

## Inconvenience Claims

An inconvenience claim is for compensation that is above and beyond the customer's legal entitlement.

Government reimbursement for members and their dependents for rental car expenses when a POV is delivered after the required delivery date is an authorized entitlement. This entitlement does not apply to civilian employees.

Government reimbursement to members under this entitlement will not exceed seven days at \$30 per day (maximum entitlement \$210) and will expire on the date the vehicle becomes available for pick up at destination. IAL will only consider reimbursement for amounts that exceed the claimant's entitlement.

IAL will review and consider each claim and based on the circumstances, pay, decline, or make a firm settlement offer in writing to the claimant within 40 calendar days of filing.



**Claims:**  
*Your Rights and Entitlements*



International Auto Logistics  
110 Office Park Lane  
Suite 200  
St. Simons Island, GA 31522

Phone: 912-602-6376  
Email: [CLAIMS@ialpov.us](mailto:CLAIMS@ialpov.us)

# **IAL strives to make the claims process as easy as 1 2 3.....**

## **1. On Site Settlement**

In the event your vehicle is damaged, an IAL representative will document the damages using state of the art Qapter\* software. You have the option of accepting our quick and easy on-site settlement. Payment can be made directly to your bank account saving you time.

While your acceptance of such a settlement is final with respect to the claimed damage, you may still file a claim for additional damage discovered and reported within a reasonable period of time after leaving the VPC. On-site settlement should only be considered as compensation for the damage. If you accept payment at the VPC for damage to your vehicle, you will not be paid any additional amount for that damage from the military claims office.

## **2. IAL Claims**

You also have the option of securing your own estimates at a local repair facility or a facility of your choice, and can submit them either to your local VPC or IAL Claims at the address below. An IAL Claims representative will review and resolve your claim within 40 days of filing.

## **3. Military Claims office**

You always have the right to file a claim directly with the Military Claims Office at any time during the claims process.

**Please contact IAL Claims at:**

**110 Office Park Lane**

**Suite 200**

**St. Simons Island, GA 31522**

**912-602-6376**

**CLAIMS@ialpov.us**

\*Qapter by SOLERA, is a leading provider of solutions and services to the U.S. automotive claims processing industry.

## **NOTE:**

When you drop off or pick up your vehicle, a joint inspection will be completed using the vehicle inspection form as well as photographs to determine the condition of your vehicle. The vehicle interior and exterior should be inspected very closely. You will receive a copy of the inspection form at the initial turn in of your vehicle.

**At the destination VPC, if additional damages or losses are noticed, please ensure that they are listed on the vehicle inspection form prior to leaving the VPC.**

Regardless of where you file your claim, you must prove that the loss and/or damage being claimed occurred while the vehicle was shipped or stored.

If damage is discovered after the service member has left the vehicle processing center, the VPC or claims department must be notified within a reasonable period of time after leaving the VPC.