

**FILE YOUR CLAIM YOURSELF:** The Personnel Claims Army Information Management System (PCLAIMS) database is a secure online system that allows Soldiers and DoD Civilians to take an active part in processing their household goods and other property claims. Using this convenient, easy to use system service members or civilians can create their own claimant profile and input their notice of loss and/or damage (formerly the DD Form 1840/1840R (Pink Form)). The Soldier or civilian employee can also file their claim online. All information entered in the database can be used by claims personnel to assist claimants, whether telephonically or during in person visits to the military claims office (MCO). Using PCLAIMS will provide greater flexibility for the claimant and reduce processing time. **(Please contact the MCO when you file under PCLAIMS to avoid delay in the timely notice to the Transportation Service Provider (TSP))**

**REQUIREMENTS/INSTRUCTIONS:** The service member or civilian must have an AKO account and access to a computer to use the PCLAIMS database.

- Log in to AKO, Select “Self Service” and choose “My Legal” from the drop down menu.
- On the “My Legal” AKO page find “Claims” in the bottom right of the screen.
- Click on “Claims”, which will take you to the Army Claims Service website.
- On the Claims Service website, select “Personnel Claims Online Filing Database”.
- Once in the PCLaims database follow instructions.

**DEADLINE:** The 70 day deadline for providing notice of loss and/or damage with the TSP, otherwise known as the carrier, and the two year deadline for filing your claim with the MCO or the TSP have not changed.

**LET US HELP:** If you have questions or need help with the database, please contact the Fort Lee Claims Office at 804-765-1520. Our office is located at 441 First Street, Building 1108, Room 125. Hours of operation are 0800-1700 Monday, Tuesday, Wednesday and Friday; Thursday 1300-1700.