

# Torii Claims Assistance

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## FILING A CLAIM FOR PERSONAL PROPERTY DAMAGE IN A JOINT SERVICE ENVIRONMENT



1. If you suffered loss or damage to your personal property due to a typhoon, you can file a claim if:

A. You are an active duty member, a reservist on active duty, or a civilian Employee of the Department of Defense (file with the Army) and, you are not considered a local inhabitant of the area.

B. The property was located in your assigned or authorized quarters or, located on base when it was damaged.

2. General Instructions:

A. If you have private insurance covering your loss, you normally must make a demand against your private insurance carrier and include a copy of the insurance settlement and submit it with your claim package.

B. If the damages total an amount less than your deductible, you simply need to attach a current copy of your declaration page showing the deductible. You can request an emergency advance in the amount of your insurance policy deductible. You must provide a copy of the claim you filed with your private insurance carrier.

3. Military Claims Office Information:

**A. Army:** You may file your claim with Army either by paper or electronically via PCLAIMS, the Army's on-line filing program. The URL for PCLAIMS is: <http://www.jagcnet4.army.mil/pclaims>. You must possess an AKO username and password to access the system. You may file your claim at anytime in PCLAIMS. Filing a claim consists of 2 steps – creating or updating your personal profile and filing a notice of loss or claim. In PCLAIMS you may not only file a notice of loss or claim but also track or view the status of your previous

claims. The PCLAIMS Homepage also provides useful quick links and a Claims Office Directory where you can find your nearest Army MCO.

The Army MCO on Okinawa is on Torii Station and part of the OSJA, 10<sup>th</sup> Regional Support Group, Unit 35115, Torii Station , Okinawa, Japan, APO AP 96376-5115, telephone #s, (DSN) 315-644-4742, Comm: 011-81-6117-44 – 4742. The office is physically located in Building 218, room 222. The Claims staff also will provide assistance should you need to file your claim in paper form.

The US Army Claims Service may be contacted by email at: [USARCSFRVclaims@conus.army.mil](mailto:USARCSFRVclaims@conus.army.mil).

**B. Navy:** Claims packets for filing your claim with the Navy can be found on-line at <http://www.jag.navy.mil>. Click on “claims” under “For Sailors and families” then select “packets and forms” on the right side of the screen. You may also obtain packages from the Office of the OJAG Personnel Claims Unit Norfolk (PCUN). The phone number is toll free (888) 897-8217, commercial (757) 440-6315. The toll free help line is manned from 0700-1900, Eastern Time. The fax numbers are (757) 440-6316 and 444-3337. The email address is [norfolkclaims@navy.mil](mailto:norfolkclaims@navy.mil).

**C. Air Force:** Claims instructions for filing your claim with the Air Force can be found on-line at <https://claims.jag.af.mil>. The phone numbers for the Air Force Claims Center are toll free (877) 754-1212, commercial (937) 656-8044, DSN 986-8044. The fax numbers are commercial (937) 656-8307, DSN 986-8307. The email address is [AFCSC.JA@wpafb.af.mil](mailto:AFCSC.JA@wpafb.af.mil).

**D. Marines:** The web site for the Marine Corps Claims Office is [https://www.manpower.usmc.mil/portal/page/portal/M\\_RA\\_HOME/MF/C\\_PERSONNEL/Property](https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/C_PERSONNEL/Property). The phone number for the Marine Corps Claims Office is commercial (703) 784-9533, DSN 278-9533. The fax number is (703) 784-9827. The email address is [hqmc.claims@usmc.mil](mailto:hqmc.claims@usmc.mil).

**E. Coast Guard:** Claims instructions and contact information for filing your claim with the Coast Guard can be found on-line at [http://uscg.mil/lsc/branch\\_claims\\_and\\_litigation.asp](http://uscg.mil/lsc/branch_claims_and_litigation.asp). The phone number for Coast Guard Claims is (757) 628-4212.