



annual
report

2021

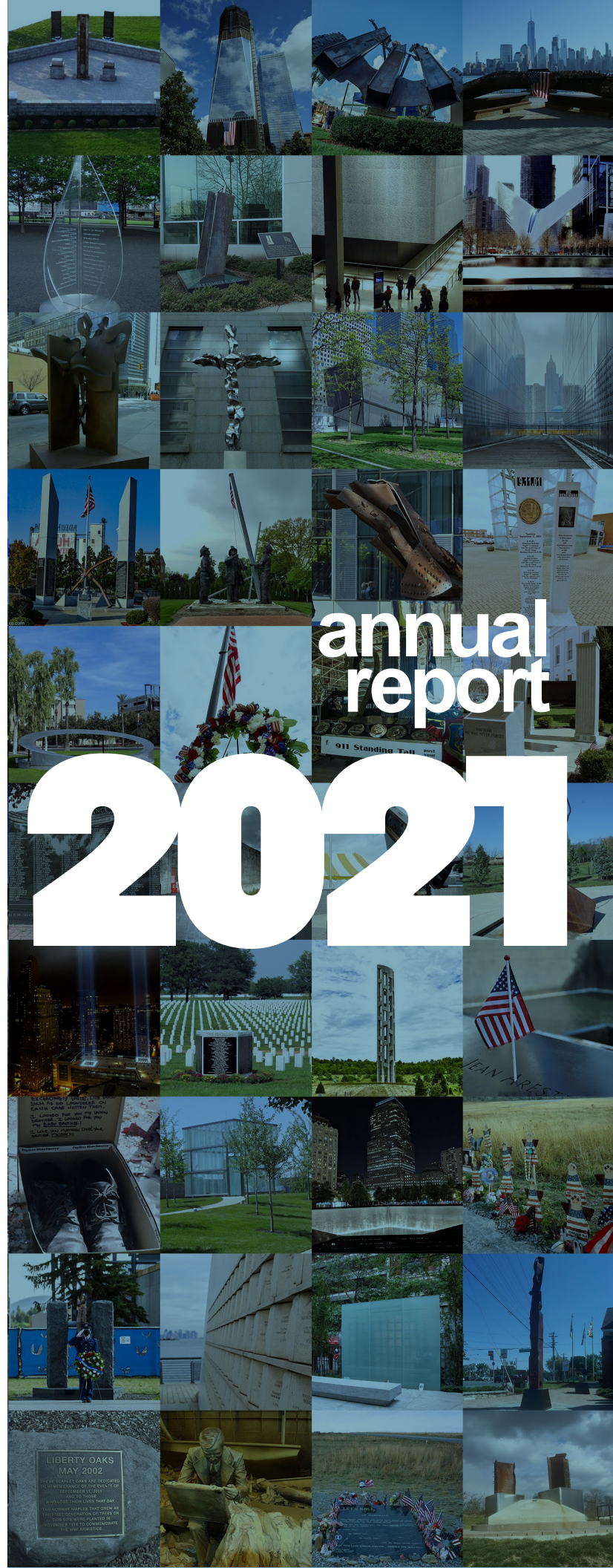
September 11th Victim Compensation Fund



**September 11th
Victim Compensation Fund**

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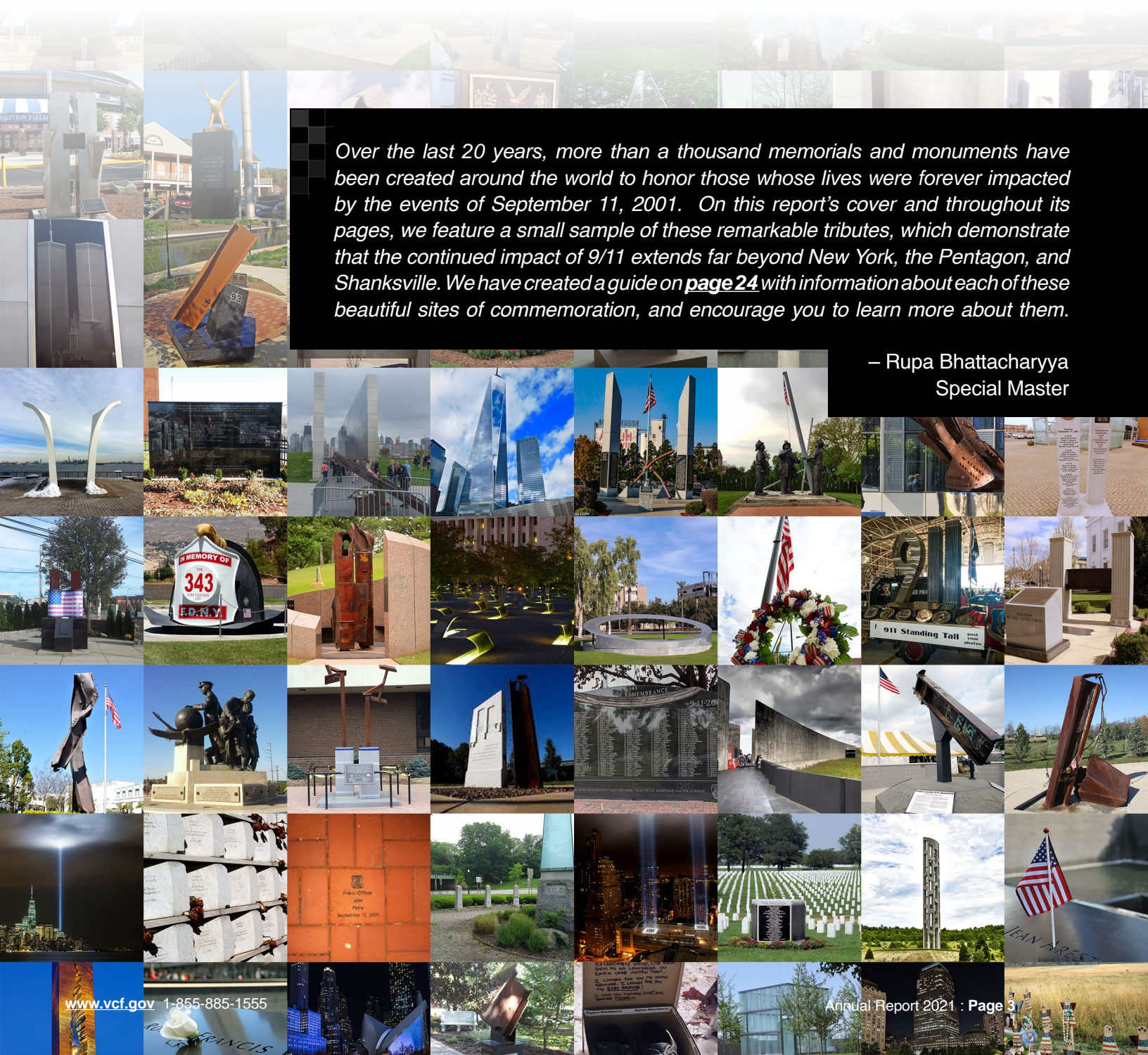


Executive Summary

In 2021, the September 11th Victim Compensation Fund (VCF) remained fully operational despite the pandemic, and commemorated the solemn 20th anniversary of September 11, 2001, with renewed dedication to the vital VCF mission. The year's emotional and functional challenges, intensified by long-term remote work, were handled with compassion and pragmatism, and allowed the VCF team to carry out its critical mission without interruption. As a result, the time it takes to review and decide a claim **decreased to the shortest timeframe ever**, and gains in productivity led to progress towards having as many claims decided each month as were received. As new registrations hit an all-time high and nearly 1,000 new claims were submitted each month, the ongoing need for the compensation provided to those who continue to suffer has never been more evident. With unwavering focus, the VCF has completed another successful year in service to the 9/11 community, issuing nearly 10,000 award letters, and awarding nearly \$1.5 billion, in 2021.

Over the last 20 years, more than a thousand memorials and monuments have been created around the world to honor those whose lives were forever impacted by the events of September 11, 2001. On this report's cover and throughout its pages, we feature a small sample of these remarkable tributes, which demonstrate that the continued impact of 9/11 extends far beyond New York, the Pentagon, and Shanksville. We have created a guide on [page 24](#) with information about each of these beautiful sites of commemoration, and encourage you to learn more about them.

– Rupa Bhattacharyya
Special Master



A Message from the Special Master



The VCF successfully navigated another highly productive year in 2021, in a year that saw not one but two significant anniversaries: the 10th anniversary of the passage of the Zadroga Act, which created in the VCF, in January, and then the solemn reminder months later that twenty years have passed since the September 11, 2001, terrorist attacks. Through these commemorations, through another year of pandemic operations, and with challenges in addition to those created by COVID-19, the VCF team remained energized and deeply committed to the mission of serving those who continue to be affected by the 9/11 attacks. As you will see reflected throughout this 2021 Annual Report, we made important progress in several key areas. A particular point of pride for me is our progress in reducing the time it takes a submitted claim to move to award. In April 2021, that timeframe became 12 months or less, on average, in claims where we have the information that we need to process the claim, and we held steadfast to that timeline throughout the remainder of 2021. Reaching this one-year-from-submission-to-award mark was a commitment I made when I first took on the role of Special Master five years ago, we have worked long and hard to get to this point, and I am very pleased that we have been able to deliver. The VCF ended 2021 having awarded a total of over \$9.3 billion to nearly 42,000 individuals.

Due to the ongoing pandemic, we remained an almost fully remote workforce in 2021— except for our intrepid Helpline, Intake, and Correspondence teams, profiled on [page 11](#) – collectively putting forth great effort to remain a connected and collaborative team focused on serving the 9/11 community. We successfully reached the end of the registration grace period instituted in 2019, and with our expanded outreach and communications efforts, saw significant results: a record high of over 30,000 new registrations and 12,000 new claims submitted in 2021. At the same time, we issued awards on nearly 10,000 initial and amended claims this year (totaling nearly \$1.5 billion), making progress towards our goal of moving claims out as quickly as they are coming in.

