

# Evacuation Claims Processing – DFAS Rome

## **Military Members:**

<https://www.dfas.mil/militarymembers/travelpay/evacuations.html>

## **Civilian Employees:**

<https://www.dfas.mil/civilianemployees/travelpay/information/evacuationorders.html>

## **Travel advances for evacuees**

Evacuees that do not have a Government Travel Card (GTCC), may request an advance which will provide up to 80% of the estimated entitlements for the lesser of the 1) anticipated evacuation period or 2) 30 days. This payment will be deducted from your first travel claim reimbursement.

To request an advance, you must complete a [Request for Advance form](#) and [Evacuation Information Verification Sheet](#). These forms must be completed by the Military Dependent, Civilian employee not on TDY orders or Civilian dependent. Be sure to provide the bank account information (routing and account number), safe haven location, and dependent's names and dates of birth or date of marriage.

In addition to these forms, you must include a copy of your evacuation orders (DD1610) and evacuation memo. Advance requests can be submitted to:

Email: [dfas.rome.jft.mbx.neo@mail.mil](mailto:dfas.rome.jft.mbx.neo@mail.mil)

Fax number: 317-275-0152

## **Submitting an interim or final travel claim**

Approximately 30 days following your arrival at your designated safe haven or upon return to your evacuated location, you may submit a travel claim for evacuation entitlements. Per diem rates are based on your designated safe haven location and the ages of your dependents.

You must submit a completed May 2011 [DD Form 1351-2](#) and [Evacuation Information Verification Sheet](#). These forms must be completed by the Military Dependent, Civilian employee not on TDY orders or Civilian dependent. Be sure to provide the bank account information (routing and account number), safe haven location, and dependent's names and dates of birth or date of marriage.

In addition to these forms, you must include a copy of your evacuation orders (DD1610) and evacuation memo. You are also required to include any receipts for lodging and authorized expenses \$75 and over.

Your travel claim package may be faxed, emailed or mailed to DFAS Rome.

Fax number: 317-275-0152

Email: [dfas.rome.jft.mbx.neo@mail.mil](mailto:dfas.rome.jft.mbx.neo@mail.mil)

Mailing address:

DFAS Rome

Attn: Travel/NEO Claim

325 Brooks Rd

Rome, NY 13441

To ensure claims are pay ready, please refer to the templates below:

[DD1610 Instructions](#)

[Instructions for the DD1351-2](#)

For questions, please contact the Customer Care Center DFAS411: 888-332-7411  
Option 5,1,5.