

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: VCF: Claims Management System Update
Date: Monday, November 16, 2020 10:56:43 AM

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Good morning,

As noted in the email sent on November 12th, as part of the work conducted on the Claims Management System this weekend, the VCF made some minor enhancements to the system. Please see below for further details on these enhancements:

- **Puerto Rico Now Listed as a US State/Territory instead of as a Country:** In the changes deployed this past weekend, the VCF updated the list of US states/territories to include Puerto Rico. This means that for your claimants who reside in Puerto Rico, you will select "Puerto Rico" in the "State" drop-down in the address section, and that the "Country of Citizenship" field will default to "United States." For those of your claims where you had previously selected "Puerto Rico" as the "Country of Citizenship," we have executed a change to select the state/territory as "Puerto Rico" and the country of citizenship as "United States."

If you have any questions about which of your claims had changes to the addressing/citizenship information, please contact Catherine Doctor.

Thank you.

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