

Air Force Claims Service Center – <https://claims.jag.af.mil/>
How to File a Claim for Food Spoilage or Other Damage Due to Power Outage

These instructions apply to Air Force and Space Force members. If you are a member of the Army, Navy, or Marine Corps, please contact your service's Personal Property Claims Office for instructions. Contact information is included in paragraph 9.

IMPORTANT: Before filing a claim with the Air Force Claims Service Center (CSC), members must file a claim through their renters insurance policy if one exists.

1. Close existing internet browsers and open a new browsing window. Chrome often works best. Navigate to the CSC website, <https://claims.jag.af.mil/>. Scroll down and click the button for "File Non-Household Goods Claim."
2. Click "Proceed" on each of the next two screens.
3. On the next screen, click the button for "I already have a username and password." Type in the following information (please don't copy and paste, it often doesn't work):

Username: clai3897 Password: KtD!Qx2W

Note: Using this generic username and password is quicker than requesting a new username and password. Your claim will still be unique to you and not accessible by anyone else using the same generic information.

4. Next, complete your user information and registration. Then, click the "Begin New Claim" button at the bottom of the screen. Select "All Other Type Claims." Select "Weather Related Other Disasters." For the "Source of Incident," enter "17 January 2025 power outage on JBAB." For food spoilage claims, you may ignore the information concerning "Repair Estimates."
5. Continue to follow on-screen prompts and instructions. Required documents include a copy of your PCS orders/TDY order, a copy of your base housing lease/billeting information, and insurance information. If you have renter's insurance, you must provide the declarations page of your policy and a copy of your insurance settlement. If you do not have renter's insurance, you must provide a statement to that fact. In terms of evidence, if you are claiming an amount below the maximums listed below, no additional evidence (such as photographs or grocery receipts) is required. If you are claiming above these maximums, please upload photos and/or recently dated grocery receipts to substantiate such a claim and waive these maximums.

MAX ALLOWABLES:

Individual or Couple – \$250

Single Airman/Guardian – \$250

Married (including Mil to Mil) – \$500

Single Parents with Custody of Children – \$500

6. When listing your claimed items, you do not need to list individual items of food. Simply enter "Spoiled Food" and the aggregate cost to replace it.

7. After adding all required information and uploading documents/photos, you may submit your claim by clicking the “When you’ve entered all your items, Submit Claim” button.

8. If any questions arise about the claims process or if you do not have a .mil account from which to request a username and password, please contact us at AFCSC.JA@us.af.mil, or DSN 314-986-8044, COMM 937-656-8044 or Toll Free at 1-877-754-1212. The CSC’s duty hours are Monday through Friday, 0730-1630, Eastern Time.

9. Sister Services Claims Office Information

Army

U.S. Army Claims Service Attn: Claims

4411 Llewellyn Avenue Fort Meade, Maryland 20755

Comm: (301) 677-9216

Email: usarmy.meade.hqda-otjag.mbx.claims-dpsclaimtransfers@mail.mil

Navy

Office of the Judge Advocate General Personnel Claims Unit

Norfolk 9053 First St. Suite 102 Norfolk, VA 23511-3605

Phone: (888) 897-8217 or (757) 440-6315 DSN: 564-3310

Email: NorfolkClaims@us.navy.mil

Marine Corps

Personnel Claims Unit Norfolk 9053 First St. Suite 102 Norfolk, VA 23511-3605

Toll Free: (888) 897-8217 Comm: (757) 440-6315 DSN: 564-3310

Email: NorfolkClaims@navy.mil

Website: <https://www.mcieast.marines.mil/Staff-Offices/Legal-Services-SupportSection-East/Claims/POCs/>

Coast Guard

Legal Service Command (LSC-C)

US Coast Guard

300 East Main Street, Suite 400 Norfolk, VA 23510-9100

Comm: (757) 628-4212

Email: D05-SMB-Claims@uscg.mil

Website: <https://www.uscg.mil/Resources/legal/LSC/LSC-Claims-Division/>