

**From:** [Communications, VCF \(CIV\)](#)  
**To:** [Communications, VCF \(CIV\)](#)  
**Subject:** Cancellation of Registration-Only Claims for Victims with Multiple Claim Numbers  
**Date:** Thursday, January 12, 2023 3:26:15 PM  
**Attachments:** [image001.png](#)

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Good afternoon,

### **Summary of Change**

The VCF has started a focused effort to clean up the redundant data in the online claims system specific to victims who have multiple claim numbers. As part of this clean-up activity, we will systematically identify registration-only claims that meet certain criteria and cancel them in the claims system. We will **not** generate correspondence notifying you of the action taken to cancel these registrations.

### **Background**

The VCF statute allows only one claim for each victim. Several years ago, we implemented a process whereby the VCF decides which claim to move forward in situations where there are multiple claim numbers for the same victim. We select the claim that is furthest along in the process, and any other claims for that victim are marked as cancelled. When taking this action, a letter is sent to the claimant and the impacted law firm(s) to notify them of the cancelled claim.

Resolving these multiple claim number scenarios has been a manual activity thus far, and is only done when a claim is picked up for review by a member of our team. In looking at our data as part of the overall clean-up effort, we have found numerous instances where the same victim has multiple claim numbers, and in many cases, these are “registration only” submissions, which means they are not assigned to a member of our team for review. We are focused on cleaning up these multiple claim numbers to ensure each victim has only one claim (other than the Personal Injury-to-Deceased situations), and to reduce the burden on our team to resolve these issues only after one of the claims is submitted and assigned for review.

### **Action we are Taking**

Where we have identified multiple claim numbers for the same victim, we will proceed with the registration or claim that is furthest along in the process, similar to what is done today when claims are picked up for review. If the claims are in the same status, the claim that has had the latest claimant activity will be selected as the claim to move forward. “Latest claimant activity” is defined as a document upload or completion of the claim form.

This automated review and identification of the claim to move forward will be done entirely by the claims system (i.e., no manual review by VCF staff). The registration-only claim that is **not** selected to move forward will be cancelled. We will not generate a letter to alert you to the cancellation, but you will be able to see the cancelled status in the online system. This activity will occur over the next few weeks.

NOTE: Our team will continue to resolve multiple claim numbers for the same victim as submitted claims are assigned for review. When this manual review occurs, letters will be sent as is done today.

### **Questions?**

Please direct any questions to our law firm liaisons.

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