

**From:** [Communications, VCF \(CIV\)](#)  
**To:** [Communications, VCF \(CIV\)](#)  
**Subject:** Important Reminders re: compliance with DOJ Online System Acceptable Use Policy  
**Date:** Wednesday, March 09, 2022 10:44:17 AM  
**Attachments:** [image001.png](#)  
[VCFOnlineSystemUsePolicy.pdf](#)  
[VCF Website Update.msg](#)

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

Good morning/afternoon,

The U.S. Department of Justice (“DOJ”) requires that ALL users of the September 11th Victim Compensation Fund (“VCF”) online claims system (also commonly referred to as the “Claimant Portal,” the “Online Claim Form,” and the “Claims Management System”) must comply with the requirements outlined in the attached “[VCF Online System Use Policy](#)” document. This Acceptable Use Policy (“AUP”) has been the subject of several communications with law firms over the years, including the attached email from October 2019 that went to all law firm contacts. In addition, we sent emails in May 2020 and September 2020 with reminders about the policy. It has also been discussed on more than one of the periodic calls held with law firms over the years, and has a prominent spot on the [Information for Law Firms](#) page of our website.

**This is a reminder that failure to comply with these requirements will result in termination of a user’s access.** The VCF is not required to provide notice before terminating a user’s account if the use of the account presents security concerns.

**It is critical that every member of your firm who works with claimants and uses the online claims system review this policy to ensure they are compliant with the requirements and aware of their responsibilities.**

**It is also imperative that every future employee of your firm who works on VCF claims review this document thoroughly *prior* to creating their account in in the online system.**

We have seen recent system activity that violates this policy, including the sharing of claimant portal accounts (shared username and password across multiple individuals), and delays in notifying the VCF when a law firm staff member leaves the firm or stops working on VCF claims. ***Several firms recently had their access to the system disabled for several days while we reported their violations to DOJ Security and waited for permission to restore their access.***

Every aspect of this policy is critical to maintaining a secure system, and compliance is mandatory for every employee, contractor, or associate of your firm who is working VCF claims. Please reinforce with your staff the importance of complying with this policy, and ensure this is part of your procedures for any new staff joining your team (review of the policy), or for those who leave your team (notify the VCF immediately).

Our law firm liaisons are ready to answer any questions you may have and to assist you with any user account updates that may be needed in order to comply with the policy.

Thank you.

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VCF Helpline: 1-855-885-1555

Website: [www.vcf.gov](http://www.vcf.gov)

Information for Law Firms: [www.vcf.gov/lawfirms](http://www.vcf.gov/lawfirms)

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