

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: URGENT update from the VCF – ACTION REQUIRED
Date: Thursday, November 3, 2022 9:21:55 AM
Attachments: [image.png](#)
Importance: High

This email is sent from an unattended mailbox.

Good morning,

Please read this email in its entirety.

ACTION NEEDED: Effective immediately, please instruct all law firm staff who work VCF claims to **STOP** using the “Remove” button (trash can icon) to delete documents in the online claims system. Beginning on Monday, November 7, any law firm user who deletes a document using the “Remove” button will have their account deactivated. **If a member of your staff realizes a document has been incorrectly uploaded to a claim for any reason, they must call the VCF Helpline to ensure proper deletion of the document.**

Background Information: We have identified a serious issue in the online claims system with users deleting documents from claims using the “Remove” button, but not taking the subsequent required step to call our Helpline to notify us of the need to permanently delete the document.

This is a critical security issue because although deleting the document from the claimant portal does look as though the document has been deleted, it still resides on our servers and is accessible through certain pathways.

During the June 16, 2021, VCF call with law firms, one of the topics discussed was the increase in the number of documents we are finding that have been uploaded to the wrong claim by law firm staff. In the notes from that call, which were emailed to all firms and posted to our website, we also noted the following:

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 Helpline.**

We strongly encourage you and every member of your staff to re-read the [notes from that call](#) specific to this topic.

Since that time, many firms have called as required, which we greatly appreciate. We recently discovered, however, that since July 2021 (after the law firm call), law firm users have deleted thousands of documents without calling our Helpline. Although not all documents were misfiles (contain PII for an unrelated individual), the act of deleting the document means the law firm staff determined the document *did not belong* in the claim.

Actions we are Taking: We recognize the “Remove” button has been in place in the claimant portal without a corresponding reminder in the system about the need to call and notify us of any documents needing to be deleted. We also recognize the confirmation pop-up box that appears

states the document has been deleted. This was an oversight on our part and our system messaging when “clicking” the button could have been clearer. The number of documents deleted after the June 2021 call, however, is alarming given the discussion during that call.

We are taking the following actions:

- Over the weekend of November 18, we will be deploying updates to the claims system to remove the ability for users to delete documents. Until then, we will be monitoring this activity and will deactivate the account of any user who deletes a document on or after Monday, November 7, 2022. Your firm will be notified before an account is deactivated. *Please get this message out to every member of your staff.*
- We are currently reviewing the list of deleted documents and will notify each law firm, as applicable, of any identified misfiles and “repeat offender” staff. For those law firms who have previously received quarterly “Document Misfile” reports, this data has not been included to date in those reports.

Questions? Please direct any questions to our law firm liaisons.

Thank you.

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