



This list of the various claim statuses that display in the online claims system is meant to provide you with an understanding of the possible statuses that apply to claims. Please be aware that your claim may not go through every status as some only apply to certain types of claims. You may find it helpful when reviewing this document to also review the "[VCF Claim Review Process](#)" document, which can be found under "Forms and Resources" on the VCF website.

Note: When your claim is in a review status, you might see a change in either the "Eligibility Status Date" or the "Compensation Status Date" without seeing a corresponding change in the claim status. This reflects that the VCF has taken some action on your claim, but the action has not changed the overall claim status. This occurs on a regular basis as your claim moves through the various steps in the review process. In addition, your claim may appear to move "back" a status based on the circumstances of the claim over time. For example, a claim that shows as "Under Review" may move back to "Preliminary Review" once eligibility is approved and the claim is ready for compensation review.

Status	What it Means
Pre-Registration	The VCF has created an account for you in the online system because we received hard copy documents from you prior to receiving your completed claim form. We are waiting for you to submit your completed hard copy or online claim form.
Start	You completed your Registration but have not yet started the Eligibility and/or Compensation portions of your claim. Click the "Start" link to begin completing the form.
Blank	You have not yet completed your Registration. As a result, the Eligibility and Compensation portions of your claim do not yet have a status.
Incomplete or Incomplete (Continue) (May apply to Registration, Eligibility, and/or Compensation)	<p>You started the specific section of your claim form and entered some information, but you did not complete and submit the form. You need to complete any section of the form that displays as "Incomplete."</p> <p>Both the Eligibility and Compensation sections of your claim must be in "Submitted" status before the VCF can begin review of your claim.</p> <ul style="list-style-type: none">• <u>Registration</u>: You must submit your Registration before you can start the Eligibility portion of the claim form.• <u>Eligibility</u>: This section will show as "Incomplete (Continue)" even if all questions are answered until you submit the Compensation portion of your claim.• <u>Compensation</u>: The VCF cannot review your claim until you submit all portions of the form.
Submitted	<p>The VCF will begin our review once we receive the documents that are required for processing. Refer to the Document Checklist (Personal Injury or Deceased Claim) under "Forms and Resources" on our website to review the documents you need to submit.</p> <ul style="list-style-type: none">• <u>Registration</u>: Your registration information has been received by the VCF. You may begin the Eligibility and Compensation portions of your claim.• <u>Eligibility</u>: The Eligibility portion of your claim has been submitted. The VCF will begin our review of your claim once you submit the Compensation portion.• <u>Compensation</u>: The Compensation portion of your claim has been submitted, and we can begin review of your claim.



Status	What it Means
Submitted: Pending Preliminary Review (Applies to Eligibility and Compensation)	Your claim is <i>ready to be assigned</i> for preliminary review. Claims are assigned for review based on the date the compensation claim was submitted, working from oldest to newest. This means your claim may remain in this status for an extended period of time as older claims are given priority for assignment.
Preliminary Review (Applies to Eligibility and Compensation)	The VCF is reviewing your claim to confirm that you have submitted the “ <i>minimally required</i> ” documents necessary to process your claim. In addition to a complete claim form, the VCF requires certain other documents before your claim can move forward for substantive review. These documents are listed in Section 1.8 of the VCF “Policies and Procedures”, along with additional details about the Preliminary Review process. We will contact you if any of the documents necessary to process your claim are missing.
Ready for Reviewer: Pending Review (Applies to Eligibility and Compensation)	You have submitted the “ <i>minimally required</i> ” documents necessary to process your claim, Preliminary Review is complete, and your claim is <i>ready to be assigned</i> to a claim reviewer to begin substantive review. Claims are assigned for review based on the date the compensation claim was submitted, working from oldest to newest. As a result, your claim may remain in this status for an extended period of time as older claims are given priority for assignment. The FAQs on the VCF website include more information about the expected timing for review of your claim.
Under Review (Applies to Eligibility and Compensation)	<p>The VCF is reviewing your claim form and the documentation you submitted in support of your claim. We will contact you if additional information is needed in order to render a decision on your claim.</p> <p>Your claim will also briefly return to this status once it moves to “Special Master Review” and a determination has been rendered. This occurs while we are entering the Special Master’s determination into the system. When your claim returns to “Under Review” after being in “Special Master Review” status, the decision should be entered within one week. In general, claims that move back to “Under Review” for more than one week require additional information and we will contact you to explain what is needed.</p>
Special Master Review (Applies to Eligibility and Compensation)	<p>Your claim is with the Special Master for determination. All claims in this status will briefly move back to “Under Review” while the Special Master’s determination is entered into the system.</p> <p>For some claims, such as those claiming Non-Economic Loss only, this status does <u>not</u> apply and your claim could move from “Under Review” to a final determination status without ever displaying this status.</p>
Approved (Applies to Eligibility)	The Special Master has determined that you are eligible to receive compensation, and we have mailed you a letter with more details about the decision.
<i>Updated!</i> Denied	<p>The VCF may deny the claim if the minimally required documents are missing during our preliminary review. We will send you a letter to let you know we are missing information. Once the information is submitted, we will re-open the claim and resume our review.</p> <p>If the claim is denied after it has been reviewed, the Special Master has determined that you are not eligible to receive compensation, and we have mailed you a letter with more details about the decision.</p>



