



Claims For Personal Property Damage Arising From The Natural Disaster In Japan

1. If you suffered loss or damage to your personal property, including food spoilage, you can file a claim if:

A. You are an active duty member, a reservist on active duty at the time of the loss, or a civilian employee of the Department of Navy. Dependents may file claims but only if you have a Power of Attorney from a service member, and.

B. The loss of your personal property was incident to your service. Some examples of covered losses are losses at your overseas quarters or at your workspace and property lost or damaged during the evacuation.

2. Allowances and Entitlements

Specific allowances and entitlements associated with the evacuation are authorized under various regulatory provisions. Expenses associated with the evacuation ARE NOT payable as claims. For further explanation on your allowances and entitlements, see

http://www.jag.navy.mil/organization/documents/Evacuation_Allowances.ppt

3. Claim Forms

Self explanatory claims packages and forms for filing your claim can be found at <http://www.jag.navy.mil/organization/documents/FireFloodVan0809a.pdf>. All completed claims forms should be faxed to the PCUN at toll free (866) 782-7297, commercial (757) 440-6316 or (DSN) 564-3337, or scanned and emailed to norfolkclaims@navy.mil.

4. Questions about Filing a Claim

If you have any questions about filing a claim, or you need a claims package, please call the Personnel Claims Unit Norfolk at toll free (888) 897-8217, commercial (757) 440-6315 or DSN 564-3310. This office is manned from 0700 – 1900 EST. You may also call the Personnel Claims Unit Pearl Harbor at (808) 473-4701, DSN 473-4701. This office is manned from 1230 – 2100 (Hawaii time).

5. Private Insurance

If you have private insurance covering your loss, you must make a demand against your private insurance carrier and include a copy of the insurance settlement before you can be paid by the Navy. If the value of your loss equals an amount less than your insurance deductible, please attach a current copy of your declaration page showing the amount of your deductible.

LEGAL ASSISTANCE FOR PERSONNEL

Legal Assistance offices are standing by to assist personnel and family members affected by the earthquake and tsunami in Japan and those participating in Operation Tomodachi humanitarian relief efforts.

Powers of Attorney

Legal Assistance providers can draft general and special powers of attorney, which are used to grant authority to an individual to act on your behalf. Special powers of attorney can be drafted for the following categories: banking, household goods shipment/arrival, buying/selling/registering a vehicle, insurance, military housing, real property, taxes, and *in loco parentis* (child care). Powers of attorney can be tailored for your specific needs.

Legal Assistance Advice

Legal Assistance attorneys are also standing by to provide advice on consumer issues, family law, immigration issues, wills and estate planning, landlord tenant issues and the Servicemembers' Civil Relief Act.

Naval Legal Service Office Locations

To find the nearest Naval Legal Service Office, please go to the following link for an interactive map: http://www.jag.navy.mil/legal_services/nlso_map_global.htm

For Naval Legal Service Office Pacific: http://www.jag.navy.mil/legal_services/nlso/nlso_pacific.htm

Military Legal Service Office Locations

Eligible personnel may also receive legal assistance from any other Service (Army, Air Force, Marine Corps) legal assistance office. To locate the nearest legal assistance office, please go to: <http://legalassistance.law.af.mil/content/locator.php>

Military One Source

Another great resource is MilitaryOneSource.com, which is a free support service provided by the Department of Defense to provide assistance and resources to service members and their families on many different issues.

The link below has specific resources and information regarding the Japan Earthquake and Tsunami: <http://www.militaryonesource.com/MOS/FindInformation/JapanEarthquakeandTsunami2011.aspx>

For general information on legal matters, as well as general military rights and inquiries, please go to: <http://www.militaryonesource.com/MOS/FindInformation/Category.aspx?CategoryID=136>