



POV Shipment Loss or Damage Claim



<http://8tharmy.korea.army.mil/sja/claim-services/>

1: Filing a Claim with International Auto Logistics (IAL):

Information for filing a claim are available at <https://www.pcsmypov.com/FAQ>

2: Electing to “Transfer” a Claim to your Respective Military Service Affiliation:

If you can't satisfactorily resolve your claim with IAL, you can transfer and file a claim (within 2 years from the delivery date) with an MCO.

You must specifically provide written notice transferring your claim by facsimile, regular mail, or e-mail, dispatched directly to IAL. **You must provide a copy of this written notice, and proof of dispatch, when filing your claim with your military service affiliation.**

 **By providing written notice transferring your claim, YOU ARE NOT FILING A CLAIM WITH THE MCO, you are only giving notice to IAL that you have decided to terminate the claims process with IAL.**

3: Filing a Claim with your Respective Military Service Affiliation:

As a secondary option to filing claim directly with IAL, you may file your claim with your respective military service affiliation, but must do so **WITHIN 2 YEARS OF THE DATE OF DELIVERY**:

- Army & DoD personnel may submit their claim electronically with your CAC from a “.mil” system at <https://www.jagcnet4.army.mil/8525763F005D2EF5/frmHome?open>
- Air Force personnel can submit their claim electronically from a “.mil” system at <https://claims.jag.af.mil/>
- Navy personnel can find information at http://www.jag.navy.mil/organization/code_15.htm
- Marine personnel can find information at <http://www.mcipac.marines.mil/StaffandSections/SpecialStaff/OfficeoftheStaffJudgeAdvocate/Claims.aspx>
- Coast Guard personnel can find information at <http://www.fincen.uscg.mil/hhg.htm>

4: Filing a Claim with the U.S. Army Military Claims Office (MCO):

As a final option, you may submit your claim in person at an MCO **WITHIN 2 YEARS OF THE DATE OF DELIVERY**. However, a claim must be processed by your respective military service affiliation, and claims received by Air Force, Navy, Marine or Coast Guard personnel (military & civilian) will be packaged and mailed to the respective service's MCO for processing.

Checklist for Filing a Claim for POV Shipment Loss or Damage with the Military Claims Office (MCO)

If appropriate forms/documentation are not provided or not properly completed, you will be notified and provided a reasonable time period in which to take corrective action. Should corrective action not be taken within a reasonable period, we will take action to either pay the claim in part if permitted based on available documentation, or deny the claim in full. You will be notified in writing of the action taken on your claim, and if paid in part or denied, provided the opportunity to request reconsideration.

◀ **Regulatory extract on proper claimants attached in on-line version of this handout (see left column attachment listing)**

CLAIM FORMS:

_____ **DD Form 1842, Claim for Loss of or Damage to Personal Property Incident to Service** (Part I, Blocks 1 ~ 18)

This form must be signed by a proper claimant. If other than a proper claimant is completing and signing the form:

- The personal information listed **MUST** be that of the proper claimant
- Written authorization to sign the form on behalf of the property claimant (i.e. power-of-attorney, attorney representation, etc.) must be provided

◀ **Blank & sample completed form attached in on-line version of this handout (see left column attachment listing)**

_____ **DD Form 1844, List of Property and Claims Analysis Chart** (Blocks 1 ~ 11, 13 & Page Count/Total Pages)

◀ **Blank & sample completed form attached in on-line version of this handout (see left column attachment listing)**

SHIPPING DOCUMENT: You should have already been provided a copy of this document upon receiving your POV. Missing document may be obtained from the local Vehicle Processing Center (VPC).

_____ **Vehicle Inspection and Shipping Form (VISF)**, front and back.

ADMINISTRATIVE DOCUMENTS:

_____ **Proof of ownership:** a clear and legible copy of vehicle Title and/or Registration

_____ **Assignment Orders under which the Shipment was made and all Amendments**

_____ **Electronic Funds Transfer Worksheet**

◀ **Blank form attached in on-line version of this handout (see left column attachment listing)**

_____ **Insurance Settlement** (if private insurance paid any funds associated with damage). There is **NO REQUIREMENT** for you to first file a claim through private insurance.

_____ **Power of Attorney (POA)** – You must have a POA if you are filing for your sponsor or someone else.

CLAIM SUBSTANTIATION/SUPPORTING DOCUMENTATION:

_____ **Transfer to MCO Written Notice & Proof of Dispatch**

_____ **Photographs.** You must provide photographs of your damaged or destroyed vehicle. Photographs must include a view of the entire vehicle, as well as close-ups of the damage. Photographs must be of good quality, and not grainy in nature. Photographs will be taken by claims personnel (if necessary).

_____ **Purchase Receipt/Bill of Sale.** You must provide copies of a purchase receipt, bill of sale, or some other form of substantiation to prove purchase date and cost.

_____ **Written Repair Estimate.** **ALL** vehicles that are damaged must have a repair estimate from a reputable repair firm. The estimate of repair must specifically detail the specific damage(s) being repaired and cost. **NOTE:** If already repaired, a detailed written repair bill specifying the damage(s) repaired must be submitted.

◀ **A partial list of repair firms attached in on-line version of this handout (see left column attachment listing)**

NOTE: Additional documentation or information may be required in the course of adjudicating your claim.



PLEASE STOP BY YOUR MILITARY CLAIMS OFFICE IF YOU NEED FURTHER ASSISTANCE