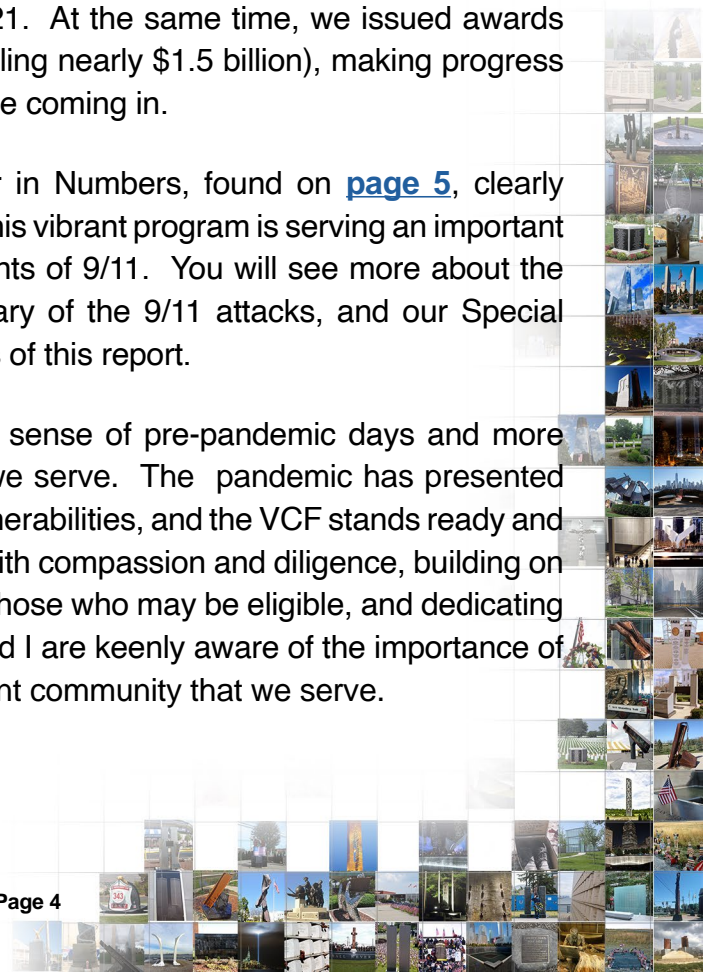
These accomplishments and those reflected in The Year in Numbers, found on [page 5](#), clearly demonstrate the ongoing necessity of the VCF’s mission. This vibrant program is serving an important and continuing need two full decades since the tragic events of 9/11. You will see more about the VCF’s activities surrounding the milestone 20th Anniversary of the 9/11 attacks, and our Special Report published to commemorate it, throughout the pages of this report.

As we begin 2022, I hope for a year that brings with it a sense of pre-pandemic days and more normalcy, both for the VCF team and for the community we serve. The pandemic has presented special challenges to the VCF community given medical vulnerabilities, and the VCF stands ready and eager to continue the work of serving the 9/11 community with compassion and diligence, building on our outreach momentum to raise awareness and reach all those who may be eligible, and dedicating ourselves to keeping award decisions flowing. My team and I are keenly aware of the importance of what we do, and we remain deeply committed to the resilient community that we serve.

Sincerely,

A handwritten signature in black ink that reads "Rupa".

Rupa Bhattacharyya



The Year In Numbers **2021**

43,512

Pieces of mail
received & processed

173,364



Letters sent

580



Appeal hearings held

49,590



Inbound calls
to Helpline

16



New members
added to the VCF team

7,183



Approved eligibility
determinations rendered

9,239



Payments processed

7,297



Initial award letters

340



Claims expedited

2021

\$ 1,427,888,594.²⁸

Dollars awarded in 2021

Total

\$ 9,317,691,736.²⁵

Total Dollars awarded by VCF

Outreach

Throughout 2021, the VCF continued to expand communications and outreach activities to reach all those who may be eligible for compensation, providing timely and accurate information, and engaging with the 9/11 community through a series of webinars, panel discussions, commemorative events, new resources on www.vcf.gov, and the launch of VCF's social media account, "[@Sept11VCF](https://twitter.com/Sept11VCF)," on Twitter (see [page 7](#)). This year also marked the 20th anniversary of 9/11, a somber and emotional milestone that placed a unique spotlight on the VCF, underscoring the important and ongoing role it has played in helping those who continue to be impacted by the events of that day.

Virtual and In-Person Events

As the world became accustomed to virtual events, the VCF Outreach Team participated in a series of virtual information sessions, reaching over 1,000 claimants and potential claimants directly, as well as extended audiences with session recordings shared after the events. These events, which received overwhelmingly positive feedback, targeted union members, law enforcement personnel, public employees (local, state, and federal), and a variety of community groups. They included virtual sessions coordinated in partnership with the World Trade Center (WTC) Health Program's Mt. Sinai Clinical Center of Excellence (CCE) for over 100 members of Communications Workers of America Local 1101, and an additional session for 300 CCE members. Trainings for hundreds of WTC Health Program frontline workers, who are a vital source of information about the VCF for Program members, were also conducted virtually.

Other organizations able to share information with their members through the series included: Transport Workers Union Local 100, United Probation Officers Association, New York Chapter of the Labor Council for Latin American Advancement, the New York State Public Employees Federation, and District Council 37. In addition, VCF leadership participated in a Manhattan Community Board 1 Quality of Life Committee meeting, the VOICES Annual Symposium, and the 9/11 Health Watch 20th Anniversary Conference at Mt. Sinai.

"Thank you for your time, expertise and willingness to provide this essential information to our District Council 37 members. Your dedication to serving others is greatly appreciated and I look forward to future collaborations."

Deborah Williams,
DC-37 Director for Safety and Health,
after information session with
the VCF and WTC Health Program



9/11 Responders Remembered | Park, Nescosset, NY

The VCF on Twitter

In early 2021, responding to requests from the 9/11 community and in an effort to reach the broadest audience possible, the VCF launched its first social media account “[@Sept11VCF](#),” on Twitter. The account serves as a source for official VCF news, updates, policy announcements, and information on outreach events. The VCF continues to build its following and to work closely with 9/11 community groups to share – and retweet – important information. As an example of how this has expanded awareness of the VCF, the Special Master’s 20th Anniversary Message was viewed nearly 20,000 times.



Follow the VCF on Twitter: Stay up-to-date with the latest official VCF news, updates, policy announcements, and outreach event information by following us on Twitter at [@Sept11VCF](#).

Engaging a Broader Audience:

Special Master Rupa Bhattacharyya’s 20th Anniversary of 9/11 Message was retweeted over 20 times, including by the U.S. Department of Justice ([@TheJusticeDept](#)), and viewed over 20,000 times.



New Videos about the VCF

The VCF and 9/11 Health Watch collaborated on a series of short informational videos. [Watch the videos](#) to learn about who is eligible for the VCF and how to register and file a claim, and to hear a message from VCF Special Master Rupa Bhattacharyya.



20th Anniversary of 9/11

The VCF joined the nation and the world in solemnly commemorating the 20th anniversary of September 11, 2001. Special Master Rupa Bhattacharyya participated in a broad array of print and television interviews and appearances, sharing important information about the VCF.

As part of The September 11th anniversary observance, she and VCF Deputy Special Master Stefanie Langsam joined a panel discussion, “September 11th Victim Compensation Fund and its Role in the Federal Response to 9/11,” hosted by the WTC Health Program’s Mt. Sinai CCE and 9/11 Health Watch, and viewed by a virtual audience of more than 1,400. The panel, introduced by Acting Assistant Attorney General Brian M. Boynton of the U.S. Department of Justice’s Civil Division, was moderated by former VCF Deputy Special Master Jordana “Jordy” Feldman, and explored the history and evolution of the VCF. Joining VCF leadership to reflect on the milestone anniversary were the Honorable Alvin K. Hellerstein, U.S. District Judge for the Southern District of New York, former VCF Special Master Kenneth R. Feinberg, and former VCF Deputy Special Master Camille S. Biros.

To honor and recognize all that the VCF has done and continues to do in support of those impacted by 9/11, the VCF issued a [20th Anniversary Special Report](#) that documents the VCF’s history, features a timeline of important milestones, and includes reflections from those who created the foundation upon which the VCF has successfully evolved.

**September 11th
Victim Compensation Fund**

20TH ANNIVERSARY SPECIAL REPORT
September 2021

TRANSFORMATION GOALS

- Transparency
- Sustainability
- Enhanced Claimant Experience
- Operational Efficiency
- Improved Oversight/Governance

without doubt, a great comfort, but at the same time I remain acutely aware of the fact that our awards do not erase the suffering of this brave community. My team and I are fully committed to the time it takes to make awards, and doing all that we can to honorably serve the 9/11 community."
- Special Master Rupa Bhattacharyya

Page 19

12/18/2015
Zadroga Act reauthorized
The Zadroga Act was reauthorized, extending the claim filing deadline to December 18, 2019, increasing funding to \$2.9 billion, and requiring certain changes to how awards are calculated, and requiring certain changes to how awards are calculated.

07/21/2016
Rupa Bhattacharyya Named Special Master

09/25/2016
First publication of VCF Policies and Procedures, to demonstrate a commitment to transparency

02/25/2019
VCF implemented ROR
Under the ROR policy, awards based on claims or awards filed on or before February 1, 2019, would be reduced by 20 percent, while awards on claims or amendments submitted on or after February 2, 2019, would be reduced by 70 percent.

World Trade Center Health Program Partnership

In 2021, the VCF built on its unique partnership with the National Institute for Occupational Safety and Health (NIOSH), which administers the World Trade Center (WTC) Health Program, by collaborating on a range of joint outreach efforts and enlisting NIOSH’s support in sharing accurate and timely information with Program members.

Connected by a shared mission to serve the 9/11 community, the two programs maintained consistent and ongoing communication throughout the year. VCF leadership attended monthly meetings of the WTC Health Program’s Responder Steering Committee to report on progress and outreach efforts, and attended several meetings of the WTC Health Program’s Survivor Steering Committee to answer questions. As in previous years, important VCF information was featured in the annual WTC Health Program Member Newsletter mailed to all enrolled members in September, as well as in the WTC Health Program’s social media posts, which helped encourage traffic to the VCF website and Twitter account.

While the VCF and the WTC Health Program work together very closely, they are two separate programs with several important distinctions, some detailed here. It is important to note that an individual must register with the VCF and enroll in the WTC Health Program separately.

How the Programs Differ



Illnesses Covered

Physical Only

Physical and Psychological



Geographic Zone where were you?

**For “presence at the site”:
South of Canal Street
(Manhattan only)**

**For exposure:
South of Houston Street and
parts of Brooklyn**



Presence/Exposure Timeframe when were you there?

September 11, 2001 – May 30, 2002

September 11, 2001 – July 31, 2002



Presence/Exposure Duration – how long were you there?

No minimum time required – just need to have been in the zone during the timeframe

Minimum time requirements apply

Building Relationships

In addition to ongoing collaboration with the WTC Health Program and 9/11 advocacy groups, the VCF's 2021 outreach activities focused on establishing relationships with unions, community organizations, associations, and corporations that are able to help raise awareness by reaching new audiences and easing the burden on claimants through direct information sharing. These efforts included several large employers whose current or former employees may be potential claimants, including U.S. Immigration and Customs Enforcement, J.P. Morgan Chase, and Communications Workers of America Local 1101.

