

## Air Force Claims Process for Personal Property Damage – Power Outage

**IMPORTANT** - The authority which authorizes the Air Force Claims Service Center (AFCSC) to pay certain personal property claims is the Military Personnel and Civilian Employees Claims Act (PCA). The PCA was enacted by Congress to lessen the hardships of military life by providing payment for certain types of property loss, however, **it does not provide insurance coverage** and is NOT designed to make the United States a total insurer of the personal property of claimants. Claimants have a personal responsibility to protect themselves from loss or damage to their personal property. Claims for damage to personal property must have occurred on-base or in base housing (both Gov't privatized on-base and off-base). Claims for property damage off-base at the member's personally-rented apartment, rental home, or personally-owned real property, i.e., NOT Gov't privatized housing, are not payable.

- **You must exhaust all insurance processes prior to filing a claim with the AFCSC. Providing insurance documentation is a requirement when submitting a claim.**
- **Claims should only be for food/items purchased prior to 22 Sep 22.**
- **All food purchased on or after 22 Sep 22 should be non-perishable or in small quantities that won't spoil due to power outage.**
- **Pictures and receipts should be provided for claims over \$200.00**

1. Go to the Air Force Claims Service Center (CSC) website, <https://claims.jag.af.mil/>, and click "File Non Household Goods Claim." This site is for Air Force personnel only, however, contact information for sister-service personnel can be found on this page. Contractor personnel and Foreign Nationals are not proper claimants.

2. On the next two screens hit the "Proceed" button.

3. You will come to our Portal screen. Select "I already have a user name and password" and enter the following (DO NOT CUT AND PASTE, IT WON'T WORK):

User Name: **pass1734**

Password: **X2qt+9HV**

4. Once you have input your username and password, you will then be asked to fill out your profile. Once that is accomplished, you can then begin inputting the information for your damaged property.

5. Continue following all directions. Required documents include your PCS or TDY Orders for military personnel or SF 50 for civilians.

6. Finally, there's a User's Guide link at the bottom of each page which should help you file your claim.

7. After you have added all applicable information and uploaded any substantiating documents/photos, you should submit your claim.

8. If you cannot file a claim electronically:

a. A claim may be sent by facsimile (fax) or by scanning and emailing the signed DD Form 1842 and additional documents to the Claims Service Center. A claimant has officially submitted a faxed or e-mailed claim when a fax machine at the Claims Service Center receives it

or it has been delivered to the email account. The fax number is 937-656-8307 and the email address is [AFCSC.JA@us.af.mil](mailto:AFCSC.JA@us.af.mil). A claimant shall confirm receipt of the fax or email by calling the Claims Service Center at 1-877-754-1212 or 937-656-8044. Confirmation notice received by the claimant on his or her fax machine or e-mail does not satisfy the requirement of submission by the Claims Service Center.

b. A claim may be mailed to the Claims Service Center. For purposes of this chapter only, a claim mailed through the USPS is considered to have been submitted on the postmark date. Use of delivery services other than the USPS (e.g. FEDEX, DHL, UPS) is authorized; the submission date is the date the delivery is accepted at the Claims Service Center sent to "Claims Service Center, 1940 Allbrook Avenue, Ste 500, Wright-Patterson AFB, OH 45433."

c. Claimants may submit a claim by personally delivering a signed DD Form 1842 and additional documents to the Claims Service Center or to an AF base legal office.

8. If you are a member of a different branch and are a resident of Hanscom please contact your branches' respective claims center to determine if you have a claim:

Army - Phone: 502-624-2934 / Email: [usarmy.knox.hqda-otjag.mbx.cpcs@army.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@army.mil)

Navy / Marines - Toll Free: (888) 897-8217 / Email: [NorfolkClaims@navy.mil](mailto:NorfolkClaims@navy.mil)

Coast Guard - Phone: 757-628-4212/ Email: [D05-SMB-HHG@uscg.mil](mailto:D05-SMB-HHG@uscg.mil)

9. If any questions arise about the claims process or if you do not have a .mil account from which to request a username and password, please contact us at [AFCSC.JA@us.af.mil](mailto:AFCSC.JA@us.af.mil), or DSN 314-986-8044, COMM 937-656-8044 or Toll Free at 1-877-754-1212. The CSC's duty hours are Monday thru Friday, 0730-1630 Eastern Standard Time.