

PRESS RELEASE

SUBJECT: Remote Claims Assistance Program (RCAP)

In the past, Soldiers and civilian employees and their family members assigned to ROTC or recruiting duty, in civilian education programs, and at certain other remote locations, such as embassies or foreign military sales offices, had few places to turn to when they wanted to file a claim for damage to their personal property. Usually, their duty stations are located far away from an Army claims office where claimants would traditionally receive claims support.

This changed in May 2013 beginning with the year's PCS moving season. When it is time to file a claim against carriers or Transportation Service Providers (TSP) for loss or damage to their household goods shipment, or other damage to or loss of their personal property incurred incident to service, ROTC instructors, recruiters, military attaches and others in remote locations will be able to take advantage of the Army JAG Corps' pilot Remote Claims Assistance Program or RCAP.

The RCAP program is based on recommendations arising from TJAG's 2012 Claims Strategic Review. These include the direction to seek out and assist underserved populations; enhance (claims) assistance services; reinforce outreach efforts; and leverage Full Replacement Value (FRV) capabilities. RCAP will do all of these.

RCAP will operate out of the Claims Office at Fort Knox, Kentucky, which is generally responsible for providing claims support to both the U.S. Army's Cadet Command and Recruiting Command, the parent units for most of the RCAP participants. RCAP will focus on providing proactive outreach, advice and assistance to participants to ensure they are compensated for their losses as easily, quickly, fully and fairly as possible.

RCAP will be available to claims customers by phone, email, and an on-line Web site to provide advice and to help claimants avoid filing pitfalls and smoothly negotiate a potentially bumpy claims process. Most importantly, RCAP will help these remote claimants meet mandatory claims deadlines, including the requirement to file Notice of Loss and Damage, a prerequisite for claim payment, within 75 days of household goods delivery' and to file the claim against the TSP within 9 months of delivery to enable FRV reimbursement for items lost or destroyed in the move.

RCAP also will assist remote claimants with access and use of the on-line Defense Personal Property System (DPS) Claims Module to file their claims against their TSP, help settle the claims directly against their TSP, and review their TSP's settlement offers before accepting them. Finally, if a claimant cannot arrive at a satisfactory settlement with the TSP and transfers the claim to the Army, the RCAP staff will retrieve the claims

document from the DPS Claims Module or the TSP so the claimant does not have to laboriously reenter all the claimed items in the Army's claims filing program.

Personnel assigned to ROTC, recruiting or other remote duty locations are encouraged to take advantage of RCAP by sending a short email to the Fort Knox Claims Office at the following address: usarmy.knox.tradoc.mbx.sja-claims@mail.mil. The email should contain the sponsor's name and contact information, including a telephone number and email address. They also may call the office at [502] 624-6913 (DSN: 464); send a Fax to [502] 624-2375; or send a letter or postcard to the Office of the SJA, Attention: Claims, Fort Knox, KY 40121-5230.

UNITED STATES ARMY REMOTE CLAIMS ASSISTANCE PROGRAM

Welcome to the US Army's Remote Claims Assistance Program (RCAP).

As a member of (Human Resources, Recruiting, Cadet, Other) Command, you are participating in a new program to actively assist you in the claims process if your household goods are damaged, lost or destroyed during your PCS move to your new duty station. You also will use this program to seek reimbursement for other damage to or loss of your personal property incurred incident to your service. Many rules determine if loss or damage is "incident to service." Accordingly, if you have any questions about whether your situation qualifies, **immediately** contact the Fort Knox Claims Office pursuant to the contact information provided below and let their Claims professionals help you. **Remember, it doesn't hurt to ask!**

To ensure that you do not skip important steps in the claims process that may cause your claim to be denied or cost you significant money, **please take a few minutes to read these two pages which describe the ReCAP.**

Why a new claims program?

Traditionally, claimants with questions regarding or who need assistance with their claims could go to the military claims office (MCO), normally located at the local installation Office of the Staff Judge Advocate (SJA). Because your new duty station will not normally be sited on or even reasonably near an Army installation, you probably will not be able to visit a local SJA office for claims assistance or advice. Accordingly, the US Army Claims Service in conjunction with your command, the commands of similar organizations and the Staff Judge Advocate for Ft Knox, KY, has established the RCAP at the **Ft Knox, KY Claims Office.**

What ReCAP does!