The VCF is focused on further expanding its outreach efforts in 2022, with a special emphasis on building awareness and expanding relationships with employers, schools, and other entities in an effort to find ways to support claimants in submitting the required documents to prove their presence at a 9/11 site.

Enhanced Website and Outreach Materials

Throughout 2021, VCF outreach activities continued to focus on sharing accurate information about the program and how to register and file a claim. A central tool continued to be the www.vcf.gov website. An example of the website's vital role in providing up to date and accurate information came with the July 2021 registration deadline. In response to confusion about the deadline, materials were posted to the website in English, Spanish, Polish, and Chinese, providing clear information about the deadline and to whom it applied. Outreach materials were also updated to reflect timely information, including the new and improved Just the Facts, a resource that clarifies common misconceptions about the VCF.



Other enhancements to the website this year included the addition of a new dedicated [videos webpage](#). The webpage features a series of informative "how-to" videos addressing a variety of VCF topics, created in collaboration with 9/11 Health Watch. As a clear indication of the important role the VCF has in providing easy access to information, in 2021, traffic to the website increased by 46% from the prior year (320,000 visitors in 2020 vs. over 466,000 in 2021).

In the Office and Staying the Course

Intake and Helpline

While the majority of the VCF staff has been working remotely since March 2020, two teams have continued to come into the office each day: the Helpline team, which answers all calls to our toll-free number, and the document Intake team, which opens and processes all hard-copy mail. Both teams have continued to do their critical work, with processes and protocols in place to ensure a safe work environment. Over the course of the year, they dealt with unexpected office closures due to weather or events in Washington, DC, yet managed to maintain a focus on serving our claimants.

This year also included unique challenges, chief among them the fact that the lead up to the 20th anniversary of 9/11 coincided with the end of a two-year registration grace period for individuals who had missed a previous VCF deadline. This resulted in the Intake team receiving a deluge of documents related to a record number of claim filings, and the Helpline team answering and responding to thousands of calls and voicemails in a two-week period.



9/11 Memorial Glade, New York, NY
Photographs by Jin S. Lee

The Intake team, which normally processes an average of 50,000 pages of hard-copy documents each month, faced a significant challenge this year due to increasing volumes and staffing shortages. To reduce the volume of incoming mail, the burden on the Intake team, and get claims into review more quickly, the VCF made two significant policy changes related to the need for original documents. We began accepting electronic versions of the Authorization for Release of Medical Records (claim form Exhibit A), which is required for every claim, and the Client Authorization to make payment to a law firm bank account, which applies to almost 85% of claims. By allowing these documents to be uploaded to the online system, the number of hard-copy versions of these two documents mailed to the VCF has decreased by over 75%, helping to decrease the backlog and ultimately process claims faster.



The Helpline is the public face of the VCF, receiving an average of 1,000 incoming calls each week. In a year full of challenges, this small but productive team remained committed to the premise that every Helpline interaction is an opportunity to make a difference in someone's life. By far the most urgent challenge for the Helpline this year came as the VCF's registration "grace period," was reaching its end on July 29, 2021. As the deadline approached, there was significant public confusion despite VCF efforts to provide accurate information, and along with an influx of registrations and new claims, there was an unprecedented volume of calls to the Helpline. The average of 150–250 calls per day ballooned, reaching over 3,000 calls in one day at its height. With a combination of grace, grit, and perseverance, the Helpline team maintained a sense of calm control, and was able to quickly recover from the deluge, returning all voicemail messages within a two-week period. The Helpline team was honored with the "VCF Special Master's Appreciation Award" for their outstanding service and professionalism during this time.

1,000

incoming calls each week

3,000

in one day at its height

Yes, You've Got Mail

The VCF Correspondence team provides another shining example of dedication, perseverance, and commitment. The VCF generates about 8,000 letters each month, with important information about eligibility decisions, award determinations, missing information needed in order to complete claim review, and other communications to claimants explaining the status of their claims. When the pandemic closed VCF offices in March 2020, the VCF was forced to stop printing and mailing hard-copy letters.

Although copies of all letters are uploaded to the claim in the online system, the VCF team knows that not all claimants have access to their online claim. Recognizing the importance of mailing these letters – particularly those with eligibility or award decisions – a group of eight team members volunteered to work on weekends, in order to minimize in-office interactions and maximize safety, to print and mail critical letters. Beginning in July 2020 and ending in September 2021, over the course of 34 weekends, the team printed and mailed over 15,000 letters.

When it became clear that the VCF offices would be closed for far longer than originally expected, the team planned to safely and efficiently resume the daily “real time” printing and mailing activity, but first had to address a backlog that had grown to almost 20,000 letters. Undaunted, the team employed a creative and collaborative plan, temporarily leveraging Department of Justice mail processing operations to quickly address the backlog, and pave the way for daily printing and mailing to resume.

The VCF now has team members in the office each day, and effective September 9, 2021, we resumed the real-time printing and mailing of all outgoing correspondence.

Need Online Access to Your Claim?

Call the VCF Helpline at 1-855-885-1555 and request online access to your claim or follow this step-by-step guide for detailed instructions.

Step 1

<http://www.claims.vcf.gov/Account/Login>

Step 2

Enter Username and password then click **LOGIN**

Step 3

Read the DOJ Warning box and click **Accept**

Step 4

Click on **Existing Registrations and Claims**

<http://www.claims.vcf.gov/Account/Login>

Login to your account
Your credentials

UserName

Password

Remember me? [Forget your password?](#)

LOGIN →

Don't have an account? [Create a new account](#)

Welcome to the September 11th Victim Compensation Fund ("VCF") Claims System.

You can use this system to:

- Create an account and register with the VCF to preserve your right to file a claim in the future
- Complete and submit your claim forms
- Upload supporting documents to a claim
- View correspondence sent by the VCF
- Update your contact information or the information for your attorney or authorized representative
- View the information you provided when completing your claim form, including any information you may have entered on a claim form that you started but have not yet submitted
- File an amendment to a previously submitted claim

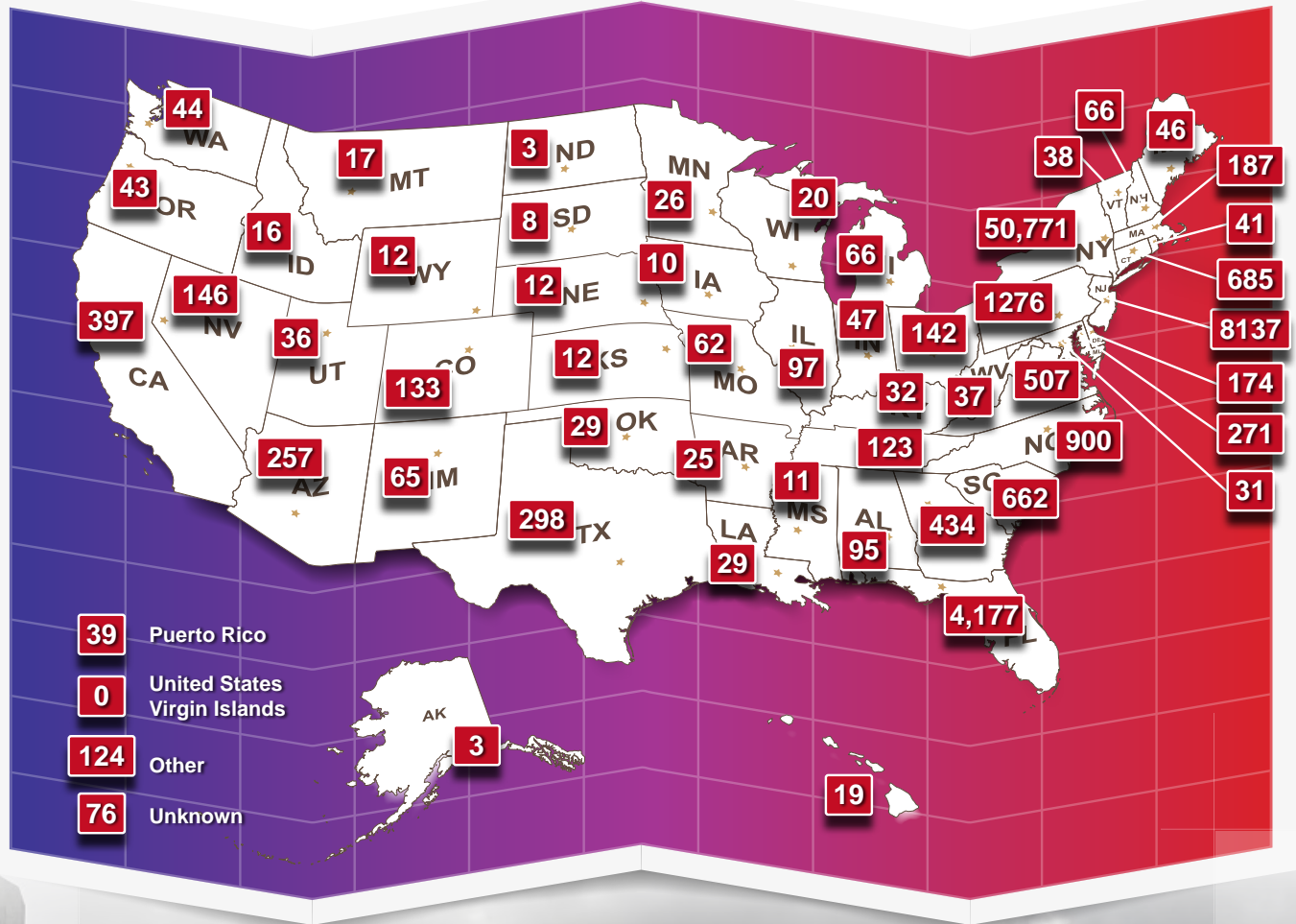
Not in your Eligibility and/or Compensation form prior to August 1, 2018, but did not submit the form(s), you will need to return to the beginning of the application section of the claim forms in order to submit your claim. The system will guide you to the appropriate starting point for your claim.

For more information about general VCF updates, please visit the [News and Reports](#) section of the VCF website.

NEW REGISTRATION

EXISTING REGISTRATIONS AND CLAIMS

The VCF has received claims from individuals in every state in the nation, as well as Puerto Rico, the U.S. Virgin Islands, and abroad.



