



THE JBSA JURIST

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How do I file a claim for property damage from the winter storm?

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

You may be eligible to file a claim if you suffered loss or damage to your personal property due to the week-long winter storm beginning on 14 Feb 2021. You can file a claim if: 1) the property was located on base or in your government assigned quarters when it was damaged (government assigned quarters is defined as housing provided in-kind by the government or privatized housing located within the perimeter of the installation); and 2) you are a proper claimant under the *Military Personnel and Civilian Employees Claims Act* (active duty member, reservist on active duty orders, or federal employee).

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

Before filing a claim 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, TDY orders or SF 50 (civilians)); 2) a repair estimate; and 3) the replacement cost. You should also include pictures of the loss or damage. More information may also be required, so contact the Claims Center for details (contact information listed below).

- **The power went out and all of the food in my refrigerator and freezer spoiled during the winter storm. 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 or equivalent 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/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) repair estimate and 5) replacement cost.

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

If no renter's insurance, any items which can be repaired (cleaned) must first be attempted by a firm qualified to repair. If an item cannot be repaired (cleaned), then replacement is warranted. Before proceeding with any repairs contact the appropriate Claims Service Center. To file a claim you will need 1) proof you are assigned to JBSA (PCS orders or equivalent); 2) a repair estimate; and 3) replacement cost.

- **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 Snowstorm if I am assigned to JBSA?**

Air Force: Air Force Claims Service Center website - <https://claims.jag.af.mil>; DSN 986-8044 or (877) 754-1212.

Army: U.S. Army Center for Personnel Claims Support website - www.jagcnet.army.mil/Pclaims; (502) 626-3000; email: usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil.

Navy and Marine Corps: Navy Claims Office website - http://www.jag.navy.mil/organization/code_15.htm; 1-888-897-8217; email: norfolkclaims@navy.mil.

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

BASE LEGAL OFFICE CONTACTS

JBSA-Ft Sam Houston

502 FSG/JA
2422 Stanley Rd., Bldg 134
JBSA-Fort Sam Houston TX 78234-1800
(210) 808-0169

JBSA-Lackland

502 ISG/JA
1701 Kenly Ave., Ste 134
JBSA-Lackland TX 78236-5103
(210) 671-3362 or (210) 671-3363

JBSA-Randolph

502 SFG/JA
1 Washington Circle, Bldg 100
JBSA-Randolph TX 78150-4564
(210) 652-6781



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