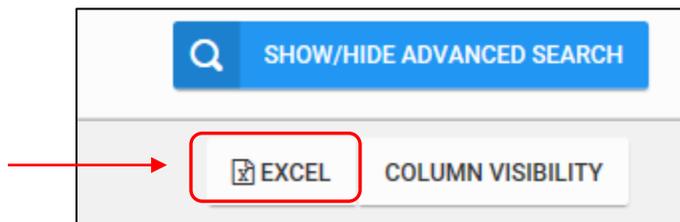


VCF Online Claims System March 2017 Enhancements

The enhancements and updates listed below will be available in the online claims system beginning on Monday, March 20.

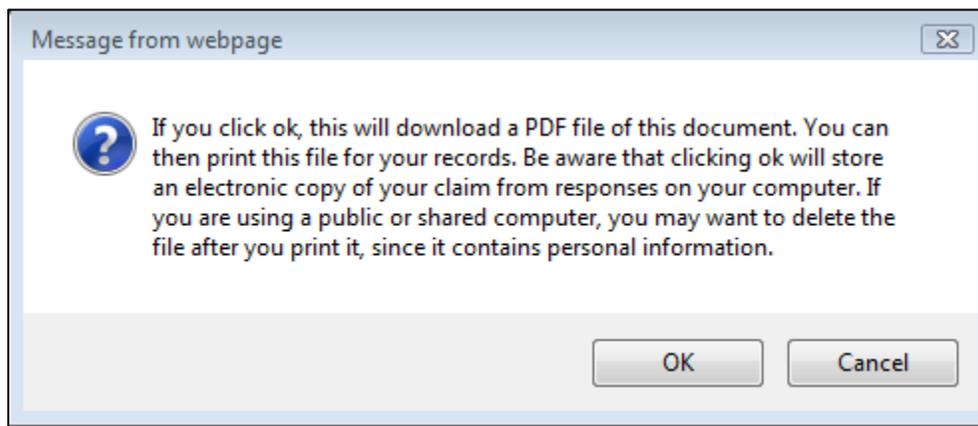
Exporting list of claims:

- We have simplified the options when **exporting a list of claims** and you will now only be able to export to an Excel file (.csv and PDF have been removed). In addition, the issues causing claims to be missing from the export have been corrected. Moving forward, when you search for claims and export the list, all claims meeting the search criteria should be included in the Excel file.



Warning message when printing claim:

- You will now see a **new warning message when printing the claim form as a PDF** from either "Claimant Details," the summary table, or within a specific claim milestone. When you go to print the form, a warning message will display with options to either click "OK" or "Cancel." The message is a reminder about the sensitive data contained in the file and being careful when using a public computer. Clicking "Ok" will prompt the print dialogue and "Cancel" will simply close the message without prompting the print dialogue.



Corrected issue with victim address for Deceased individuals:

- The victim address information is no longer required when updating Claimant Details for claims for deceased individuals or hybrid claims where a portion of the claim was initiated prior to August 2016 and the remainder completed in the new system.

VCF Online Claims System March 2017 Enhancements

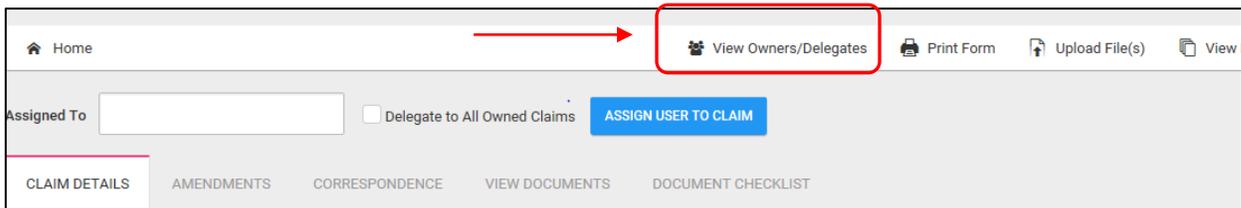
Changes related to claim owners, delegated users, and delegation:

