



KAISERSLAUTERN LEGAL INFORMER

K-TOWN CLAIM\$ EXAMINER\$ "FIRST IN SUPPORT"



PROFESSIONAL PROFILES...

This is the third in a series of profiles of members of the staff of the Kaiserslautern Legal Services Center. We're proud of the team of attorneys and paralegals who meet the legal services needs of the largest community of Americans overseas. By getting to know our staff better, our readers will know who they can turn to for help with a legal problem. As is so often the case when it comes to resolving legal matters, it's who you know that counts...

The Kaiserslautern Legal Services Center's award-winning Claims Examiners, Martina Berndt (left) and Karin Jordan (right), bring more than 50 years of service to the Army in K-town to the table. They can help "heal the

by Steve Smith

At a time when other services are switching to on-line filing of claims through centralized claims offices in CONUS, Kaiserslautern prides itself on doing claims the traditional way—locally, with the help of multi-talented local national claims examiners who give personalized, face-to-face service to claimants.

The key to the success of Kaiserslautern's claims operations is its staff, and at the heart of that staff are two of the best claims examiners in Europe. Senior Claims Examiner Martina Berndt has served the Army in Kaiserslautern for 26 years, and has 18 years of claims experience. She is ably assisted by Karin Jordan, who has worked for the Army in K-town for 27 years, having spent the last 7 years in claims. Martina and Karin know their stuff! They do it all, from intake, to inspections, to adjudication, to settlement, to recovery.

In addition to handling a mountain of "personnel claims" involving damage to household goods, hold baggage, and vehicles shipped to Europe, plus claims arising from vandalism and theft, they also investigate and adjudicate "tort claims" involving damage or loss caused by Governmental negligence. Since the Army has single-service responsibility for tort claims arising in Germany, all the tort claims filed at Ramstein and Spangdahlem Air Bases are referred to Martina and Karin for settlement. This makes Kaiserslautern the busiest tort claims office in Europe by a long shot.

Martina thrives on variety: "No two claims are the same, and every day I get to meet and help new people." Karin enjoys "explaining the regulations to claimants, so they understand what we can and cannot do for them." It's that full-service, personal touch that goes a long way toward healing the hurt from PCS moves and much, much more.



*United States Army
Judge Advocate
General's Corps -
America's Oldest
Law Firm*