

## NEW HOUSEHOLD GOODS CLAIMS PROGRAM: PCLAIMS

On 1 October 2009, a new claims computer program was fielded: the Personnel Claims Army Information Management System (PCLAIMS). The program permits Soldiers and Army civilian employees to file personnel claims, primarily household goods claims, through the Internet, rather than having to physically visit or mail documents to a military claims office. Although paper copies of claims will still be accepted, the program should make it easier to file claims for property loss.

“Personnel claims” allow Soldiers and Army civilian employees to be compensated for property loss and damage sustained incident to service. Many Soldiers file personnel claims when their household goods are lost or damaged during shipment; these comprise the vast majority of personnel claims. Personnel claims may also be filed in other situations, such as when Soldiers sustain losses due to fire or flood at on-post quarters.

The program can be accessed at the Judge Advocate General’s Corps Internet site at [www.jagcnet.army.mil](http://www.jagcnet.army.mil). Click on the U.S. Army Claims Service link and then click on the PCLAIMS link. The PCLAIMS link will describe the rules for filing personnel claims and allow you to fill out all of the required forms. You must have an Army Knowledge Online account to use PCLAIMS; claimants without such accounts should contact their nearest military claims office to file their claims.

When using PCLAIMS, you will be asked to list all of your lost or damaged property, the purchase dates and costs, and replacement or repair costs, something that is required whether you file your claim in paper or electronically. Basic supporting documents, such as a government bill of lading (for transportation-related claims), estimates of repair and photos of damaged property can be scanned and added to the electronic claim. If you do not have access to a scanner,

documents can be mailed or hand-carried to a military claims office, which will add them to your claim file.

Once you have entered all of the necessary information, you will be asked to verify and submit your claim. It will be electronically sent to a military claims office which will adjudicate the claim and arrange for payment, as appropriate. You also will be asked to provide an e-mail or telephone number so the claims office can contact you with any questions. Providing accurate contact information is critical; if you cannot be contacted your payment may be delayed.

PCLAIMS should not be confused with the Full Replacement Value (FRV) program, the system applicable to household goods and other transportation-related claims since 2007 or the Defense Personnel Property Program (DP3), a computerized transportation program applicable to many household goods shipments since 2008. Under FRV and DP3, Soldiers and Army civilian employees are encouraged to file transportation-related claims directly against the carrier responsible for the loss. Claimants only have nine months to file such claims. In return, they are paid the full replacement value for their destroyed property. PCLAIMS cannot be used to file claims against carriers; it can only be used for personnel claims filed against the government. If, however, claimants are dissatisfied with carrier offers to settle claims under the FRV or DP3 programs, they may reject the offers and file their claims against the government. Such claimants can use PCLAIMS to file these claims, but should contact the nearest military claims office before doing so. There is no interface between DP3 (which also involves electronic claims filing) and PCLAIMS, so it is important to contact a military claims office for specific guidance on how to transfer these claims from a carrier to the military.

PCLAIMS is designed to give Soldiers and Army civilian employees more options for filing personnel claims. Comments on this program should be forwarded to the U.S. Army

Claims Service at 4411 Llewellyn Avenue, Fort Meade, Maryland 20755, or by e-mailing  
USARCSFRVclaims@conus.army.mil.