

AUXILIARY CLAIMS PROCESS INFORMATION 12-16-2016

The Legal Service Command Claims office will no longer accept photocopies of an Auxiliarist's claim. Our new Branch Chief, Ms. Steiner, has determined based on the Code of Federal Regulations, 33 CFR 25.113(c), all claims must be submitted with an "original" signature in ink. The Claim form, Auxiliary Facility Loss or Damage Claim Worksheet, is the only part of the package that must be received with an original ink signature, the Investigation, and all endorsements may be received as copies. I will continue to process the claims currently on my desk, but I am required to return all new claims received that do not meet this requirement.

This is also a good time to address that many Claims worksheets received are not completed in their entirety; please ensure:

1. Part II includes an SSN; this is how the member gets paid from FINCEN.
2. Part IX-Inspection of the Damage by Coast Guard. Arrange for a visual inspection of the damage. The inspection may be, but does not have to be, conducted by the assigned investigating officer. This inspection should take place within 24 hours of receiving notice of the loss or damage. An inspection is mandatory and may only be waived in unusual circumstances by DIRAUX or LSC. This waiver authority is non-delegable. If a visual inspection is waived, DIRAUX or the CSO, as applicable, should include an explanation in the claim package. Failure to conduct a visual inspection may result in denial of the claim.
3. Part X Substantiation of Claim. An amount claimed must be entered, and two (2) estimates obtained by the claimant for any repairs over \$200. In those rare situations where a second estimate cannot be reasonably obtained, the Auxiliarist may contact DIRAUX for a waiver of the second estimate/price quote requirement. This should be noted on the DIRAUX endorsement. DIRAUX may also authorize repairs to be completed if it is in the best interest of all parties. DIRAUX should note this on the endorsement and the auxiliaries should include an itemized receipt of repairs in lieu of the two estimates.

Also, I have received many packages that did not include a "Report of Claim for Loss or Damage to U.S. Coast Guard Auxiliary Facility" Memorandum, Appendix 4 (attached). This should be completed by the Order Issuing Authority and forwarded to the DIRAUX along with the Claim and Investigation. The DIRAUX endorsement is actually an endorsement to this Memorandum.

Please get the word out to the field so that the Auxiliary Claims process will run smoothly.

Please feel free to contact me with any questions or concerns.

Thank you,

v/r

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