

## STEPS TO BE TAKEN BY POTENTIAL CLAIMANTS

1. **GENERAL INFORMATION.** Military personnel residing in government owned or leased quarters, members residing in BEQ/BOQs, and government employees whose property was located on a military installation, may file a claim against the U.S. Government for loss of, or damage to, personal property. However, if you have private insurance that covers the loss, you must file a claim with your insurance company. This also applies to motor vehicles. The following insurance companies can be contacted via telephone at the numbers indicated below:

AIG	1-800-242-2418	
Allstate	1-800-366-8015	
Foremost	1-800-527-3907	
GEICO	1-800-841-3000	
GMAC	1-800-468-3466	(formerly Integon)
Liberty Mutual	1-800-565-5505	
Metropolitan	1-800-854-6011	
Nationwide	1-800-421-3535	
State Farm	1-800-732-5246	
The Hartford	1-800-243-5860	
Travelers	1-800-252-4633	
USAA	1-800-531-8222	

2. **MITIGATE YOUR DAMAGES.** Take reasonable steps to prevent further damage to your property. Cook or consume food that is likely to spoil. If possible, dry out water soaked items to prevent mildew. If carpeting is wet, clean with a wet vacuum or carpet cleaner that extracts water if feasible. Rewash wet clothes, blankets, etc., in boxes, drawers, or hampers. Elevate furniture to get it out of standing water. Retain damaged property until it has been inspected by an investigating officer or claims settlement officer, unless retention would be hazardous, such as broken glass or spoiled food.

3. **ASSEMBLE REQUIRED DOCUMENTATION.** The following documents will be required and should be completed/obtained as soon as practicable:

- CG-4112, Personal Property Claim.
- CG-4111, Demand on Carrier/Contractor. Complete only block 23, items b, c, e, and f. For lost or spoiled food items, no itemization is required for a claim of less than \$200.00.
- Estimates of replacement or repair if over \$50.00. Two estimates if over \$200.00
- Copy of private insurance policy covering the property or certification that insurance does not cover the loss.
- Proof of ownership and value (purchase receipts, credit card receipts, photos, statements, etc.)
- If another person is filing the claim on behalf of the member or civilian employee, a power of attorney is required.

4. **CLAIM PAYMENT** will be primarily by electronic funds transfer into individual bank accounts. In exceptional circumstances, an immediate cash payment of up to \$2,000.00 may be authorized. This immediate settlement will be offset against any ultimate settlement.

**5. SPECIAL POWER OF ATTORNEY.** If you live in government leased or owned housing it is strongly recommended that you obtain a special power of attorney (next page) so that your spouse may settle any claim on your behalf. Contact Cary Mitchell or Tamara Streeter at Seventh District legal (305) 415-6957 for more information and to obtain the special power of attorney.