



CAMP CASEY CLAIMS OFFICE INFORMATION PAPER

SUBJECT: DISASTER PLAN

1. **PURPOSE/APPLICABILITY:** This disaster claims plan sets forth the Camp Casey Claims Office disaster claims operations pursuant to the directives of AR 27-20, paragraph 1-11k. Use this plan when a typhoon, earthquake, flood, fire, or other natural disaster causes extensive damage to personal property of service members and civilians serviced by 2d Infantry Division.

2. **OBJECTIVES:** In response to a disaster, this plan ensures that 2d Infantry Division personnel are prepared to respond to a large number of personnel claims filed as a result of a disaster. The eligible claimants understand the procedures for filing claims, provided necessary forms, and given the opportunity to file a claim.

3. **MISSION:** Camp Casey Claims Office makes preparations for, and if required, conducts disaster claims operations to compensate soldiers, civilians and other eligible personnel, for personal injury/death, or loss and damage of personal property occurring as a result of a disaster.

4. **PRE-DISASTER PLANNING:**

The most frequently occurring natural disaster in Korea is floods from the monsoon rains. The monsoon season runs from June to August. Pre-planning, before the monsoon season approaches, should be accomplished. Planning should include:

a. **Basic Claims Training.** Claims attorneys and adjudicators should receive basic instruction on claims intake and claims legal requirements such as proper party claimants and substantiation of property ownership.

b. Preparation of disaster claims packets.

c. Coordinate with the 176th Finance Company to insure sufficient number of Class A agents are funds would be available to make emergency partial payments in cash to soldiers during disasters.

d. Coordinate with PAO to ensure that steps recommended to reduce property loss are included in information disseminated to installation residents via pre-storm message. Ensure media releases contain critical information such as disaster claims processing locations, disaster claims procedure, hours of operation and telephone number, and other guidance to ensure claimants take necessary steps to mitigate any damages.

5. **DEPLOYMENT:**

a. Coordinating with Client Legal Services-Korea in Yongsan. Make a preliminary report Commander, Client Legal Services-Korea to the date, time, cause, and extent of damage caused by the disaster. Inform the Client Legal Services-Korea budget office if additional funds are needed.

b. Establishing Operations. Assigning duties, office hours, etc.

c. Advertising the Claims Office. Publicize existence and location of the disaster claims office. Let potential claimants know that advanced payments are available. Advertise through the Public Affairs Office (PAO), AFKN, Hospital, Red Cross, and other emergency relief organizations and Command Chaplain's Office.

d. Developing procedures for claims forms distribution.

e. Preparing a detailed damage investigation. As soon as possible conduct a detailed claims investigation into the amount of damage caused by the disaster and establish procedures to preserve evidence needed for claims adjudication.

f. Ensure the soldiers who received emergency partial payments submit completed claims.

g. Reporting daily to the SJA and Commander, Client Legal Services-Korea the number of personnel claims filed and the number of personnel claims processed.

Issued: Jan 2013

****Camp Casey Claims Office is available to assist you in filing your claim with a claims packet and guidance. Please contact 730-3687, Bldg S-2440, Room 235 at Maude Hall in Camp Casey.****