolkClaims@navy.mil)

### Marine Corps

<http://www.hqmc.marines.mil/Agencies/Headquarters-and-Service-Battalion/S-4-Logistics/Distribution-Management-Office/>

### Coast Guard

<https://www.fincen.uscg.mil/hhg.htm>