We have received a number of questions about owners, delegates, and delegation access. The new functionality introduced with this set of changes presents an ideal time to review the different terms and what they mean:

- **Claim Owner:** When a new registration is created in the system, the individual who created the registration automatically becomes the online **owner** of the claim. Being the claim owner has one distinct difference from the other roles in the system - this is the individual who will receive the email notification that correspondence has been uploaded to a claim. Until this set of system updates, this has been the only difference between the claim owner and any other individual with access to the claim.
- **Delegated User or “Delegate”:** A delegated user is an individual who has been granted access to a claim but is not the owner. The delegate’s access to the claim (what he or she is able to do in the system) is exactly the same as the owner, except the delegate does not receive the correspondence emails.
- **Delegation Access:** Anyone associated with a law firm who has an online account can request the ability to delegate claims to other users in the firm. This access is not specific to claim ownership or delegates – it is functionality associated with the actual user account, not any individual claim. We refer to this special permission as “Delegation Access.” The access is requested through the VCF Helpline and is generally limited to “super users” in the firm who have the need to assign and reassign claims to different staff members.

The following new features related to claim ownership and delegation have been added to the system:

- **View Owners/Delegates:** Users who are either the owner or delegate on a specific claim will now be able to **view the owner and delegates** associated with the claim so you will know who does/does not have access to the online claim. Once inside the claim, click on the new “View Owners/Delegates” icon next to the existing “Print Form” icon.



When you click on this icon, a pop-up window will appear that lists the owner and delegates on the claim. The owner is indicated by the bold text on the owner’s username and name, and the green check mark in the “Is Owner” column. All other listed users are delegated users on the claim.

The screenshot shows a pop-up window titled 'Owners and Delegates: VCF00'. The window contains a table with the following data:

Username	Full Name	Is Owner
selder_test	Sarah Elder_TEST	<input checked="" type="checkbox"/>
pmaison	Perry Mason	<input type="checkbox"/>
selder_at	Test Test	<input type="checkbox"/>

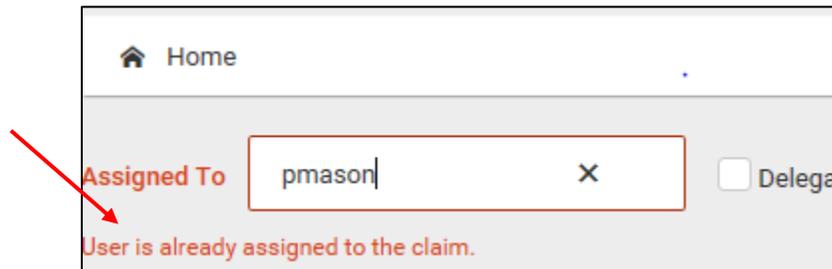
The 'Is Owner' column for the first row (Sarah Elder_TEST) contains a green checkmark, which is highlighted with a red rectangular box.

VCF Online Claims System March 2017 Enhancements

- **Bulk Delegation of Claims:** If you are the **owner** of multiple claims **and** you have the **Delegation Access** permission associated with your user account, you will now be able to delegate access to all claims you own to other users in your firm. The functionality to delegate individual claims is unchanged; this new feature is in response to your many requests to delegate “all claims I own” to a new member of your team.

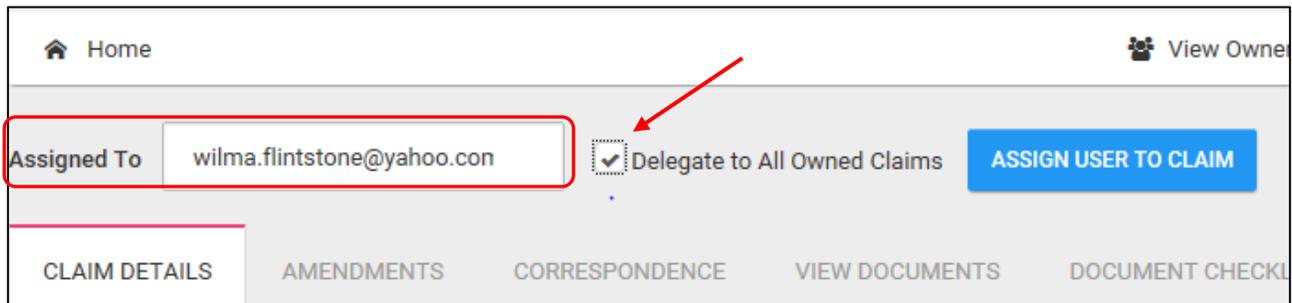
To “bulk delegate” all of the claims you own to a specified user:

