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**United States Army Claims Service Center for Personnel Claims Support**

**Claim Information Paper for Noncombatant Evacuation Operations (NEO)**

**Including Directed Evacuation Action.**

Prior to a claimant being eligible to file a claim for loss or damage of personal property due to a NEO or Directed Evacuation Action certain criteria must be met.

The appropriate authority (SecState or Chief of Mission) must issue an evacuation order.  Once issued, you must obtain a copy from DoS or other entity to include in any claim.

We will not process any claims unless the appropriate authority declares the evacuation PERMANENT WITH NO RETURN, Army claimants (U.S. Army uniformed personnel, DA Civilian employees, and DoD Civilians not employed by any other service such as USN, USMC, USAF, or USSF) will be advised to hold any claim until after return to assess any loss/damage. If the evacuation order is declared permanent, a claimant may file a claim for loss of personal property.

If during the time of periodic review, the claimant is permanently reassigned under PCS orders to a new duty station, the claimant may file a claim for loss or damage of personal property which has not been recovered.

If return is authorized and the claimant returns to the location to find personal property missing or damaged, the claimant may then file a claim with our office utilizing the below guidance.

To file a claim with our office the claimant must access <https://www.jagcnet.army.mil/PCLAIMS> and enter your claim into the PClaims website at JAGCNet and select CPCS as your office.  You may access via CAC or DS Logon.

When entering the claim, you should select Non-shipment as the type of claim. When answering the questions about private insurance, if you have private insurance answer yes, if the policy excludes acts of civil unrest, or the insurance company has stated such exclusion exists, you will answer no to the question regarding filing with private insurance.

When entering the claim, you will use the date the evacuation was declared permanent, or the date of return as the incident date.

Once submitted an examiner will be assigned to process the claim and will reach out for further information needed to adjudicate the claim.