September 11th
Victim Compensation Fund

Claims Management System Changes – January 2016

In order to update our claims system to reflect the December 18, 2015 reauthorization of the VCF, we have made interim changes to our claimant portal. These changes were effective February 1, 2016 and are intended to help claimants by making sure you are not able to take action on a claim unless it is appropriate under the new law. The changes to the system include the following:

- **Disabled the ability to submit new Eligibility and Compensation Forms, file a new amendment, or edit any existing forms:** The law reauthorizing the VCF specifies that new claim forms cannot be filed until the Special Master has updated the regulations and the methodology for calculating each claimant's loss. In addition, Group B claims cannot be reviewed until these changes are made. As a result, the online system has been changed to ensure new claims are not filed and existing claims are not modified during this transition period. All information previously submitted will be viewable as "read only."

- **Updated the text and instructions on many of the "main" pages within the system:** the new text explains the changes to the system and provides instructions where appropriate.

- You **will** be able to continue to use the system to do the following:

    – Create an account

    – Complete and submit a new Registration in order to meet your registration deadline

    – Upload supporting documents through the upload function in Claimant Search, but <u>not</u> through the document checklists within the claim forms

    – View all information in a previously initiated claim, including amendments, supporting documents, etc.

    – View all correspondence from the VCF for the claim

    – Update contact information for a claimant or authorized/personal representative

    – Update your account information, reset passwords, and delegate claims

    – Print a PDF version of the claim

    – View current claim status

> **Need more information about these changes or help using the online system?**
>
> Call the VCF Helpline at **1-855-885-1555**