



**Authority**



**Center for  
Personnel Claims  
Support (CPCS)**

{aka Military Claims Office (MCO)}

**U.S. ARMY**

Personnel Claims Act, 31 USC § 3721, as implemented by Army Regulation 27-20, chapter 11. These are administrative claims by military personnel and DA civilians only for losses incident to service.

Types of claims:

- Household goods losses/damages during shipment
- POV shipment damage
- On-post POV theft, and vandalism
- On-post quarters damage and theft
- Unusual occurrence on-post such as fire, excessive mold, pothole damage, etc. (see reverse side for weather related incidences)

**Note:** For catastrophic losses (e.g. entire shipment, quarters fire) please contact CPCS for guidance and assistance.

**U.S. Army  
Center for Personnel Claims Support  
(CPCS) {aka Military Claims Office (MCO)}**

**ATTN: IMKN-CPC  
Building 1310, Pike Hall  
50 Third Avenue, Suite 307A  
Fort Knox, Kentucky 40121-5230**

Office Hours: Monday-Friday from 0730-1630 EST  
Closed on all holidays and weekends.

Phone: 502-626-3000

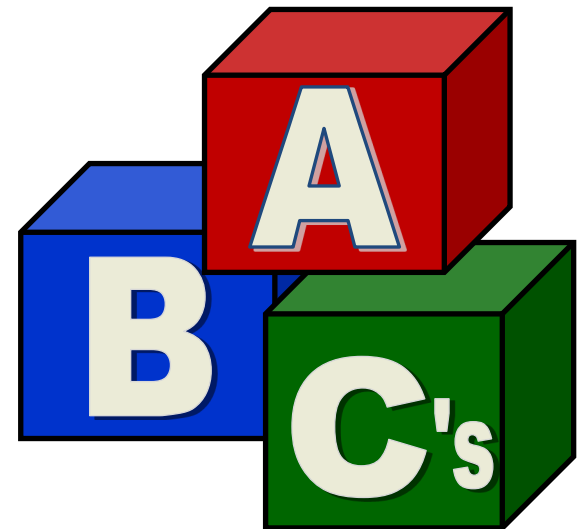
DSN: 536-3000

Fax: 502-626-1320

Web: <https://www.JAGCNet.army.mil/Pclaims>

Email: [usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil)

If stationed in Europe, please contact your local legal office. ALL OTHERS MUST contact the CPCS



**of**

**CLAIMS**

24 October 2019 (Ver. 7)

## A: HOUSEHOLD GOODS CLAIMS



- The “Notice of Loss/damage” form is provided by the Transportation Service Provider (TSP) at the time of delivery. Submit in the DPS system within 75 days of delivery at [www.move.mil](http://www.move.mil). If you have issues with the site-**DO NOT WAIT!** Mail/e-mail/FAX your notice to the TSP using the contact information on the lower right corner of the form. Keep proof of the date and time notice was sent (Mail/fax return receipt).
- Your claim must be submitted to the TSP within 9 months of delivery for Full Replacement Value (FRV). TSP maximum liability is \$6.00 per pound times weight of shipment, but no more than \$75K
- Claims filed after 9 months will be paid depreciated value only. You have 2 years from the date of delivery to file your claim.
- If you are unsatisfied with any or all of the TSP’s settlement offers or denials you may transfer the claim to your MCO.
  - **NOTE:** Transferring your claim to the CPCS in the DPS system does not transfer the electronic file. You **MUST** go to <https://www.JAGCNet.army.mil/Pclaims> to complete the filing process.

## B: PRIVATELY OWNED VEHICLE (POV) SHIPMENTS



- Carefully inspect the exterior and interior of your vehicle for new damage when you pick it up from the Vehicle Processing Center (VPC).
- Completely list any loss or damage to your POV on the vehicle shipping document (DD Form 788 or commercial equivalent), or within 48 hours.
- You may settle a claim on-the-spot for up to \$1,500 and retain the right to file a subsequent claim for loss or damage discovered after departure from the VPC. To file a claim for damages discovered within 48 hours, email International Auto Logistics (IAL) at [Claims@ialpov.us](mailto:Claims@ialpov.us).
- If you are not satisfied with IAL’s settlement, you may reject the offer and file the claim with the CPCS provided you can prove the damage occurred due to the negligence of, or while the POV was in the custody of the contractor.
- To file a claim you must go to <https://www.JAGCNet.army.mil/Pclaims>.

## C: INCIDENT TO SERVICE CLAIMS



- Incident to Service claims may include, but are not limited to:
  - 1) damage to vehicles while properly on post or while being driven for the convenience of the Government
  - 2) losses at quarters and vandalism
  - 3) **Weather related claims are no longer payable without an exception to policy from the Secretary of the Army (see Army Directive 2019-21).**
- If you suffer a loss or damage incident to service you must file directly with the CPCS by submitting your claim online at <https://www.JAGCNet.army.mil/Pclaims>.

### TERMS & DEFINITIONS

- ♦ **MCO** – Military Claims Office (CPCS is the MCO for the Army unless in Europe)
- ♦ **NOLD** – Notice of Loss or Damage (must be filed within 75 days or your claim may not be denied as untimely)
- ♦ **TSP** – Transportation Service Provider (the carrier that handled your shipment)