

PERSONNEL CLAIMS – VEHICLE SHIPMENTS

WAS YOUR VEHICLE SHIPPED LATE, LOST, OR DAMAGED? FILE A CLAIM.

Currently, on Oahu, vehicle shipments for Servicemembers are handled by International Auto Logistics (IAL) and their subcontractor Horizon Lines, Inc. If you are like me, you have heard the horror stories. “My vehicle was lost at sea,” “my vehicle arrived with new mossy interior,” “my vehicle arrived two months late” and “I spent \$3,000 on a rental car,” or “they don’t know where my car is!”

What happens next is a mixed bag of emotions. Either you are sad, angry, frustrated, and don’t know what to do. After, the emotional roller coaster you think to yourself now what?

Great news, you have a Military Claim Office (MCO). We will help you find your car if it is lost, process your claim for a new car without mossy interior, and help you get reimbursed for the cost of a rental car and other related expenses.

There are two types of claims you could be entitled to:

1. **Inconvenience Claims** (Lodging and Rental Car): If your vehicle arrived late and past the designated delivery date (RDD) you are entitled to be reimbursed for a rental car and lodging expenses. For lodging, IAL is responsible for all lodging expenses, including per diem incurred starting 1 day after your missed RDD. For rental cars, the Government is responsible for the first seven days after the RDD date. Unfortunately, you are only entitled to \$30 a day or a maximum of \$210 a week for a rental car, per the JFTR, under 10 USC 2634 (g) (this can be claimed on your travel voucher or through the finance office). After the seventh day, IAL will pay for your rental car until your vehicle is delivered. Additionally, IAL will reimburse you for Loss/Damage and liability insurance coverage, and other associated costs, such as car seats. Claims for lodging and rental cars after the seventh day must be submitted with receipts through IAL at the Vehicle Processing Center (VPC) or emailing CLAIMS@ialpov.us.

2. **Vehicle Loss/Damage Claims**: When you drop off your vehicle you were required to conduct a joint inspection on the IAL vehicle inspection form. When you go pick up your vehicle inspect the interior, exterior, and vehicle systems closely and document any damage on page two of the IAL vehicle inspection form. **Ensure all damages or losses to the vehicle are listed prior to leaving the VPC.** If your vehicle was damaged by IAL during shipment you have three options in filing a claim:

(1) File your claim onsite directly through IAL on the day you pick up your vehicle from the VPC. If you accept the onsite settlement offer by IAL, payment can be made directly into your bank account. The onsite settlement is final for the damages claimed at that time, however, you may still file a claim for additional damages discovered and reported to IAL within a “reasonable period” of time after pick up. Ultimately, if you accept payment from IAL for damage you cannot be paid any additional amount for that damage from the MCO. But, if you deny the settlement offered by IAL you can still file a claim through the MCO.

(2) File your claim with IAL by mail or online at CLAIMS@ialpov.us, and accept the settlement offer. You can either obtain your own estimates for damages from one of IAL’s local repair facilities

or a facility of your choice. If you accept payment from IAL for damages you cannot be paid any additional amount for that damage from the MCO. However, if you deny the settlement offered by IAL you can still file a claim through the MCO.

(3) File your claim through the MCO. Please bring all applicable documents including IAL shipping documents, vehicle inspection form, military orders authorizing shipment, and a estimate of repairs to the MCO and we will process your claim in a timely manner. Unless your vehicle is a total loss you will be required to obtain an estimate of repairs, however, the government will reimburse you for this estimate.

If you need assistance filing a claim with IAL, our office, or have questions please call or visit the below address.

25th INFANTRY DIVISION AREA CLAIMS OFFICE
PHONE: 808-655-9279

LOCATION:
BLDG 2037, ALESHIRE BLVD, SCHOFIELD BARRACKS, HAWAII
(Corner of Humphreys and Aleshire; across from CIF)

HOURS:
M, T, W, F: 0930 – 1600
TH: 1300 – 1600
Closed all federal holidays and training holidays

WEEKLY CLAIMS BRIEF
T & TH: 1400

Date: 24 November 2014