

**From:** [Communications, VCF \(CIV\)](#)  
**To:** [Communications, VCF \(CIV\)](#)  
**Subject:** VCF Leadership Team  
**Date:** Thursday, October 15, 2020 11:04:49 AM

---

**This email is sent from an unattended mailbox.\***

Good morning

I am very happy to announce that we have created a new role within the VCF's leadership team to provide additional operational and policy support. Effective immediately, Nicole P. Smith is the VCF's new Associate Special Master. Many of you know Nicole from her role as a Hearing Officer. She has been an essential member of the VCF team since the Fund reopened on October 3, 2011. She has filled many different roles – answered Helpline calls, provided policy and process guidance to VCF staff, audited claims, trained new VCF staff, reviewed claims, and served as Team Lead for reviewers who focus on FDNY/NYPD economic loss claims. Nicole has watched the program grow from six staff members to nearly 200 across the entire team, and she has a deep understanding of VCF policy and a broad knowledge of the program overall.

Many of Nicole's new responsibilities will be "behind the scenes" working with the team to keep claims moving. She will continue to support Peter and Catherine in their role as law firm liaisons, and will rely on them to alert her to any issues or concerns that may need to be escalated.

Stefanie and I are very excited to have Nicole in this new position, and hope you will join us in congratulating her as she takes on these new responsibilities.

Regards,  
Rupa

**Please do not reply to this email. This email was sent from a mailbox that is not monitored. For assistance, please call our toll-free Helpline at 1-855-885-1555.**