

FILING A CLAIM FOR
PERSONAL PROPERTY DAMAGE
DUE TO HURRICANE MICHAEL

1. If you suffered loss or damage to your personal property due to Hurricane Michael, you can submit a claim against the Air Force if:
 - a. The property was located on base or in your Government assigned quarters when it was damaged. Government assigned quarters are defined as housing provided in kind by the Government or Privatized housing either on or off the installation. Personal property in storage at Government expense in the local area damaged by the hurricane can also be claimed; and
 - b. You are a proper claimant under the Personnel Claims Act. A proper claimant is an active duty member or a reservist on active duty. Generally, civilian employees can file a claim if their property was damaged while on-duty.
2. General Instructions:
 - a. If you have private insurance covering your loss, you must make a demand against your private insurance carrier before submitting a claim against the Air Force. Your insurance company may be able to authorize an advance payment, depending on the agreement you have with the company. Once you receive your insurance settlement, you may still have a claim to file against the Air Force. It may be a claim for your insurance deductible or it may be a claim for additional items not paid by your insurance company because you reached your policy limits. You will include a copy of the insurance settlement and submit it with your claim against the Air Force. 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.
 - b. There are several types of damage that the Air Force may be able to cover under the claims process. These include: food spoilage; damage to furniture that was caused by the storm due to damage to your residence; damage to your POV that was parked on government property; and damage to other household effects in your residence. You do not have to wait to submit a claim until you have a total accounting of your damage. You can submit a claim for something that you need immediate monies for, such as food spoilage. Then later amend your claim to cover your insurance deductible and other furniture damage. When you submit that initial claim, you will receive a unique claim number. You will use that same claim number to later add your POV claim and your household effects claim. You may also have grounds to request an advance payment from the Air Force. CSC personnel will assist you in requesting an advance payment or in amending your claim if you file it in multiple parts. All claims must be submitted within 2 years from the date of the incident.
3. Claims instructions for submitting your claim against the Air Force can be found on-line at <https://claims.jag.af.mil>. The phone numbers for the Air Force Claims Service 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@us.af.mil.