The RCAP will provide advice and assistance to help you do the following:

- File your Notice of Loss and Damage **AFTER Delivery*** **within 75 days of delivery**; **NOTE: This Notice is NOT your claim, but if you do not file it on time the TSP will not pay your claim and you will not receive full replacement value (FRV) for lost or destroyed items.**
- Access and use the DPS Claims Module (or obtain a waiver, if appropriate);
- File your claim against the TSP (carrier) **within nine (9) months of delivery**;
- Obtain time limit extensions or waivers, if appropriate;
- Directly settle your claim with the TSP;
- Transfer your claim to the Army (if appropriate);
- File your claim in the Army's claims filing and tracking program, PCLAIMS;
- For transferred household goods claims, obtain the claims document from the DPS Claims Module so you do not have to manually re-enter each item claimed in PCLAIMS.

First things first:

As soon as possible after you have **scheduled your household goods delivery** or **otherwise suffer loss or damage incident to your service**, please contact the Ft Knox Claims Office staff.

The best way to do this is to send a short email containing your sponsor's name and contact information, including a telephone number and email address, to the following address: usarmy.knox.tradoc.mbx.sja-claims@mail.mil. The Claims staff will contact you, provide you appropriate advice and assistance and follow-up at reasonable intervals to ensure you do not miss any important filing dates or have other issues. Additional contact information for the Fort Knox Claims Office follows:

Website: www.usarmy.knox.tradoc.mbx.sja-claims@mail.mil
Claims information is available);
Commercial Phone: [502] 624-6913 (DSN: 464); Facsimile: [502] 624- 2375;
Mailing address: Office of the SJA, Attention: Claims, Fort Knox, KY 40121-5230.

IMPORTANT

Within 75 DAYS OF DELIVERY, you MUST dispatch a Notice of Loss and Damage AFTER Delivery form* that lists ALL your lost, damaged or destroyed items to the TSP at the address noted on the front of the form.

The form is the reverse of the Notice of Loss and Damage AT Delivery that the driver (delivery agent) completed and gave you a copy of on the day of delivery. To complete the form, merely list on it all items lost, destroyed or damaged and their inventory numbers, if available. **Estimates, pictures, etc., are NOT needed at this time.**

You may obtain Claims Office staff help with the Notice of Loss and Damage AFTER Delivery by **IMMEDIATELY** contacting the Ft Knox Claims Office by phone or email, as noted above. In the event you cannot contact the Ft Knox Claims Office staff, you may dispatch the Notice yourself by using DPS, if you have accessed it, or by FAX, email, or the US Post Office. **(Even if you believe that you were late in dispatching your Notice of Loss or Damage, contact the Ft Knox Claims Office. Depending on your circumstances, the period may be extended or waived.)**

If YOU dispatch the notice, ensure that you obtain and save proof that you did so within 75 days of delivery. The proof may be a FAX delivery receipt, email delivery or read receipt, or US Mail certification or return receipt.

We hope you have a good move and will not need these services. However, if you suffer **any** loss or damage to your household goods shipment or other personal property incident to your service, or have a question about **any** aspect of the claims process, please contact the Ft Knox Claims Office immediately.

Sincerely,

John H. Nolan III
Chief, Personnel Claims & Recovery Branch
U.S. Army Claims Service

*Occasionally the TSP may use an old DD Form 1840/1840R (Pink Form) instead of the Notice of Loss or Damage AT/AFTER Delivery. In that event, the TSP address may be found in block 9 of the form.

U.S. Army Claims Service
Remote Claims Assistance Program
(RCAP)

Mr. Henry Nolan
Chief
Personnel Claims &
Recovery Division
US Army Claims Service

Remote Claims Assistance Program (RCAP)

- **Purpose: Assist remotely stationed Soldiers and civilian employees who seek reimbursement for damage to or loss of personal property suffered incident to their service.**
- **Because:**
 - **No local Army claims office* available for support, and**
 - **Claimants have difficulties:**
 - **Accessing and using the Defense Personal Property System (DPS) Claims Module;**
 - **Directly settling claim with TSP (carrier).**

***If you are aware of a nearby Army claims office, you may contact that office for support in lieu of using RCAP.**

Remote Claims Assistance Program (RCAP)