1. Go into any claim you own and in the “Assigned To” field, enter the claimant portal username (the user id) of the individual to whom you want to delegate access to all your owned claims. If the username you enter already has access to the claim, an error message will appear to let you know the user is already assigned to the claim. **NOTE:** the check done at this stage is only against the specific claim from which you are delegating access to all users.

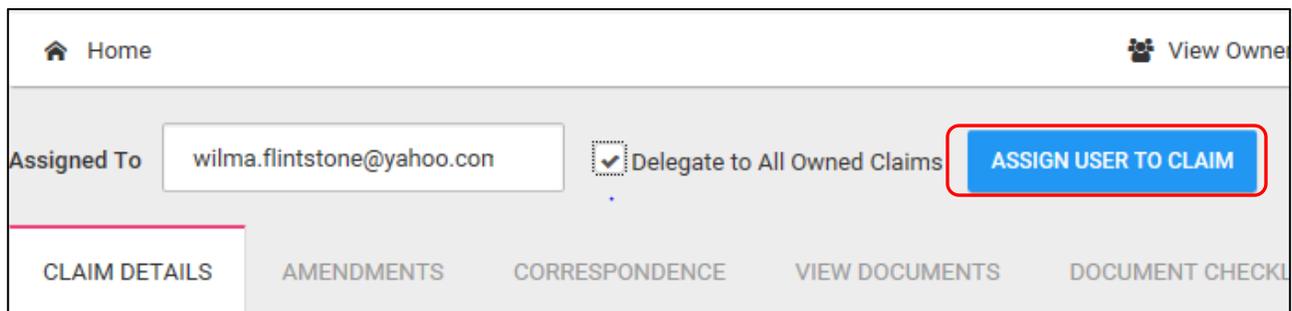


If you are trying to delegate all claims you own and the name shows as already assigned to the claim, simply pick another claim to use as the “launching point” for the bulk delegation.

2. Click on the new “Delegate to All Owned Claims” box. When you select to “Delegate to All Owned Claims,” the delegate you identify will be added to **ALL** claims you own for which they are not already a delegate. You do not need to check every claim to see if the individual already has access to that claim.