Flight 93 National Memorial, Shanksville, PA

Appeals Process Adapted

Hearing From Claimants: The Appeals Process

Since its earliest days, the VCF has considered the right to an appeal an essential part of the claim review process. Appeal hearings offer claimants an opportunity to tell their story and provide important information about their individual circumstances through their testimony. The appeals process has grown and adapted over time, but remains a central component of the claim review process.

When COVID forced the VCF to suspend in-person hearings, one of the program's top priorities was identifying and establishing a mechanism to allow hearings to continue so that the claimants could fully participate and the VCF could obtain the information it needed to decide the appeal. The team of attorneys who serve as hearing officers identified alternatives to provide a comfortable, accessible, and professional environment in which hearings could continue. Through their dedication and perseverance, in 2021, the VCF implemented fully virtual hearings conducted via video-conferencing and telephone. As a result, the team has been able to nearly match its pre-COVID rate of hearings held each year, with 580 appeal hearings held in 2021.



"Reflect" memorial: Rosemead, CA

Program Results

The VCF team faced the challenges of 2021, detailed throughout this report, by maintaining focus on its work, remaining resilient despite the continuing impacts of the pandemic, and sustaining a steadfast commitment to its mission and to the 9/11 community. In 2021, the VCF found 7,183 individuals eligible for compensation, notified claimants of nearly 10,000 award determinations (7,297 initial award determinations and 2,618 awards on amended claims), and awarded nearly \$1.5 billion, making the VCF's total dollars awarded over \$9.3 billion since reopening in 2011. These results are due to the coordinated efforts of the entire VCF team, whose various functions support the claimant population and every aspect of claims processing. The overall statistics for the year, **The Year in Numbers** (found on page 5), documents the team's impressive output, from number of letters sent, payments processed, and calls to the VCF Helpline, to the number of claims expedited, hearings held, and pieces of mail processed.

Additional 2021 year-end and cumulative claim statistics appear beginning on page 18, **VCF Program Statistics**, with a series of charts reporting on key data points and important trends, including the number of VCF registrations, claims filed, and award determinations by claim type and claimant type.

A final important statistic to be reported relates to the costs of administering the fund, which the VCF works very hard to keep as low as possible while helping to reduce the burden placed on claimants, and maximizing claims processing speed and efficiency. These costs include salaries for nearly 200 staff who run all areas of VCF operations, answer calls to the Helpline, and work with claimants to complete unfinished and inactive claims, as well as for the VCF's staff attorneys who review claims for eligibility and compensation and render decisions on claims. As of December 31, 2021, the VCF's administrative costs remain less than three percent of total awards issued.



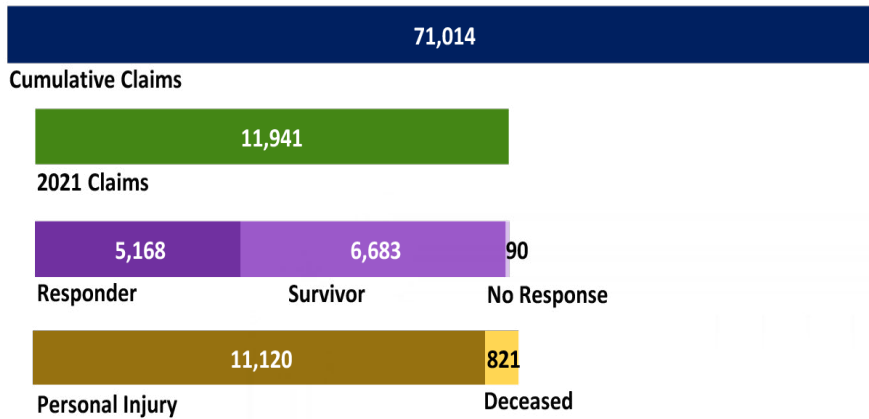
The 9/11 Memorial and Museum, New York, NY
Photographs by Jin S. Lee

Annual Reassessment

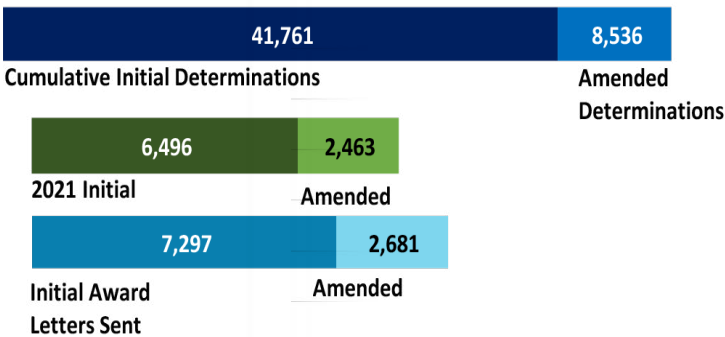
Each year, as required by statute, the VCF Special Master must reassess whether VCF policies and procedures appropriately prioritize funding for claimants who are suffering from the most debilitating conditions. In 2021, the Special Master remained committed to reserving higher awards for those claimants who demonstrate that their conditions severely impact the activities of daily living, and to expediting claims for those who are suffering from terminal illness or are facing significant financial hardship. A total of 340 claims were expedited in 2021. As a matter of course, the VCF continually evaluates processes and policies to ensure that those who suffer most are adequately compensated.

2021 VCF At-A-Glance

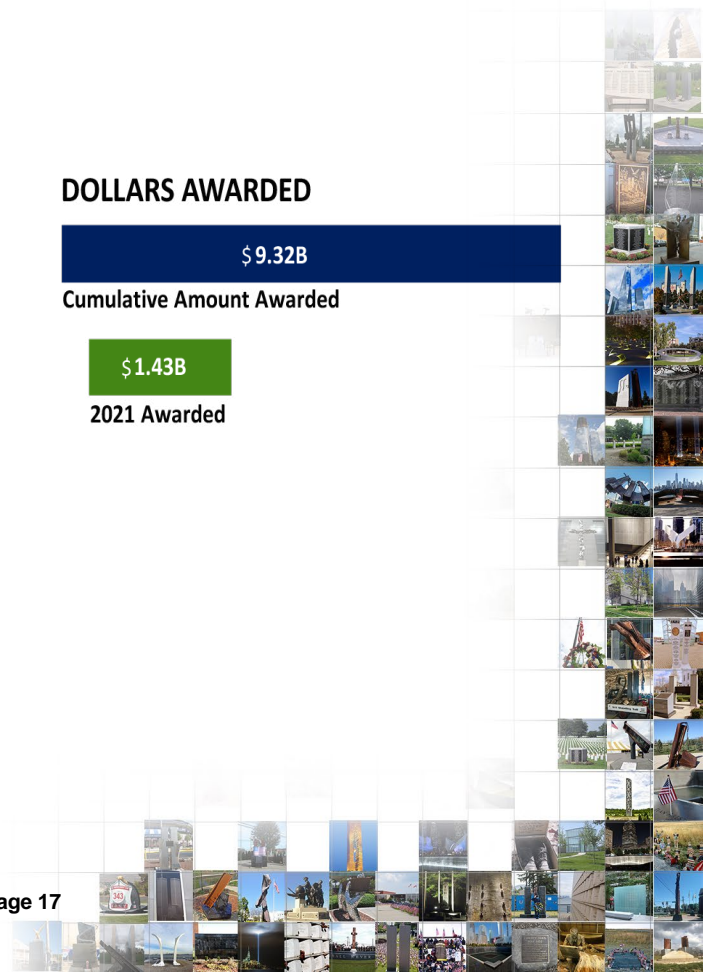
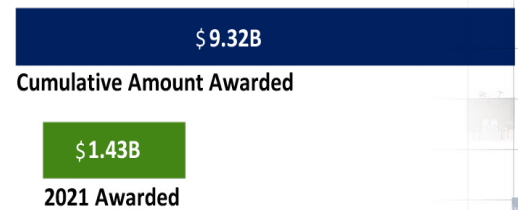
CLAIMS SUBMITTED



DETERMINATIONS RENDERED



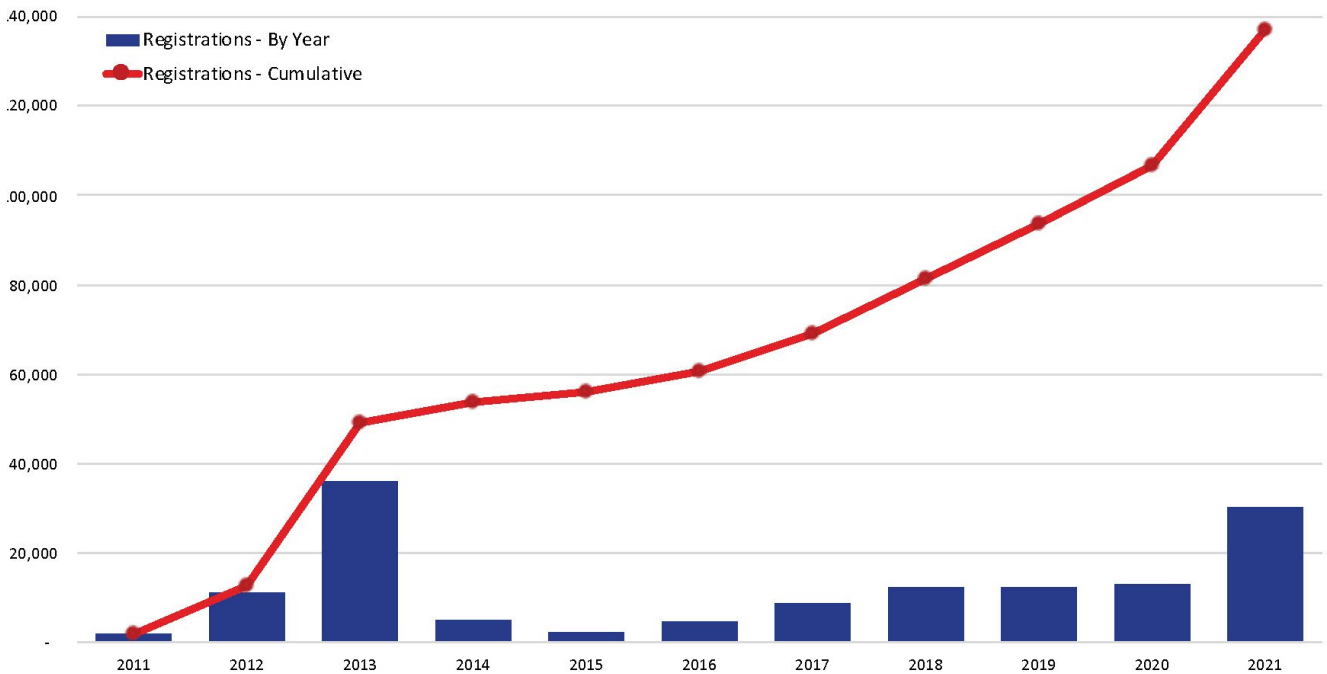
DOLLARS AWARDED



VCF Program Statistics

As a permanently funded program, the VCF remains fully committed to thorough, transparent, and accessible public reporting that reflects respect for both the 9/11 community and the U.S. taxpayers. Throughout the year, the VCF publishes monthly reports of key program statistics and data. The charts and graphs presented here provide aggregate details of the program’s progress in 2021, and an overview of cumulative program success to date.