- **Who is covered? Soldiers, Army and DoD civilian employees, and their family members.***

- **What is covered? Reimbursement for damage to or loss of personal property suffered incident to their service, e.g.,**

- **Especially, household goods shipments to duty location;**

- **Also, other “incident to service” loss or damage, e.g., POV vandalized during anti-US riot because owned by Soldier:**

- **If in doubt, ask Fort Knox Claims Office (see contact info);**

- **Remember - it never hurts to ask!**

***Claims of Members, civilian employees of other services and family members are filed with and paid by their respective services using those services’ procedures – See Slide #6 for USAF and USN claims contact information.**

Remote Claims Assistance Program (RCAP)

RCAP will provide assistance to:

- File Notice of Loss and Damage **AFTER Delivery** within **75 days of delivery**;

NOTE: This Notice is **NOT** your claim, but if you do **not file it on time** the TSP will **not** pay your claim and, at minimum, you will **not** receive **full replacement value (FRV)** for lost or destroyed items.

Other aid:

- Access and use the DPS* Claims Module (or obtain a waiver, if appropriate);
- File your claim against the TSP (carrier) within nine (9) months of delivery;
- Obtain time limit extensions or waivers, if appropriate;
- Directly settle your claim with the TSP;
- Transfer your claim to the Army (if appropriate);
- File your claim in the Army's claims filing and tracking program, PCLAIMS;
- For transferred household goods claims, obtain claims document from the DPS Claims Module so you do not have to manually re-enter each item claimed in PCLAIMS.

*Defense Personal Property System - the on-line program established by SDDC to manage all aspects of personal property moves, including claims against the TSP.

Remote Claims Assistance Program (RCAP)

How to use RCAP:

- Contact the Ft Knox Claims Office staff.
- When:
 - ASAP after household goods delivery scheduled, or
 - Otherwise suffer loss or damage incident to your service.
- Where: Ft Knox, Kentucky.
- How:
 - Email: usarmy.knox.tradoc.mbx.sja-claims@mail.mil;
 - Snail mail: Office of the SJA, Attention: Claims, Fort Knox, KY 40121-5230;
 - Telephone: (502) 624-6913, (DSN: 464);
 - Facsimile: (502) 624- 2375, (DSN: 464);

Remote Claims Assistance Program (RCAP)

If you are an USAF or USN Member or civilian employee with a claim or question please contact the claims office of your respective service*:

Air Force:

**Air Force Claims Service Center (AFCSC)
1940 Allbrook Dr, Bldg 1 Suite 500
Wright-Patterson AFB, OH 45433
DSN 986-8044 // Toll Free 877-754-1212
<https://claims.jag.af.mil>**

• **Navy:**

**Office of the OJAG Personnel Claims Unit Norfolk (PCUN)
9053 First St. Suite 102
Norfolk, VA 23511-3605
Email: norfolkclaims@navy.mil
(757) 440-6315 (DSN 564) // Toll Free Help Line (0700 –
1900, Eastern Time): (888) 897-8217
Go to: <http://www.jag.navy.mil> for Claims Packets**

***Note: Because of resource and other constraints, the support offered by the USAF or USN claims offices may differ somewhat from that offered by RCAP.**

Remote Claims Assistance Program (RCAP)

IMPORTANT*

Within 75 DAYS OF DELIVERY, you MUST dispatch to the TSP (at the address noted on the front of the form) a Notice of Loss and Damage AFTER Delivery form that lists ALL lost, damaged or destroyed items.

- Reverse of Notice of Loss and Damage AT Delivery that the driver completed and gave you a copy of on delivery day;
- List all items lost, destroyed or damaged plus inventory #s;
- Dispatch form to TSP via DPS Claims Module, fax, email, or US mail within 75 days of delivery;
 - Dispatch form to TSP even if you think you are late, then discuss with Ft Knox.
 - Extension possible if good cause, e.g., TDY or hospitalization during notice period.
- Keep proof of dispatch date, e.g., fax delivery receipt, email delivery or read receipt, US mail certification or return receipt.

*Applies to ALL claimants, regardless of service.

Remote Claims Assistance Program (RCAP)

QUESTIONS?

**Contact
the
Ft Knox Claims Office**