

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: Important Updates: "Remove" Function no longer available and Additional Guidance to Registration Tab
Date: Monday, November 21, 2022 12:20:14 PM
Attachments: [image001.png](#)
[November 2022 Enhancements.pdf](#)

This email is sent from an unattended mailbox.

Good afternoon,

This email contains important information about recent enhancements and updates to the VCF's online claims management system. These updates are in place as of November 21, 2022.

Highlights of the updates are noted below. ***Please read the attached document in detail and share with all members of your team who work VCF claims.***

- **“Remove” Function (trash can icon) no longer available on the “View Documents” Page**
 - If you recognize that you have uploaded a document to the incorrect claim, or inadvertently included information that does not belong to the claim in which a document was uploaded – you need to CALL the VCF **immediately** upon realizing the mistake. DO NOT upload a letter to inform the VCF about the mistake. CALL our law firm liaisons or the VCF Helpline.

- **Additional Guidance added to Registration “Start” Tab – selecting the appropriate Claimant Type**

Thank you.

Please do not reply to this email. This email was sent from a mailbox that is not monitored.



VCF Helpline: 1-855-885-1555
Website: www.vcf.gov
Information for Law Firms: www.vcf.gov/lawfirms
Follow the VCF on [Twitter](#) @Sept11VCF



The enhancements and updates listed below will be available in the online claims system beginning on Monday, November 21, 2022.

1. **“Remove” Function (trash can icon) no longer available on the “View Documents” Page:** As noted in our November 3, 2022, email sent to all law firms with the subject line “URGENT update from the VCF – ACTION REQUIRED,” law firm staff who work VCF claims are no longer permitted to delete documents from the online claims system. As part of the system updates that occurred over the weekend, we removed the ability in the system for users to delete documents for any reason.

If you recognize that you have uploaded a document to the incorrect claim, or inadvertently included information that does not belong to the claim in which a document was uploaded – you need to CALL the VCF immediately upon realizing the mistake. DO NOT upload a letter to inform the VCF about the mistake. CALL our law firm liaisons or the VCF Helpline.

Please have the following information from the “View Documents” page available when you call the VCF so that we may remove the document in a timely manner: Claim Number, File Name, Document Type, Date Uploaded, and Uploaded By (username).

File Name	Document Type	Date Uploaded	Uploaded By
test doc.pdf	Exhibit A: Authorization for Release of Medical Records	11/17/2022 11:41:07 AM	Added by TestAccount

As a reminder, we are still reviewing the list of the deleted documents referenced in the November 3, 2022, email and will notify each law firm, as applicable, of any identified misfiles and “repeat offender” staff. We expect that the majority of these misfiles will be reflected in the next round of “Document Misfile” reports.

If you are uploading a document to replace a prior version of the document for the same claim, and you do not want the VCF to review the prior version, upload a letter or memo with the new version alerting the VCF to use that version of the document and note the specific document that should not be reviewed.

2. **Additional Guidance added to Registration “Start” Tab – selecting the appropriate Claimant Type:** New language has been added to the “Start” tab of the Registration form to provide guidance when selecting the claimant’s relationship to the victim (see next page for screenshots).

As reminder, you should **only** select the “Guardian of an incapacitated adult” option if the individual you are representing has been *appointed by a court* as the victim’s legal guardian. If there is another individual the claimant would like to authorize to communicate with the VCF regarding the claim, then that individual should be listed in the “Alternative Contact” tab of the Registration form.



Welcome to the September 11th Victim Compensation Fund ("VCF") Claims System.

Please complete the following questions as your claim form submission for compensation from the September 11th Victim Compensation Fund ("VCF"). This form includes both the eligibility and compensation portions of your claim.

Definition of Terms Victim and Claimant



Throughout the form, you will see the term "Victim" and the term "Claimant." The term "Victim" refers to the individual who has been diagnosed with a September 11th-related physical injury or condition. The term "Claimant" refers to the individual who is filing the claim to seek compensation for the victim. Individuals who are filing a Personal Injury claim on their own behalf are both the victim and the claimant.

PLEASE START THIS FORM BY ANSWERING THE FOLLOWING QUESTION:

SAVE & CONTINUE

In what capacity are you registering the claim on behalf of the victim? Select one from the list below. **It is very important that you choose the right option from this list so we know how to process your claim.** [Learn more about each option](#) before making your selection.

*If you are assisting someone with their claim but are not legally appointed as their representative or their guardian, you should select "Self" and complete the claim form with answers provided by the victim. You will have the option as part of this registration to identify yourself as the **"Alternative Contact"** who the victim has authorized to assist with the claim.*

- Self – I am the victim. *You are filing your own claim.*
- Personal Representative of a deceased individual. *You are the legal representative for a deceased victim.*
- Guardian of an incapacitated adult. *You have been appointed by a court as the victim's legal guardian.*