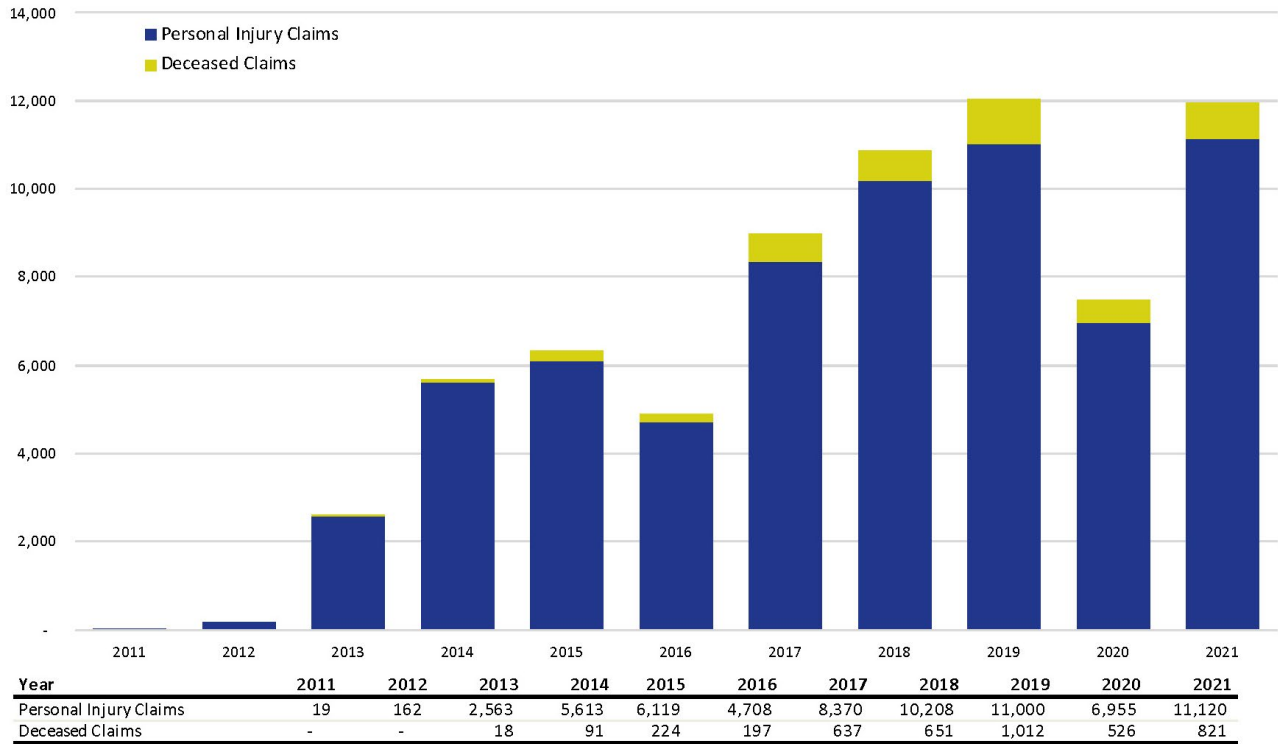
Unique Registrations



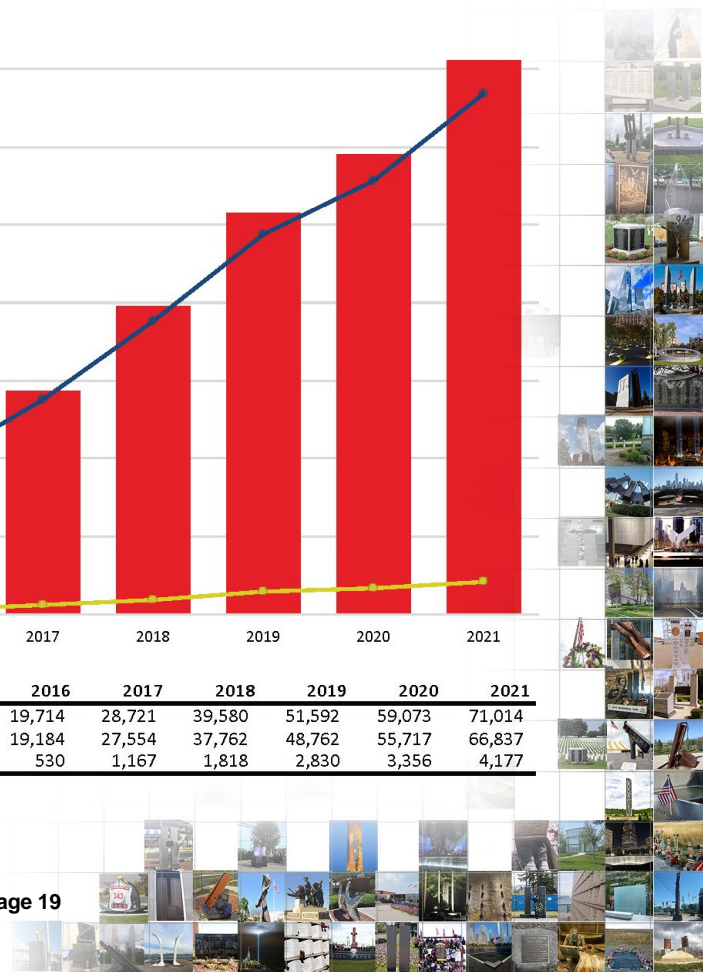
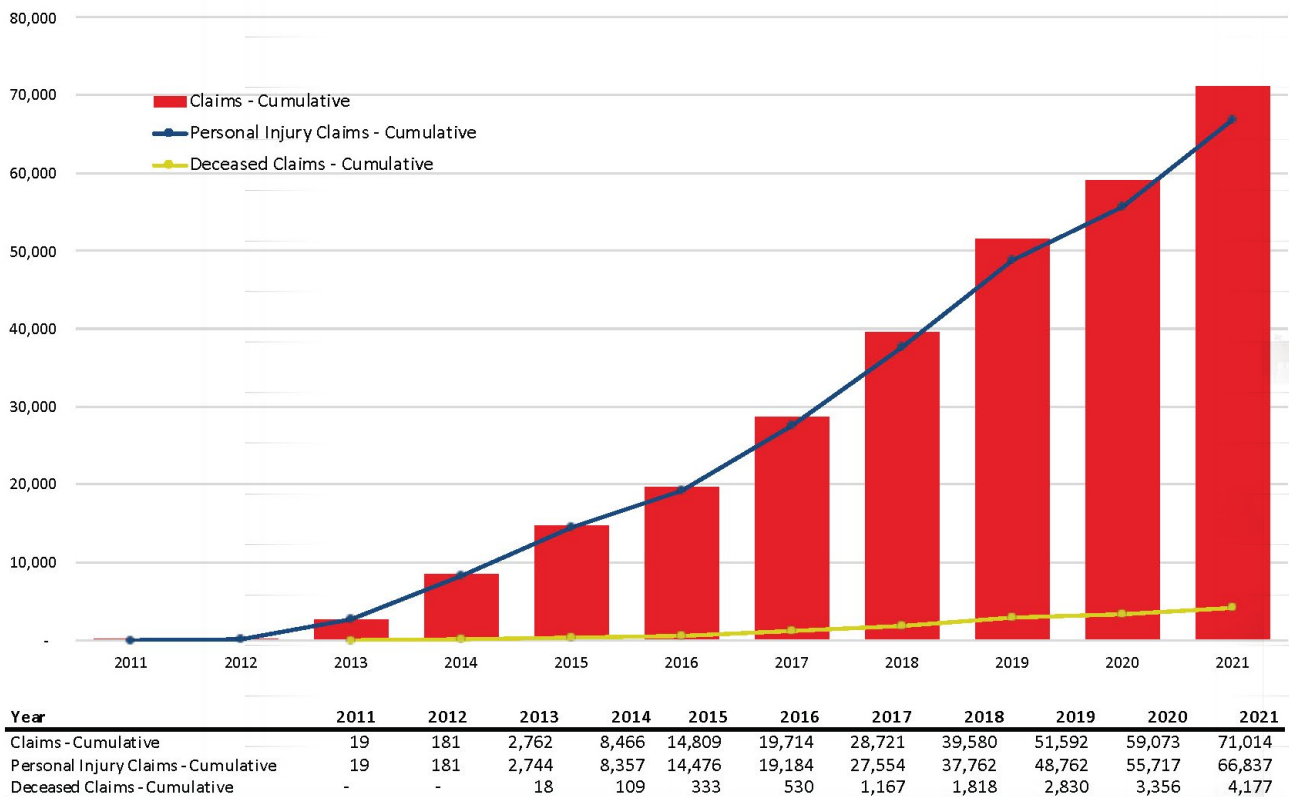
Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Registrations - By Year	1,791	10,984	36,159	4,943	2,129	4,437	8,711	12,268	12,171	13,179	30,304
Registrations - Cumulative	1,791	12,775	48,934	53,877	56,006	60,443	69,154	81,422	93,593	106,772	137,076

A list of [definitions](#) associated with these charts is available.

