

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: VCF Website Update - New Password Policy
Date: Wednesday, September 24, 2025 3:00:53 PM

This email is sent from an unattended mailbox.

Good afternoon,

Please see below for an update about changes we are making to our password policies in the VCF's online claims management system:

- Effective September 26, 2025, your new password must include the following and cannot be the same as any of your twenty-four most recent passwords
 1. 16 Characters Long
 2. One Uppercase Letter
 3. One Lowercase Letter
 4. One Special Character
 5. One Number

As a reminder, all user passwords will expire 90 days after being set. If more than 90 days have passed since your password was last changed, on login to the VCF's online claims management system, you will automatically be re-directed to the Change Password page. The minimum password lifespan is 24 hours. Please note, if you attempt to change a password less than 24 hours from your last password change, an error message will be displayed.

If your current password for accessing the VCF's online claims management system is more than 90 days old, we strongly recommend that you log in immediately to change your password in advance of this update.

This change is required by DOJ security and is a best practice given the sensitive information contained in the claims system. We are also including [The VCF Online System Acceptable Use Policy](#) for awareness. As always, we encourage you to review the policy in detail with every member of your team.

If you have issues resetting your password, please contact the VCF Helpline at 1-855-885-1555.

We apologize for any inconvenience this may cause.

Thank you.

September 11th Victim Compensation Fund

U.S. Department of Justice

VCF Helpline: 1-855-885-1555

Website: www.vcf.gov

Information for Law Firms: <https://www.vcf.gov/lawfirms>

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