

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: VCF: Claims Management System Update
Date: Monday, September 21, 2020 8:18:37 AM

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Good morning,

As noted in the email sent on September 17th, 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:

- **Change to Supported Browsers:** The Department of Justice recently updated its list of supported browsers. Starting today, September 21st, Google Chrome has been designated as the new preferred browser. This means Microsoft Edge will no longer be supported by the VCF. Although you may continue to use Microsoft Edge, we will not be able to troubleshoot issues or confirm the stability of the system when using that browser. We have updated the notices about the supported browsers on the Log In and Create New Account pages to reflect these changes. Attached, please also find the updated VCF Acceptable Use Policy, which has also been posted to the VCF website, reflecting the change to the list of supported browsers.
- **Updates to the “Additional Information” Tab of the Compensation Form:** We made a number of updates to the Additional Information tab of the Compensation Form, which is only completed for decedent claims, to update and clarify the error messages to make it more clear what information needs to be provided for that tab to be complete. As a reminder, if you answer “Yes” to the questions about whether the decedent’s beneficiaries have either received or applied to any death benefit programs (e.g. Public Safety Officers’ Benefit payments), or received any collateral death benefits (e.g. life insurance, Social Security, etc.), or that there were any individuals not living in the household receiving significant financial support from the decedent, you will need to fully complete the tables associated with the applicable question(s).

Thank you.

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