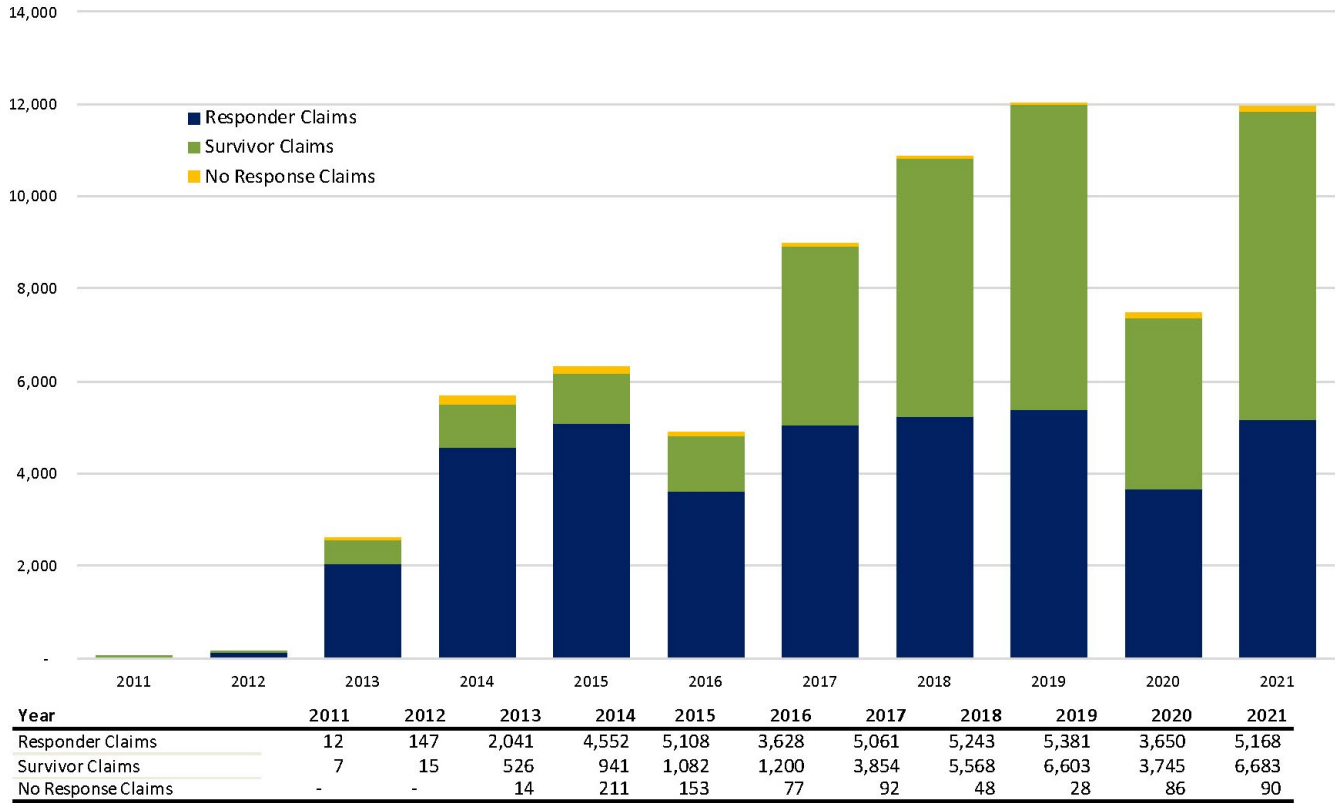
Claims Submitted by Year: Personal Injury & Deceased



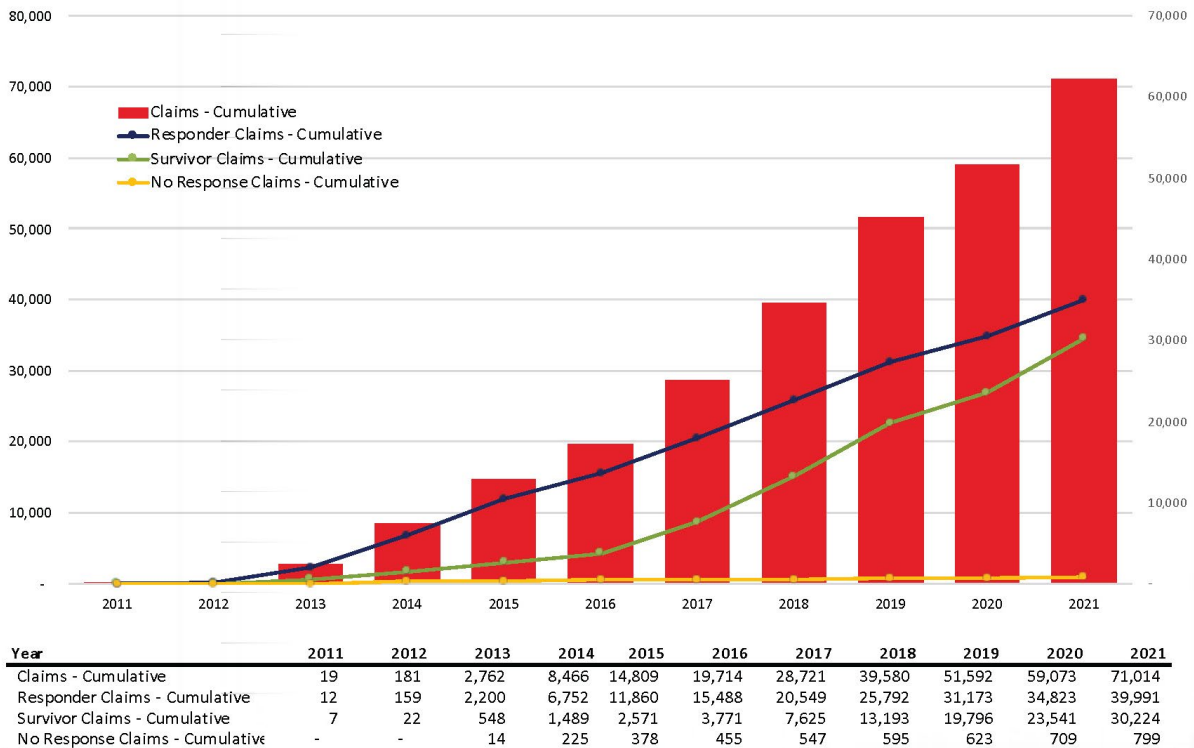
Cumulative Claims Submitted: Personal Injury & Deceased



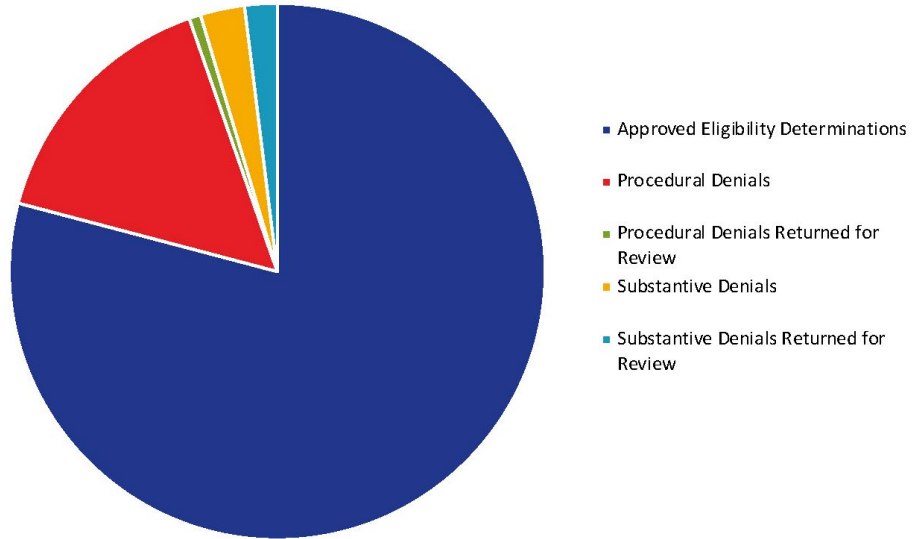
Claims Submitted by Year: Responder & Survivor



Cumulative Claims Submitted: Responder & Survivor

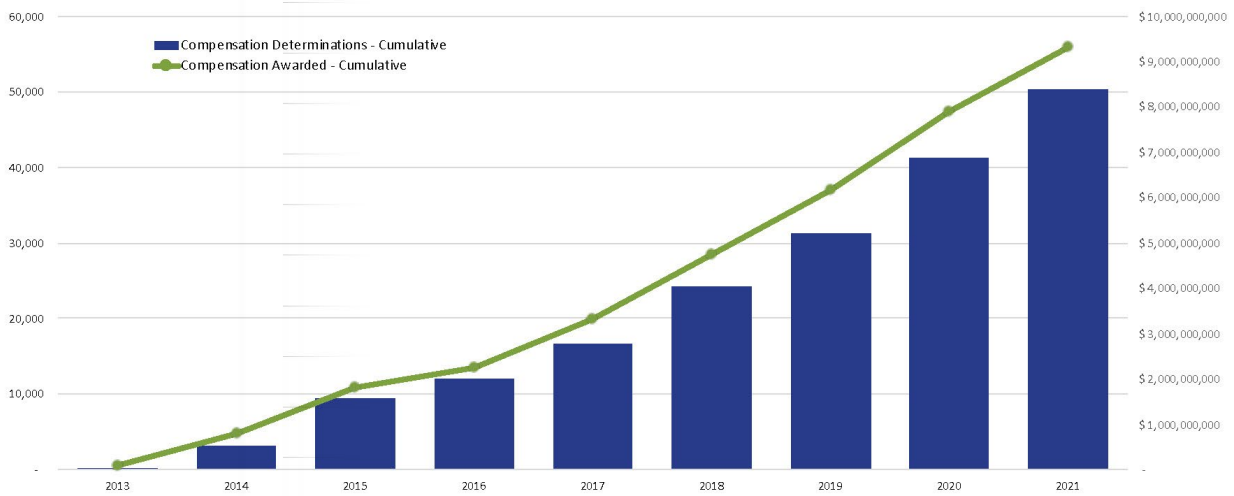


Eligibility



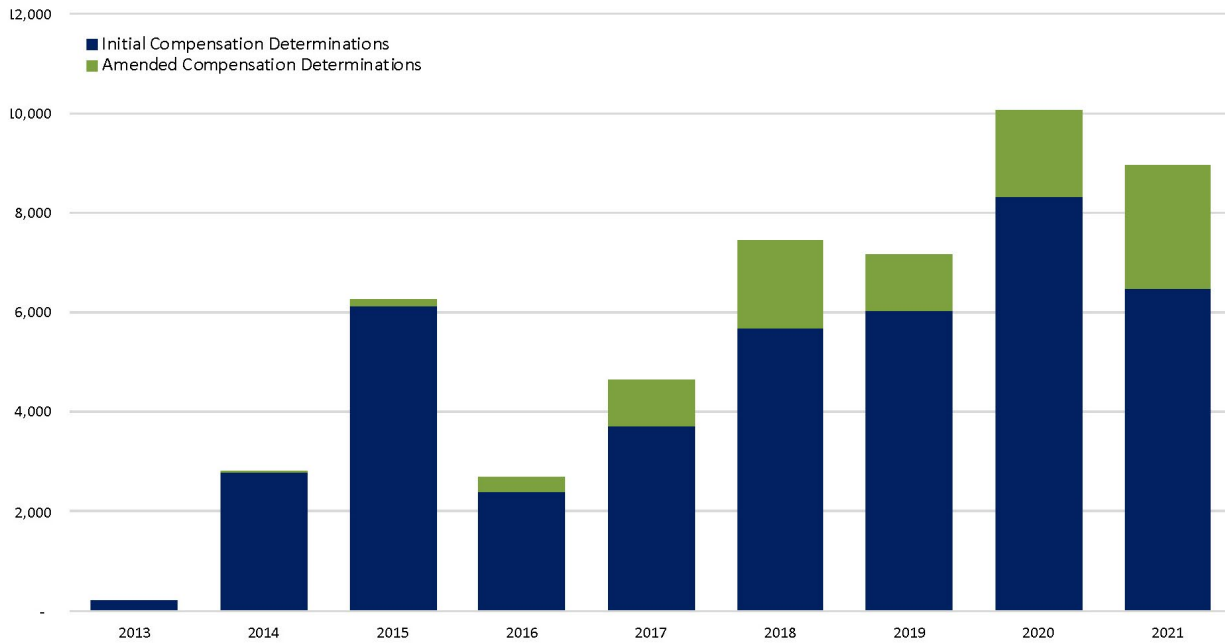
Approved Eligibility Determinations	43,274	79%
Procedural Denials	8,510	16%
Procedural Denials Returned for Review	385	1%
Substantive Denials	1,462	3%
Substantive Denials Returned for Review	1,073	2%

