

1. **MISSION:** The Claims Office offers a variety of claims services and responsible for investigating, processing, and settling all claims filed against and in favor of the United States pursuant to the Personnel Claims Act, the Military Claims Act, and other statutes, as well as claims filed under Article 139, of the UCMJ.

2. TYPES OF CLAIMS

a. Personnel Claims Act (PCA) . Chapter 11, AR 27-20/DA Pam 27-162

(1) Authorizes the payment for the fair market value of Personal Property lost, damaged or destroyed incident to service.

(2) Category of claims .

(a) Shipment of Household Goods/Hold Baggage Claims

(b) Theft, Vandalism and POV shipment Claims

(c) Extraordinary Hazards and Unusual Occurrence Claims

(3) Full Replacement Value Program (FRV) & Defense Personal Property System (DPS)

b. Military Claims Act (MCA) . Chapter 3, AR 27-20/DA Pam 27-162

(1) Claims for personal injury, death, or damage/loss of property based on the negligent or wrongful act or omission of a DA or DOD soldier or civilian employees.

(2) Category of claims

(a) Accidents involving a GOV with a soldier or family member & POV

(b) Property damage claim by a soldier not payable under the PCA

(c) Medical Malpractice on family members

c. Others . SOFA Claim, Affirmative Claim, Article 139 Claim, Solatium Payment.

3. CLAIMS OFFICE LOCATION & HOURS

a. Location: Maude Hall, Room 243, Building S2440, Camp Casey

b. Operation Hours: Monday . Friday, 0900 . 1600 hours

c. Walk-ins and appointment services. If claim personnel is not available, the Legal Assistance Office at Room 244, Maude Hall intakes claims.