



# HOW TO SUBMIT CLAIM: PART 1

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- ❑ Local USMC DMO via DTMS when located at a Marine Corps installation
- ❑ Retiring/separating or not located at a Marine Corps installation: scan and email your claim to [logcom.tvcbclaims@usmc.mil](mailto:logcom.tvcbclaims@usmc.mil) in pdf file format not to exceed 5MB. If more than 5MB, submit claim in multiple emails: ensure your last name and the last 4 of the SSN is listed in the subject line, then add the number of the emails sent (i.e., Marine 0123 -1, Marine 0123-2, etc.)
- ❑ Thoroughly review the claim before and after it is scanned in pdf file format to ENSURE THE CLAIM IS LEGIBLE
- ❑ We cannot access documents using GOOGLE DRIVE or ICLOUD
- ❑ When your claim is received and reviewed by our customer service, you will receive an email letting you know your claim is either being forwarded for review or we need additional documents/information
- ❑ If you do not receive an email from customer service within 5 business days, before calling customer service, 229-639-6575, please double check:
  - ❑ Email address is correct - [logcom.tvcbclaims@usmc.mil](mailto:logcom.tvcbclaims@usmc.mil)
  - ❑ Size of attachment is 5MB or less; if file size is larger, we **do not** receive any notification letting us know you are trying to submit a claim



# HOW TO SUBMIT CLAIM: PART 2

- ❑ For supplemental documents: scan and email to the address above in pdf file format not to exceed 5MB per email or Fax to (229) 639-5704  
ATTN: HHG Customer Service
  
  - ❑ Mail (USPS)\*\* , FedEx, or UPS to:  
*ASSISTANT CHIEF OF STAFF/G8  
MANAGERIAL ACCOUNTING DIVISION HHG SECTION PPM  
BLDG 3700 RM 315  
814 RADFORD BLVD SUITE 20262  
ALBANY GA 31704-0262*
- \*\*NOTE: It is recommended to send Return Receipt Requested with regular USPS mail
- ❑ HHG PPM Customer Service: (229) 639-6575 M – F 0800-1600 EDT  
Note: Please allow at least 14 calendar days from submission date before inquiring on status - when leaving a message we need your name, last 4 of SSN, contact number, and a brief message. Please speak slowly and clearly. All calls are returned within one government business day!