Status	What it Means
Determination Made: Processing (Applies to Compensation)	<p>The award determination on your claim has been entered into the system and the VCF is doing a final quality check before sending your award letter. The quality check process may take several months, and claims are prioritized for quality checks based on the date the compensation claim or amendment was submitted, working from oldest to newest, regardless of the order in which the claims moved to “Determination Made: Processing” status. This also includes claims where we have notified you of the amount of your award but are waiting for you to submit requested documentation that is required in order to process payment on your claim.</p> <p><u>Note:</u> The VCF will <u>not</u> review any new documents you submit in support of your claim after your claim moves to this status as doing so would delay the issuance of your award. If you have documents to submit at this stage, you should wait to receive your award letter and then file an amendment and submit the new documents as part of the amendment. The VCF will review the amendment and documents based on the date the amendment is submitted.</p>
Compensation Determination Sent	<p>The VCF has completed review of your claim, calculated the amount of your loss, and mailed you a letter with the details of your award.</p>
Amend/Appeal: Pending Preliminary Review (Applies to Eligibility and Compensation Amendments)	<p>Your claim is <i>pending assignment</i> for preliminary re-review of your claim and any new documents you submitted. This status will show if you amended your claim to add a new condition, to provide new information related to your eligibility information, and/or to provide new compensation information.</p> <p><u>Note:</u> This status can also apply to claims for which an amendment was not submitted, but new documents were submitted and the VCF is conducting a preliminary review of the new documents to determine the appropriate next steps.</p>
Amend/Appeal: Preliminary Review (Applies to Eligibility and Compensation Amendments)	<p>The VCF is doing a preliminary review of the new information you provided with your amendment to confirm we have the required supporting documents and/or information that is needed for substantive review. We will contact you if we need additional information.</p>
Amend/Appeal: Pending Review (Applies to Eligibility and Compensation Amendments)	<p>The VCF has received all of the documents necessary to process your amendment and your claim is <i>ready to be assigned</i> to a claim reviewer for substantive re-review. Claims are assigned for re-review based on the date the amendment was submitted, from oldest to newest.</p> <p><u>Note:</u> This status can also apply to claims for which an amendment was not submitted, but new documents were submitted and the VCF is reviewing the new documents and re-evaluating your claim.</p>
Amend/Appeal: Under Review (Applies to Eligibility and Compensation Amendments)	<p>The VCF is re-reviewing your claim and any new documents submitted:</p> <ul style="list-style-type: none">• <u>Amendment:</u> We are conducting substantive review of the new information you provided with your amendment and will contact you if we need additional information.• <u>Appeal:</u> Your claim will remain in this status while the VCF reviews your appeal to confirm it is valid, schedules your hearing, conducts your hearing, and completes post-hearing activities, such as reviewing your testimony and any additional documents received in support of your appeal. Because this status covers all steps in the appeals process, including all activities prior to and after your hearing, your claim may remain in this status for an extended period of time.



