



The VCF is Transforming!

Our new claims system, called myVCF, will provide a more user-friendly application and allow the VCF to reduce the time it takes to review claims. Updating our systems will ensure we can support claims from victims and their families through 2090.

Improving these five areas are the foundation of our transformation:



myVCF is the new claims system, providing an improved experience for claimants, including:

-  **Simplified claim form** that only asks you the questions you need to answer based on your circumstances.
-  **Instructions and tips** provided within the application to guide and assist you when you need it.
-  **Improved status updates** so you know exactly where your claim is in the overall process and what actions you need to take.

Help us prepare for this exciting change by submitting a complete claim, including all required documents, and responding to any Missing Information letters.

Once the new system is ready, detailed instructions for how to access your claim and view the status in the new system will be shared.