

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: Policies and Procedures Updates: Substantive Eligibility Review, Eligibility Appeals, and Compensation Appeals
Date: Friday, February 27, 2026 4:03:46 PM

This email is sent from an unattended mailbox.

Good afternoon,

The VCF has updated Policies and Procedures [Section 1.12.b](#) and [Section 4](#) to include the following information:

Substantive Eligibility Review: In some instances, we will not require further information in order to determine your eligibility. Instead, you will receive an eligibility decision based on information and evidence contained in your file without receiving a missing information letter first. Specifically, if we are unable to determine eligibility because the presence evidence in your claim is insufficient, you will receive a letter notifying you that eligibility is denied due to insufficient proof of presence and advising that an appeal hearing is necessary to address and resolve the insufficiencies.

Eligibility Appeals: NOTE: In some instances, the VCF will issue a letter notifying you that eligibility is denied due to insufficient proof of presence and advising that an appeal hearing is necessary to address and resolve the insufficiencies. If you receive this letter you do not need to submit additional documents, instead you should request an appeal hearing.

Compensation Appeals: Please note that your compensation appeal may be considered not valid if you are challenging an established VCF policy or procedure, or a statutory requirement that applies uniformly to all claimants and is not subject to change through the appeals process. If this applies to your appeal, you will receive a letter stating that your appeal is not valid and no hearing will be held.

Many compensation appeals do not require hearing testimony and can be resolved based on the documentation provided. If the VCF determines that your appeal can be resolved without a hearing, we will convert your appeal to an amendment and notify you accordingly. Once the VCF issues a decision on your amendment, you will no longer have a right to appeal the decision on that issue, except in limited circumstances at the VCF's discretion.

These updates are effective immediately.

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: www.vcf.gov/lawfirms

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