



THE JBSA JURIST

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How Do I File a Claim Post-Hurricane Harvey?

- **I had property damage from the Hurricane. Who can file a claim with the government?**

Proper claimants are: 1) Active-duty military members; 2) Reserve and Guard members on federally-funded duty; 3) DeCA employees working on base; 4) DoD dependent school teachers and admin personnel employed on base; 5) Academy cadets; 6) ROTC cadets traveling on government expense or on active duty for summer training; 7) representatives of deceased USAF employees in this order: spouse, children, parents, siblings, next-of-kin

- **What items and/or documentation do I need to file a claim?**

Before filing with the government, you must first file with your private insurance company. In general, you will need: 1) proof you are assigned to JBSA (PCS orders); 2) DD Form 1842/1844; 3) a repair estimate; and 4) the replacement cost. More information may also be required, so contact the Legal Office for details.

- **The power went out and all of the food in my refrigerator and freezer spoiled during the Hurricane. What do I do?**

Your loss may be covered and you may be able to file a claim. You need to provide the following: 1) PCS orders to show that you are assigned to JBSA, 2) photos of the contents of your fridge/freezer showing items you believe to be spoiled; 3) any recent receipts from the commissary or grocery store; and 4) renter's insurance information. Unique circumstances (large quantities) will require a written statement.

- **I don't live on base, but I left my personal property (my POV, laptop, iPad, etc.) on base where it was damaged. Is my personal property covered?**

Your property may be covered if the damage occurred incident to military service or employment. You need to provide: 1) proof of ownership (for a POV, your title/registration); 2) copy of the contract for RV or lemon lot, as applicable; 3) proof of insurance; 4) two repair estimates; and 5) DD Form 1842/1844.

- **I live in base housing but I don't have my own renter's insurance policy. What do I do?**

Coverage may differ from base to base. Contact the Housing Office where you live for details.

- **I am a contractor and my property was damaged on base. Am I a proper claimant?**

No. You should file a claim with your private insurer.

- **Who can I contact about filing a claim for property damaged during the Hurricane if I am assigned to JBSA?**

For Airmen, the process starts online via the Air Force Claims Service Center at: <https://claims.jag.af.mil> or by telephone at: DSN 986-8044 or (877) 754-1212

For Soldiers, the process starts online via the Army Center for Personnel Claims Support at: <https://www.JAGCnet.army.mil/Pclaims> or by telephone at DSN 464-3000 or (502) 626-3000

For Sailors and Marines, the process starts via the Navy Claims Office at <http://www.jag.navy.mil> or by telephone at DSN 564-3310 or (888) 897-8217

JBSA HOUSING OFFICE CONTACTS

JBSA-Ft Sam Houston

3171 Zinn Road, Bldg 1161
Mon-Fri: 0730-1600
Comm: 210-270-7638

JBSA-Randolph

610 Harmon Drive
Mon-Fri: 0730-1600
Comm: 210-652-1840

JBSA-Lackland

2525 Fairchild Street, Bldg 1524
Mon-Fri: 0730-1630
Comm: 210-674-9366

PREPARE FOR YOUR LEGAL ASSISTANCE APPOINTMENT

LOG ONTO: <https://aflegalassistance.law.af.mil>

Wills & Power of Attorney Powers of Attorney

1. Click on tab "Legal Worksheets"
2. Complete worksheet for documents you wish to have created
3. Save your ticket number, then call the Legal Office for an appointment!
4. Please complete survey online

Legal Assistance

1. Click on tab "Legal Information"
2. If the information you are looking for is not listed, call the Legal Office for an appointment!
3. Please complete online survey!

**TO SCHEDULE AN APPOINTMENT CALL
ONE OF THE OFFICES BELOW**

JBSA-Ft Sam Houston

502 FSG/JA
2422 Stanley Road

*Legal Assistance Primarily by
Appointment*

Walk-in Hours

Tues 0830-1030 All eligible clients
Thurs 0830-1030 Active Duty only

Will Executions

By appointment only

Notary and Powers of Attorney

Mon-Thurs 0730-1630
Fri 0730-1200

DSN 420-0169
Comm: 210-808-0169

JBSA-Randolph

502 SFLSG/JA
1 Washington Circle, Bldg 100

*Legal Assistance Primarily by
Appointment*

Walk-in Hours

Tues 0900-1000 All eligible clients
(No retiree wills during walk-ins)
Thurs 0900-1000 Active Duty only

Will Executions

By appointment only

Notary and Powers of Attorney

Mon-Fri 0800-1500

DSN 487-6781
Comm: 210-652-6781

JBSA-Lackland

502 ISG/JA
1701 Kenly Ave, Suite 134

*Legal Assistance Primarily by
Appointment*

Walk-in Hours

Wed 0830-0930 All eligible clients

Will Executions

By appointment only

Notary and Powers of Attorney

Mon, Tues, Thurs, Fri 0830-1530
Wed 0830-1230

DSN 473-3362
Comm: 210-671-3362



WISDOM - VALOR - JUSTICE