Cumulative Determinations and Compensation Awarded



	2013	2014	2015	2016	2017	2018	2019	2020	2021
Compensation Awarded - Cumulative	\$ 90,384,578	\$ 792,380,981	\$ 1,816,329,986	\$ 2,256,233,329	\$ 3,309,308,069	\$ 4,746,315,571	\$ 6,161,352,903	\$ 7,889,803,142	\$ 9,317,691,736
Compensation Determinations - Cumulative	225	3,055	9,322	12,019	16,684	24,129	31,284	41,338	50,297

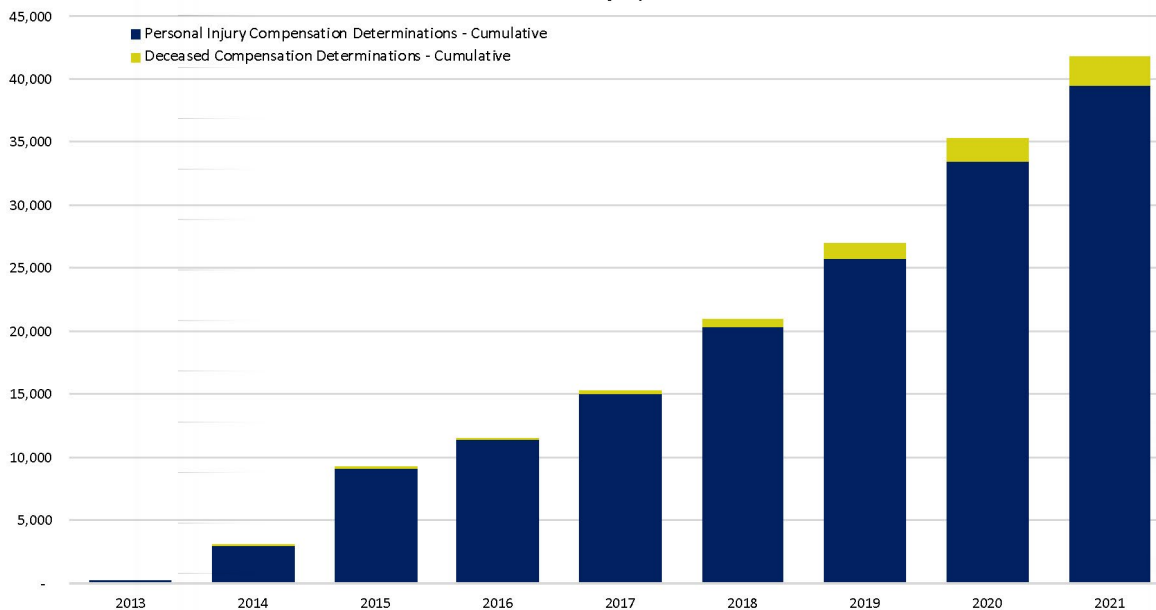
Compensation Determinations by Year: Initial & Amended



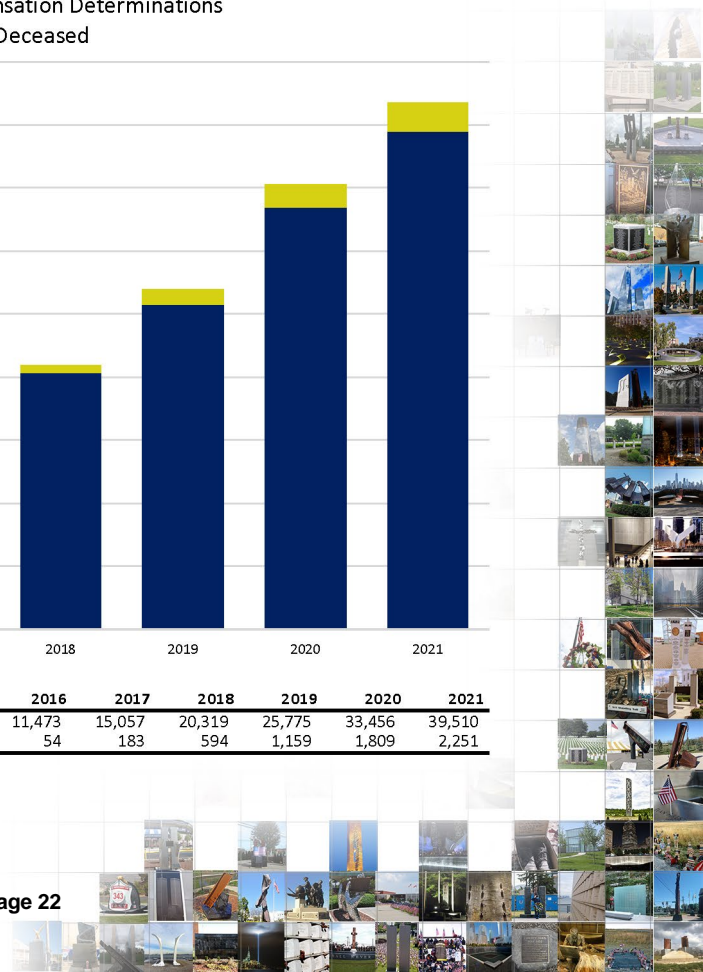
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021
Initial Compensation Determinations	225	2,782	6,125	2,395	3,713	5,673	6,021	8,331	6,496
Amended Compensation Determinations	-	48	142	302	952	1,772	1,134	1,723	2,463

NOTE: This chart includes only those compensation determinations for which the claimant has been notified by the VCF in writing of the amount of their award. Once a claimant is notified, the determination is counted on this chart, but it is reflected in the month in which the award was finalized and deemed ready for final quality checks, not in the month in which the claimant was notified. The VCF process includes a series of quality checks that are completed before a claimant is notified. These quality checks may take several weeks or longer. This means that there are claims for which substantive review has been completed but they are not counted on this chart because the claimant has not yet been notified of the award. This also means that the monthly numbers shown here for prior months will change from one report to the next as claims completed in earlier months finish the quality check process and claimants are notified.

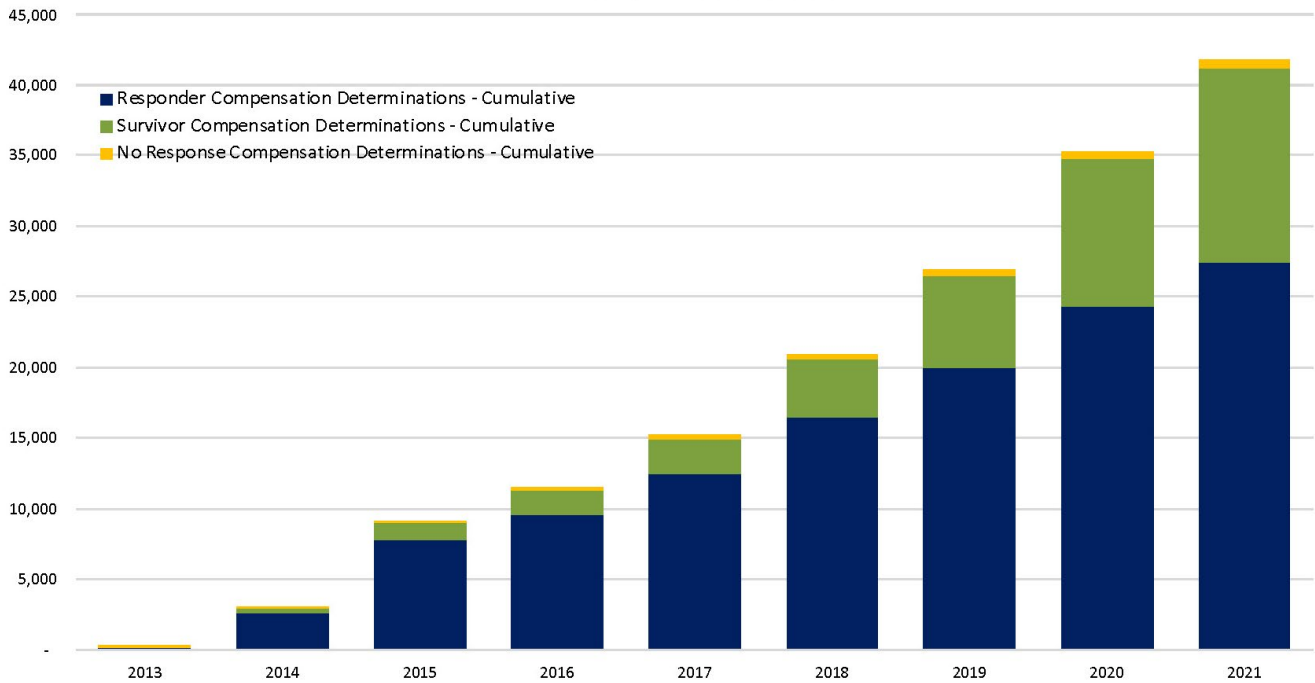
Cumulative Claims with Compensation Determinations Personal Injury & Deceased



Year	2013	2014	2015	2016	2017	2018	2019	2020	2021
Personal Injury Compensation Determinations - Cumulative	225	2,999	9,112	11,473	15,057	20,319	25,775	33,456	39,510
Deceased Compensation Determinations - Cumulative	-	8	20	54	183	594	1,159	1,809	2,251

