

INFORMATION PAPER

ATZR-JC
1 February 2010

SUBJECT: Claims Due to Ice Storm

1. Purpose. To inform individuals on required documents for filing a claim.

2. Facts.

a. Claims may be filed for damage or loss occurring on post to vehicles, personal property, stored food, and certain incidental property repair expenses. Our goal is to pay you the maximum compensable amount as promptly as possible. Please realize that we are constrained by statutes, directives, and policies set forth in Army Regulation 27-20 and Department of the Army Pamphlet 27-162.

b. If your vehicle was damaged on post because of the recent ice storm, you must first file a claim with your insurance carrier. If you do not reside on post, but your vehicle was damaged on post, we will also need a statement of how it was damaged. The maximum amount you can be reimbursed by our office is up to the cost of your deductible; however, approved amounts will vary. We evaluate each case on an individual basis and not all claims may be approved. If your insurance does not cover damage that your vehicle received on post, please provide at least one repair estimate prior to submitting a claim with our office.

c. Please have the following documents with you when you arrive at our office:

- (1) Your military ID
- (2) Copy of your vehicle registration
- (3) Copy of your insurance

d. For damage to other property on post, provide pictures of the damaged items, or alternatively, a detailed description of how the property was damaged.

e. By providing our office with detailed information regarding your damaged items, you will greatly assist us in the prompt consideration of your claim.

3. For questions or additional information, please call (580) 442-2317 or stop by the Fort Sill Claims Office. We are located on the 4th floor of the Fort Sill Soldier and Family Assistance Center, Building 4700 Mow-Way Road. Normal hours of operation are 0800 to 1600 (Monday, Tuesday, Wednesday, and Friday) and from 1200 to 1600 on Thursdays.

CPT Ahsan Nasar/580-442-5058
Approved By: MAJ Griffith/2-1087