

**From:** [Communications, VCF \(CIV\)](#)  
**To:** [Communications, VCF \(CIV\)](#)  
**Subject:** Important Updates – VCF Policies and Procedures and System Maintenance  
**Date:** Wednesday, November 16, 2022 10:54:30 AM  
**Attachments:** [image001.png](#)

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

Good morning,

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**Updates to Policies and Procedures and Forms and Resources**

The VCF recently made a number of updates to multiple sections of the [Policies and Procedures](#) (P&Ps) to bring them current with VCF policy. These changes codify in the P&Ps the policy updates that were communicated in 2022 via law firm calls or emails sent to all firms. The updates also include changes to various forms and resources. Please read the attached update in detail and share with all members of your staff who work VCF claims.

**Claims Management System Outage**

The online claims system will be down for system updates beginning at **7:00 p.m. on Friday, November 18th, through 7:00 a.m. on Monday, November 21st**. We will send out an email on Monday, November 21st, with further details about the system updates.

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