

**From:** [Communications, VCF \(CIV\)](#)  
**To:** [Communications, VCF \(CIV\)](#)  
**Subject:** VCF Website Update  
**Date:** Tuesday, March 31, 2020 6:00:50 PM

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

Good evening,

We hope you, your colleagues, and your families are all doing well during this difficult time. Uncertainty is both frustrating and frightening, and we appreciate your ongoing support and partnership in ensuring that the 9/11 community remains informed and connected wherever possible. We remain focused on how best to continue serving the needs of our claimants while adapting to new COVID-19 developments, and have recently posted an [update](#) to our website with information about some changes we have put in place, and how they may impact the claim review process.

The VCF remains open, with some operations reduced or temporarily suspended. We expect delays in claims processing, but our team is doing all we can to minimize the impacts to claimants. The information posted to the website earlier today includes important updates about **outgoing correspondence and deadlines**.

We would again like to urge you to consider giving your clients **online access** to their claims. As mentioned in the email sent to firms on March 20, 2020, with online access granted, claimants can view claim status, which will reduce the number of incoming calls to our Helpline and potentially to your firm. The other significant benefit to claimants having online access to their claims is that they will be able to view any correspondence uploaded to their claim now that we have stopped mailing hardcopy letters.

We have received a number of questions about the deadlines in our letters and whether they remain in effect. Our goal is to try and keep our operations to “business as usual” as much as possible. If you need an extension to a request for missing information, please either upload a brief letter to the claim requesting the extension, or contact our law firm liaisons so they can document the request in the claim. Please make sure any extension request uploaded to the claim is clearly marked as such.

**We ask that you do NOT contact the Helpline to request an extension.**

We appreciate your patience as we work to adjust to changes in our operations necessary to protect the health and safety of our employees during these challenging times. Our goal is to be as flexible as possible, while maintaining processes and procedures that best serve our claimants. Be assured that we will continue to be in touch with any additional updates. We also encourage you to keep checking [www.vcf.gov](http://www.vcf.gov) for information and updates.

**\*As a reminder, it is easy to find recently uploaded correspondence in a claim.** When logging into the claims system and viewing your existing registrations and claims, the “Most Recent Correspondence” field shows the date the most recent correspondence was uploaded by the VCF to the claim. This date will change each time a new letter is uploaded. You can sort by date to see all letters uploaded yesterday across all your claims, the day before, etc. You can also export the view into Excel for easier sorting and filtering.

Thank you.

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