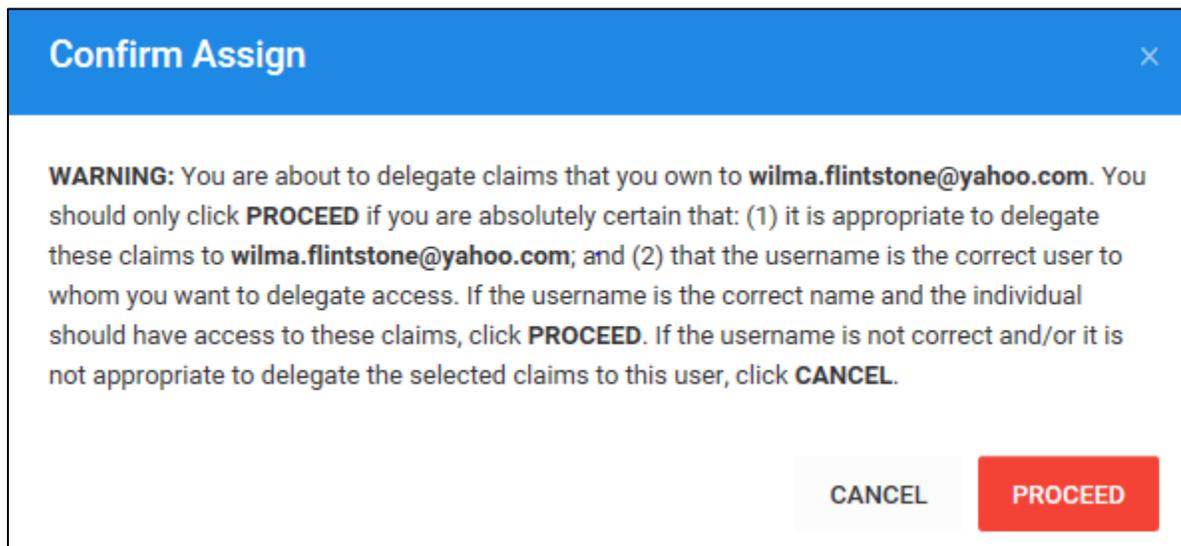


3. Once you enter a valid username that does not already have access to the claim, click the blue “ASSIGN USER TO CLAIM” button.

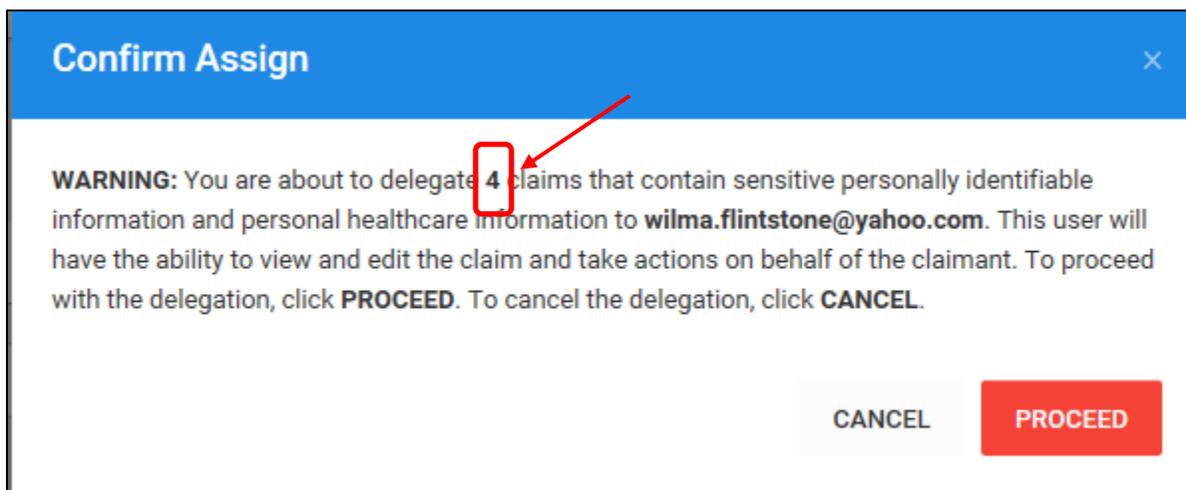


**VCF Online Claims System
March 2017 Enhancements**

4. A warning message will appear:



5. Click "Cancel" to cancel the action or "Proceed" to proceed with the bulk delegation. If you click "Proceed" a second message appears. This message tells you the total number of claims that will be delegated to the user you specified.



6. Click "Cancel" to cancel the action or "Proceed" to proceed with the bulk delegation. The green box will appear in the right corner to confirm "Claim has been successfully assigned." Note that this means **ALL** claims you own have been successfully delegated to the user name you identified, even though you submitted the request through just one claim.

SEE IMPORTANT NOTES ON THE NEXT PAGE!

VCF Online Claims System
March 2017 Enhancements

IMPORTANT NOTES about Bulk Delegation!

- The individual claim delegation and bulk delegation features do **not** include any validation of the user name other than confirming the user exists in the system and has an online account. ***You must be extremely careful to confirm the user name you entered is the correct user name for the individual to whom you are delegating access.*** It is not uncommon for user names to be different by only one character.
- ***If you accidentally delegate claims to the wrong user,*** you must notify us **IMMEDIATELY**. Removing access from a claim is not instantaneous and we must know if a mistake was made so we can avoid any potential PII breaches. If this should happen, please call our Helpline at 1-855-885-1555.