

Claim Process for F.E. Warren

1. Go to the Air Force Claims Service Center website, <https://claims.jag.af.mil/>, and click "File Non Household Goods Claim." This site is for Air Force personnel only, however, contact information for sister-service personnel can be found on this page.

2. On the next two screens hit the "Proceed" button.

3. You will come to our Portal screen. Select "I already have a user name and password"

To create a User Name and Password, email AFCSC.JA@us.af.mil from a .mil account and request a username and password. The subject line should read, "Request for Username and Password for F.E. Warren Hail Storm." Please email from your .mil account so that the CSC can send your login information to you encrypted. You may also call (DSN) 314-986-8044 or (toll free) 1-877-754-1212. Hours of operation are 0730 to 1630 Eastern Time Monday thru Friday.

4. You will then be asked to fill out a profile screen. Once that is accomplished, you then can begin inputting the information for your damaged vehicle.

5. Continue following all directions. Required documents include your PCS or TDY Orders, Housing Lease or a statement from your supervisor stating that you were on duty at the time of the storm, vehicle registration and insurance documentation. You must file with your insurance company first unless you have only liability insurance. If you have liability only, you must upload a copy of your Insurance Policy Declarations page showing your coverage. If you're having your insurance company take care of repairs, only one estimate of repair is required. If you have liability only, you must provide two repair estimates.

6. Finally, there's a User's Guide link at the bottom of each page which should help you file your claim.

7. After you have added all applicable information and uploaded any substantiating documents/photos, you should submit your claim. After the claim is submitted, you can continue monitoring the status of your claim until paid.