

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: Important Updates regarding VCF Correspondence and Appeal Deadlines
Date: Tuesday, August 03, 2021 12:25:01 PM

This email is sent from an unattended mailbox.

Good afternoon,

On April 21, 2021, we sent the attached email to law firms noting several important changes related to outgoing correspondence and appeal deadlines. One of the changes explained in the email is our decision to send a generic notification letter to each represented claimant for whom we generated an eligibility decision letter, award letter, and/or payment confirmation letter, after March 2020, and for whom we have not already printed and mailed a hard copy of the letter. This notification letter alerts the claimant that correspondence was generated and uploaded to their claim, and includes instructions to either view the letter in their online claim, or contact their attorney to request a copy of the letter if they have not already seen it.

We expect to begin mailing these “backlog” notification letters in batches beginning this week, and continuing for the next several weeks. As with all outgoing correspondence, the letter will also be uploaded to the claim.

Specific to eligibility and award letters generated on or before April 21, 2021, that included appeal rights, the notification letter explains the change in our printing policy and instructs the claimant to contact their attorney with any questions about a potential appeal. **If you believe your client has a valid basis to request an appeal once they receive this notification letter, you must complete and submit the appeal form that was attached to the original uploaded eligibility or award letter AND submit it with the Explanation of Appeal by September 30, 2021.** *You do not need to scratch out the old due dates or write in the new due dates on the appeal forms. We expect there will be very few claims for which it is appropriate to request the reinstatement of the right to appeal, as we know you have been consulting with your clients throughout the past year as correspondence has been uploaded.*

For eligibility or award letters with the right to appeal generated on or after April 22, 2021, as noted in the April 21, 2021 email, the only deadline to appeal the decision will be the deadline stated in the appeal form in the uploaded letter. We will not mail a hard copy with a new appeal form at a later date, and the version of the notification letter sent on these claims will not include reference to an appeal.

To recap - the September 30, 2021, appeal deadline only applies to:

1. Decision letters uploaded to our system **before April 22, 2021**, that included the right to appeal – **AND** –
2. We have not already mailed a hard copy of the original decision letter with appeal form to the claimant – **AND** –
3. The claimant has not already appealed based on the uploaded letter – **AND** –

4. The claimant received a “generic” notification letter from us referencing the appeal
– **AND** –
5. The claimant now wants to appeal.

As for longer term printing and mailing of letters, we are finalizing plans and expect to resume the mailing of letters in “real time” before the 9/11 anniversary. We will notify you once the date to resume this activity is confirmed.

Please contact our law firm liaisons with any questions you may have about these updates to our correspondence activity.

Thank you.

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