

Claims for household goods that were damaged or lost during a military or civilian PCS move must be filed directly with the Transportation Service Provider (TSP) under the Full Replacement Value (FRV) program. The After Delivery Form 1851 for lost or damaged items must be submitted to the TSP within **75 days** from the date of delivery. Submitting this notice of loss or damage does not mean that a claim has been filed. In order to get full replacement value on a DPS claim, Soldiers and civilian employees must file a complete claim that includes detailed information on damaged items such as the original purchase price, repair estimates and replacement costs, within **9 months** from the date of delivery.

If the TSP does not act on the claim, or is unable to reach a reasonable settlement with the claimant, you may transfer the claim to the Army's Center for Personnel Claims Support (CPCS) by filing on PCLAIMS as described below. Claimants may now obtain customer service support over the web or directly from CPCS personnel by phone or email. Access to PCLAIMS requires CAC access or other means of authentication for recently retired or separated personnel, such as an AKO password.

Personnel Claims Act (PCA) claims now fall under the responsibility of the Army Center for Personnel Claims Support (CPCS) at Fort Knox. PCA claims are generally filed for household goods shipment loss or damage, POV shipment loss or damage, on-post theft or vandalism, and for damages caused by unusual occurrences such as fire, hail, or extremely high winds. Soldiers and Army and DOD civilian employees are eligible to file PCA claims for incident to service loss or damage. The CPCS or the Fort Carson Claims Office can provide assistance with determining if you are a proper claimant under the PCA. The CPCS has jurisdiction over claims being filed in CONUS, Alaska, Hawaii and Puerto Rico. Soldiers filing claims OCONUS must contact the local claims (or legal) office for assistance with filing PCA claims.

PCA claims must be filed electronically. Go to <http://www.JAGCNet.army.mil/Pclaims> to find more information on how to file a claim, or call the CPCS at 1-502-626-3000 or DSN 536-3000. You may also contact the CPCS by email at [usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil).

The Fort Carson Claims Office is available to provide guidance or assistance. We are available by telephone at 719-526-1355. Claimants may also visit the claims office at 1633 Mekong Street (building 6222).