

Inconvenience Claims

An inconvenience claim is for compensation that is above and beyond the customer's legal entitlement. The contractor shall compensate customers through inconvenience claims for rental car expenses incurred due to missed RDDs. For Active Duty Service members, the contractor is liable for rental vehicle reimbursement claims which exceed the claimant's entitlement (reference JTR Chapter 5, Part E, paragraph 0534). For civilian customers, the contractor is liable for rental vehicle reimbursement claims from the first day the POV is late when at the contractor's fault. Claims for rental vehicle reimbursement shall end on the date the customer is notified that the POV is available for pickup. 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.



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

Phone: 912-602-6376
Email: CLAIMS@ialpov.us



Claims:
*Your Rights and
Entitlements*



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 10 business days 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 you discover damage after leaving the VPC, you must notify the VPC or IAL Claims no later than 10 business days after vehicle pickup.