



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS PACIFIC
UNIT 35001
FPO AP 96373-5001

IN REPLY REFER TO:
5890
SJA/CLAIMS
16 Dec 13

MEMORANDUM FOR PERSONAL PROPERTY CLAIMS CLAIMANTS

From: Claims Supervisor, Marine Corps Installations Pacific

Subj: PERSONAL PROPERTY CLAIMS FREQUENTLY ASKED QUESTIONS

Ref: (a) Air Force Instruction 51-501/Tort Claims

1. Q: Is there a limitation on the amount of money that may be paid for vehicle claims?

A: Yes. Claimants may only be paid up to a total of \$3,000 for all vehicles claimed. This includes claims for multiple vehicles owned by one individual. For example, a Marine with two vehicles totaling \$5,800 in estimated damages can only be paid up to \$3,000 to repair or replace both vehicles. The key is \$3,000 per claim, regardless of the number of vehicles involved in the claim. |

2. Q: Where can I obtain estimates of repair for my vehicle?

A: The Claims Office cannot direct claimants to a specific repair facility. However, the Claims Office will accept estimates from any on-base or off-base car repair facility. Note, most car facilities will charge a fee for estimates. Even so, this fee may be reimbursable under the Personal Property Claims Act.

3. Q: Do estimates from off-base need to be translated into English?

A: No, estimates in Japanese can be translated by the Claims Office. Even so, estimates in English are preferred.

4. Q: Should the repair estimate be in Dollars or Yen?

A: Car repair estimates may be in either yen or dollars. If the claimant provides the Claims Office with a paid receipt showing payment in yen, the exchange rate will be determined by the date paid for the estimate. Any other estimates provided in yen will be based on the yen rate the day the claim is filed.

5. Q: For non-vehicle personal property claimed, how can I verify the estimated replacement cost of the item?

A: For items purchased or carried by Army & Air Forces Exchange Services (AAFES), claimants may simply use the AAFES Price

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Verification Form provided on-line. Claimants should take the form to the Exchange and have a manager verify the price of each item claimed. For items not purchased or carried by AFFES, claimants may print on-line advertisements for the same or similar items claimed. However, advertisements from "auction" type websites such as EBay or Amazon will not be accepted.

6. Q: What is the deadline for filing a claim?

A: The statute of limitations on claims is two years from the date the incident occurred.

7. Q: How long does it take to process a PCA claim?

A: Average processing time is 90 days from receipt by HQMC.

8. For additional questions, please contact Judy A. Barney at judy.barney@usmc.mil or 645-9429.



J.A. BARNEY