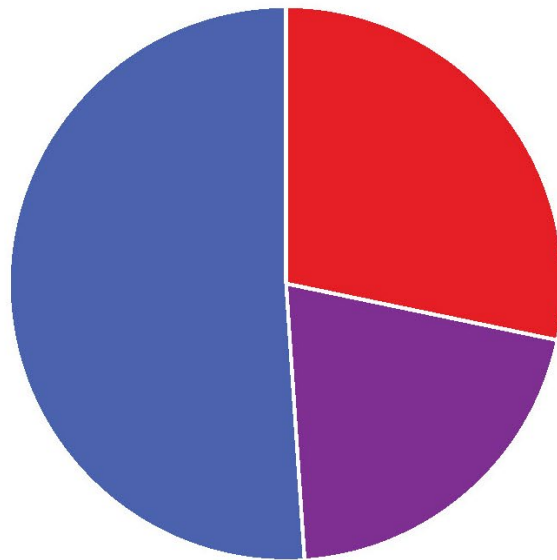


Cumulative Claims with Compensation Determinations Responder & Survivor



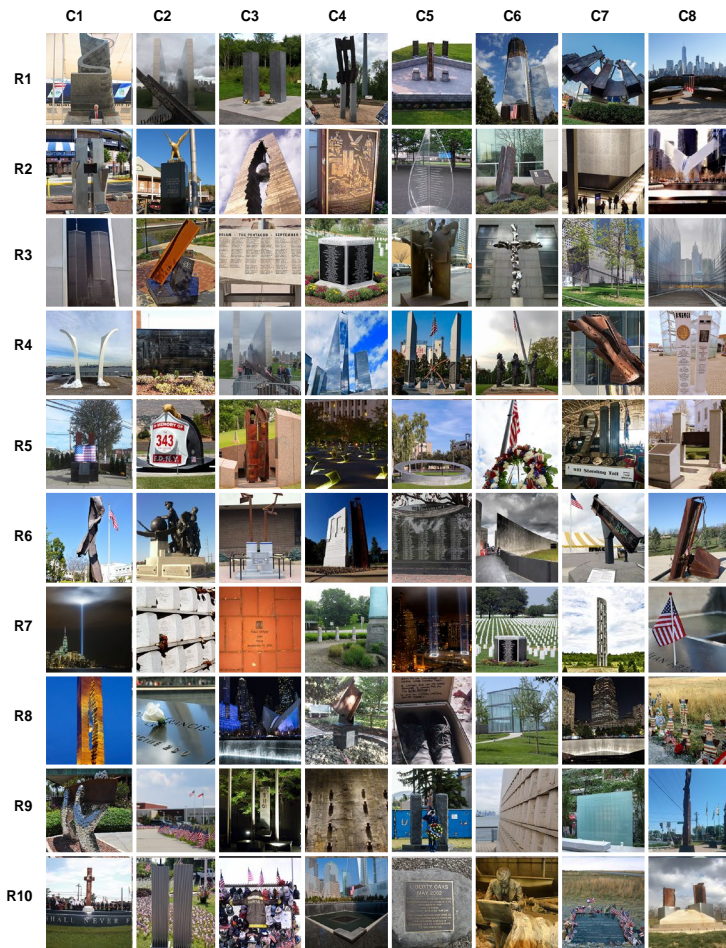
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021
Responder Compensation Determinations - Cumulative	218	2,579	7,739	9,595	12,491	16,512	20,032	24,269	27,500
Survivor Compensation Determinations - Cumulative	6	403	1,263	1,740	2,465	4,032	6,461	10,524	13,740
No Response Compensation Determinations - Cumulative	1	25	130	192	284	369	441	472	521

Cancer vs Non-Cancer Compensation Determinations



Category	Count	Percentage
Cancer Only	11,806	27%
Non-Cancer Only	21,324	53%
Combined	8,631	20%

Image Apendix



Row 1	R1-C1: 9/11 Living Memorial Plaza "Dedication Ceremony", Arazim Valley of Ramot, Jerusalem	Row 2	R2-C1: Thomas J. White Plaza at Tradition Field (Clover Park Stadium), Port St. Lucie, FL
R1-C2: The Empty Sky, NJ 9/11 Memorial, Jersey City, NJ	R1-C3: Donadea 9/11 Memorial, Donadea Forest Park, Ireland	R2-C2: 9/11 Memorial, Port Jefferson, NY	R2-C3: "To the Struggle Against World Terrorism", Bayonne, NJ
R1-C4: City of Beaver Creek's 9/11 Memorial, Beaver Creek, OH	R1-C5: Brooklawn's 9/11 Memorial and Monument, Brooklawn, NJ	R2-C4: Yankee Stadium, Monument Park, Bronx, NY	R2-C5: 9-11 Memorial, Hoboken, NJ
R1-C6: 9/11 Memorial, New York City	R1-C7: 911 Architecture World Trade Center 911 Memorial, New York City	R2-C6: World Trade Center Beam & Plaque, Elmont Memorial Library, Elmont, NY	R2-C7: 9/11 Memorial & Museum, New York City
R1-C8: The Empty Sky, NJ 9/11 Memorial, Jersey City, NJ		R2-C8: Twin Towers Memorial, New York City	
Row 3	R3-C1: 9/11 Memorial Plaque, Saint Peter's University, Jersey City, NJ	Row 4	R4-C1: "Postcards" Memorial, Staten Island, NY
R3-C2: Naperville City Hall, "Freedom Isn't Free", Naperville, IL	R3-C3: "In Memoriam", The National 9/11 Pentagon Memorial, Arlington, VA	R4-C2: Monsignor Farrell Alumni Association Remembrance Mass Plaque, Staten Island, NY	R4-C3: The Empty Sky, NJ 9/11 Memorial, Jersey City, NJ
R3-C4: Pentagon Group Burial Marker, Arlington, VA	R3-C5: Bill Barrett 9/11 Sculpture, Tribeca, NY	R4-C4: One World Trade Center, New York City	R4-C5: Midland's Wall of Remembrance, Columbia 9/11 and First Responder's Monument
R3-C6: World Trade Center Cross, New York City	R3-C7: 9/11 Memorial & Museum, New York City	R4-C6: 9/11 Memorial: "To Lift a Nation", National Fallen Firefighters Memorial Park, Emmitsburg, MD	R4-C7: 9/11 Memorial, Brussels, Belgium
R3-C8: The Empty Sky, NJ 9/11 Memorial, Jersey City, NJ		R4-C8: 9/11 Memorial, In front of World Peace Bell Center, Newport, KY	

Row 5	R5-C1: Bethpage 9-11 Memorial at LIRR Station	Row 6	R6-C1: Beverly Hills 9/11 Memorial Garden, Beverly Hills, CA
R5-C2: New York Fire Fighter's Memorial, Barstow, CA	R5-C3: Texas State Cemetery, To those who died during Operation Enduring Freedom, Austin, Texas	R6-C2: 9/11 Flight Crew Memorial, Grapevine, TX	R6-C3: 9/11 Memorial Park, Poughkeepsie, NY
R5-C4: The National 9/11 Pentagon Memorial, Arlington, VA	R5-C5: 9/11 Memorial, Wesley Bolin Memorial Plaza, Phoenix, AZ	R6-C4: Calamityville, the National Center for Medical Readiness, Fairborn, OH	R6-C5: FDNY 9/11 Memorial Wall, Engine Company 10 and Ladder Company 10 of the Fire Department of the City of New York
R5-C6: 9/11 Remembrance Ceremony, Davis-Monahan Air Force Base, AZ	R5-C7: "Standing Tall", Thunder Over Niagara Artwork Tribute, Niagara Falls, NY	R6-C6: National Park Service: Flight 93 National Memorial Pennsylvania, Shanksville, PA	R6-C7: Fulton County 9/11 Memorial, Fulton County, OH
R5-C8: The Memorial to the 9-11 Tragedy on the Harrison County Courthouse Square, Cynthia, KY		R6-C8: "After Darkness... Light", Garden of Reflection 9/11 Memorial, Bucks County, PA	

Row 7	R7-C1: Tribute in Light, New York City	Row 8	R8-C1: "To the Struggle Against World Terrorism" (Teardrop Memorial), Bayonne, NJ
R7-C2: "Postcards" Memorial, New York	R7-C3: Tribute Park, Rockaway, New York	R8-C2: Memorial Pools, New York City	R8-C3: 9/11 Memorial & Museum, NYC
R7-C4: Westfield 9/11 Memorial, Westfield, NJ	R7-C5: Tribute in Light, New York City	R8-C4: 9/11 Memorial, Windermere, FL	R8-C5: Inscribed Shoebox to Matthew Diaz, New York City
R7-C6: Pentagon Group Burial Marker, Arlington Cemetery, Arlington, VA	R7-C7: Tower of Voices at Flight 93 National Memorial Pennsylvania, Shanksville, PA	R8-C6: Logan Airport 9/11 Memorial, Boston, MA	R8-C7: Memorial Pools, New York City
R7-C8: 911 Memorial, New York		R8-C8: Citizen artwork, an informal memorial to the victims who died on United flight 93, Shanksville, PA	

Row 9	R9-C1: Heath Satow 9/11 Memorial Sculpture, Rosemead, CA
R9-C2: 9/11 Remembrance Ceremony, Hickory Ridge High School, Harrisburg, NC	
R9-C3: The 9/11 Memorial at the Regional Command-East Headquarters at Bagram Air Field, Bagram Air Base, Afghanistan	
R9-C4: "Slurry Wall" 9/11 Memorial Museum, New York City	
R9-C5: 9/11 Remembrance Ceremony, United States Air Force Academy, Colorado Springs, CO	
R9-C6: "Postcards" Memorial, Staten Island, NY	
R9-C7: Marsh McLennan Memorial, New York City	
R9-C8: 911 Memorial, Jersey City, NJ	

Row 10	R10-C1: Havelock 9/11 Memorial Plaza, Havelock, NC
R10-C2: A firefighter put tons of flags and crosses, each with the name of a person who died during 9/11 every year, Fullerton, CA	
R10-C3: Flight 93 Makeshift Memorial Soon After 9/11, Shanksville, PA	
R10-C4: The National September 11 Memorial, New York City	
R10-C5: Liberty Oaks Memorial Tree, Brooklyn Botanic Garden, NY	
R10-C6: One World Trade Center 911, New York City	
R10-C7: "Let's Roll" Plaque, Shanksville, PA	
R10-C8: King of Prussia Volunteer Fire Company, 9/11 Memorial, King of Prussia, PA	