Status	What it Means
Amend/Appeal: Special Master Review (Applies to Eligibility and Compensation Amendments)	The Special Master is reviewing your amendment or appeal for determination. For some amendments, such as those claiming Non-Economic Loss only, this status does <u>not</u> apply and your amendment could move from “Under Review” to a final determination status without ever displaying this status.
Assessing Documents	The VCF rendered a decision on your claim, after which you then submitted a new document without filing an amendment. The VCF is reviewing the document and will contact you if we need additional information.
Inactive	<p>The VCF has stopped processing your claim and has notified you that your claim has been placed in “Inactive” status. This may happen because:</p> <ol style="list-style-type: none">1) There is a discrepancy in data needed to process the claim, such as a Social Security Number or date of birth, and the VCF is awaiting clarification from you; or2) The claim does not include the minimum documents required for the VCF to begin substantive review and we are waiting for you to submit the information. <p>When you are ready to submit the requested information or documents, you can amend your claim or upload the information through the online system to reactivate the claim for review.</p>
Comp – Unable to Process	<p>The VCF has stopped processing your claim and has notified you that your claim has been placed in this status. Although you have been deemed eligible for compensation, we are missing one or more documents that were previously requested and are required in order to calculate your award. This may happen for several reasons, such as:</p> <ol style="list-style-type: none">1) You claimed loss of earnings, but did not submit an Exhibit 1 and/or Exhibit B1; and/or2) The VCF needs confirmation of whether the decedent had a life insurance policy; and/or3) The VCF is missing information about collateral source offsets. <p>When you are ready to submit the requested information or documents, you can upload the information through the online system to reactivate the claim for review.</p>
On Hold – Claimant Passed Away	<p>The VCF has been notified that the victim for this claim has passed away since the Personal Injury claim was initiated or submitted. The VCF will stop processing the original claim while waiting for the Personal Representative to do one of the following:</p> <ul style="list-style-type: none">• File an amendment to add the Personal Representative to the Personal Injury claim if the victim is believed to have died of causes <u>unrelated</u> to his or her 9/11-related physical injury; or• File a new Deceased claim and complete the form as the Personal Representative if the victim is believed to have died as a result of his or her 9/11-related physical injury. <p>The VCF website provides more detailed information on the steps to take if a Personal Injury victim passes away after filing a claim.</p>
Superseded	A new Deceased claim has been filed for a victim who had a prior Personal Injury claim. The original claim will be placed in this status along with the last Eligibility or Compensation status associated with the claim. This status will display once the VCF has verified the Personal Representative on the Deceased claim. Once in this status, the original claim can be viewed through the online system but cannot be modified.



Status	What it Means
Withdrawn	The VCF received your request to withdraw your claim, and the claim will not be processed. We mailed you a letter confirming that your claim has been withdrawn.
Cancelled	A duplicate registration or claim form has been filed for the same individual. The VCF has confirmed the correct claim to process and has cancelled this claim. No further action will be taken on this claim, and you cannot modify it.
Abandoned	The VCF has closed your claim and will not issue an award because we believe that you are no longer interested in pursuing your claim. You are eligible for compensation from the VCF, but you have not completed the Compensation section of your claim form and we cannot decide the amount of your award without the information requested in that section. When you are ready to submit this information, call our Helpline and ask to re-open your claim in our online system.

The following claim statuses are only applicable to claims *where the claimant is not the victim*. This includes claims filed by a Personal Representative (“PR”) of a deceased victim, as well as claims filed by a guardian of a non-minor. These claims require the VCF to validate the individual who filed the claim as the person authorized to represent the victim for the claim before any further review can occur. The statuses listed below are specific to the validation process and therefore apply only to Registration.

Status	What it Means
Submitted - PR	Your claim is ready to be assigned for preliminary review to confirm that the individual filing the claim is authorized to represent the victim.
Preliminary PR Review	The VCF is reviewing your claim to confirm that you have submitted the required documents to establish your authority as the valid Personal Representative or guardian of the victim. We will contact you if any of the documents required to validate your authority are missing. The list of documents required to process a claim when the claimant is not the victim can be found on the VCF website.
Awaiting Substantive PR Review	The required documents have been received and your claim is <i>ready for assignment</i> to a claim reviewer for substantive review to validate your authority as the Personal Representative or guardian of the victim.
Under PR Review	Your claim has been assigned to a reviewer for purposes of validating your authority as the Personal Representative or guardian of the victim. The VCF will contact you if we need any additional information.
Pending PR Validation	All required documentation has been received and your claim is pending validation of the authority of the Personal Representative or guardian to act on the victim’s behalf.
PR Validated	<p>The VCF has determined that you are authorized to act as the valid Personal Representative or guardian of the victim, and your claim can move forward for review. You will receive a letter with details about the decision. Now that the VCF has completed the validation process, Eligibility and Compensation statuses will move to “Ready for Reviewer: Pending Review”.</p> <p>If you amended a claim originally filed by a victim to add a Personal Representative through a PR amendment, the VCF will resume review of the claim from the last active status prior to the filing of the amendment.</p>



<i>New!</i> PR – Unable to Process	The VCF reviewed the documentation you submitted to have the Personal Representative validated and determined that necessary information is missing. We have mailed you a letter detailing the Personal Representative documentation or information you need to provide for our review to resume. Submitting documentation related to eligibility or compensation will not change this status and will not be reviewed until we receive the necessary Personal Representative documentation.
PR Denied	The Special Master has determined that you are not authorized as the valid Personal Representative or guardian of the victim for purposes of filing a VCF claim. You will receive a letter with details about the decision.