



**United States Army Africa/
Southern European Task Force
Office of the Staff Judge Advocate**

**CHECKLIST FOR FILING A CLAIM FOR
DAMAGE TO A SHIPPED OR STORED POV**

When do I file? Your claim must be filed within two years of the date of pickup of your privately owned vehicle (POV). However, you must bring your vehicle to the Claims Office for inspection and photographs of damage as soon as you receive your vehicle. Complete the following:

You picked up your vehicle on: _____

Two years from that date is: _____

Who must file the claim? A claim may be filed by the owner of the POV, or a legal representative designated by a power of attorney. If you use a power of attorney, provide a copy when you file your claim. An example of how a designated person will sign the claim follows:

Jack Aubrey, by Sofie Aubrey, attorney-in-fact

What documents are required? In order to file your claim with the military claims office, use your AKO information and go to the following website for PCLAIMS to upload all of your documents and information:

<https://www.JAGCnet.army.mil/Pclaims>

- DD Form 1842. (on the website)
- DD Form 1844. (on the website)
- A copy of your SETAF vehicle registration covering the date of loss (Vehicle Registration, DSN 634.7001).
- The original DD Form 788, Vehicle Inspection Shipping Form (VISF) (or any other document showing your vehicle's condition at drop-off and pick-up, you got it when you picked up your vehicle).
- Itemized estimate of repair.
- Orders (including any amendments).

- ❑ A copy of your vehicle insurance policy (if you have private insurance). If your vehicle insurance covers damage for loss for your vehicle, you must make and settle a claim against your insurance company prior to filing a claim with the Army.
- ❑ Civilian claimants must provide a copy of a blank/voided check for direct deposit of payment.

Dollar amounts. Your claim must be for an amount in dollars. If your loss or damage estimates are in Euro or another currency, you must use the exchange rate on the date you file your claim, and note the exchange rate used on the claim.

❑ If you need assistance in filing your claim, you may contact the Claims Office directly. The Claims Office is on the first floor, Building 241, 6th Avenue, Caserma Ederle, Vicenza, Italy. Telephone numbers are 0444.717031, DSN 634.7031 and 0444.717432, DSN 634.7432. The Claims Office is open 0830-1200 and 1300-1600 on all U.S. workdays.

Will my claim be paid?

Army Regulation 27-20 and DA Pam 27-162 discuss claims and claims processing procedures. You can find these publications at www.apd.army.mil.

You cannot be compensated for expenses related to mechanical defects, normal wear and tear, or faulty repairs or maintenance. In most cases, mechanical defects are not shipment related. A claim for a mechanical defect you believe occurred while in shipment or storage should include a statement from the carrier made at the time you received your vehicle.

You should carefully inspect your vehicle when you receive it, and annotate any damage on DD Form 788 or Vehicle Inspection Shipping Form (VISF). If you discover damage after you drive your vehicle away from Vehicle Registration, it is unlikely you will be compensated for that damage.

Your claim award will be based on reasonable estimates of repair or loss of value to your vehicle. For instance, if you have an older car in poor condition that sustains new scratches during shipment, you might receive a loss of value award, rather than the amount necessary to repair the scratches or repaint the car.