



## GENERAL CLAIMS INSTRUCTIONS FOR VANDALISM, THEFT OR UNUSUAL OCCURRENCES TO PROPERTY OTHER THAN VEHICLES

Claims are processed under the provisions of Army Regulation (AR) 27-20 and Department of the Army Pamphlet (DA Pam) 27-162. NOT ALL CLAIMS ARE PAYABLE. It is the Claimant's responsibility to properly complete the required forms and to provide documentation substantiating their claim. The Fort Carson Claims Office operates on a walk-in basis taking in claims and answering questions during the following times: Monday –Friday 0900-1200 and 1300-1600, closed federal and training holidays.

If you require assistance, contact the Claims Office by telephone (719) 526-1355 or DSN 691-1355, or come into the office, which is located at Building 6222 on the 1st Floor, 1633 Mekong St., Fort Carson, CO 80913. Collect calls cannot be accepted. The address to the Fort Carson Claims Office is as follows:

Office of the Staff Judge Advocate  
ATTN: Claims  
1633 Mekong St.  
Fort Carson, CO 80913-4143

Under the new system, you must log in your claim to PCLAIMS (Personal Property Claims Army Information System) thru <https://www.jagc5net@army.mil/pclaims>.

**1. Proper Claimants:** In accordance with AR 27-20, a claim may be presented by members of the Active Army, members of United States Army Reserve, members of the Army National Guard engaged in Inactive Duty Training and Active Duty Training, Department of Defense civilian employees not employed by either the US Navy or US Air Force, or by their agents, representatives, or survivors<sup>1</sup>.

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**1 To file a claim as an agent or representative of a proper claimant requires a valid Power of Attorney. A legal spouse requires a written authorization from the claimant.**

## 2. In order to file a claim, the following documents must be provided:

\_\_\_\_\_ **DD Form 1842** ([see example](#)). Claim for Loss of or Damage to Personal Property Incident to Service.

\_\_\_\_\_ **DD Form 1844** ([see example](#)). List of Property and Claims Analysis Chart.

\_\_\_\_\_ **Estimates of Repair**. Required for items costing more than \$50.00 to repair (must be written from the firm performing the repair).

\_\_\_\_\_ **Replacement Costs**. Required for items costing more than \$75.00 to replace (must be either from a catalog or written price from the company replacing the item).

\_\_\_\_\_ **Report by MPs, CID or Report of Survey**. It is the claimant's responsibility to obtain a copy of the report to be submitted with the claim.

\_\_\_\_\_ **Insurance Affidavit**. ([see example](#)) Affirms that you have made and settled a claim with your insurance company as required or that no insurance existed which may cover your loss.

\_\_\_\_\_ **Insurance Documents**. Copy of the insurance policy in effect at the time of the incident, indicating coverage, as well as, the final settlement with your insurance company. (This includes a copy of any estimate done by the insurance company in determining settlement).

\_\_\_\_\_ **Unit High Value Property List Form**. Required for barracks thefts only (document should have been submitted by Soldiers to the Unit Commander or First Sergeant).

\_\_\_\_\_ **Other**. \_\_\_\_\_  
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**3. Statute of Limitations for Filing a Claim:** In accordance with (IAW) AR 27-20, Chapter 11 and DA PAM 27-162, Chapter 2, a claim must be submitted in writing within two years from the date of vandalism, theft or unusual occurrence. This Two Year Time Limitation is NOT Waivable -- NO Exceptions Can be Granted for Claims Filed Beyond Two Years! A claim is considered submitted when it is received by the Claims Office, not when it enters the mail. After two years, you may file directly against the carrier. See the Claims office for guidance.