

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: VCF Correspondence and Appeal Deadlines and Other Website Updates
Date: Friday, October 01, 2021 11:42:16 AM

This email is sent from an unattended mailbox.

Good morning,

The [COVID-19 page](#) on the VCF website was updated today to reflect the following changes specific to outgoing correspondence and appeal-related deadlines:

- **Outgoing Correspondence:** You can view all correspondence on your claim online through the claims system. If you do not have online access to your claim, please contact your attorney (if you are working with one), or call the VCF Helpline. Our website has instructions on [how to view the correspondence](#) uploaded to your claim.

Between **March 30, 2020, and September 8, 2021**, the VCF was not routinely mailing hard copy letters, but continued to generate letters on a daily basis and electronic copies of letters were uploaded to online claims daily. During this time, we periodically mailed certain letters to claimants to notify them of important decisions on their claims.

On **September 9, 2021**, the VCF resumed the daily mailing of hard copy letters to all claimants. This means we will mail you a copy of any VCF letter that is generated for your claim. The letter will be mailed on the date it is uploaded to the online system.

- **NOTE for claimants who are working with an attorney:** The VCF does not mail separate copies of letters addressed to attorneys. Your attorney can view all the letters generated for your claim in the online system.

The VCF will continue to mail certain letters directly to attorneys, such as the written notification that a claimant has removed or changed their legal representation.

- **Deadlines:** All deadlines included in letters remain in effect, with the following guidelines:
 - **Award Letters and Eligibility Decision letters:** Claimants must file their appeal within the 30-day window outlined in the letter. The hard copy letter that you receive in the mail will have the same 30-day appeal deadline as the electronic copy uploaded to your online claim.

Appeal hearings will continue to be scheduled based on the order in which the appeal forms are received by the VCF. Please see the "Hearings" section above for additional information.

Other Website Updates

- Information regarding presence documentation for JP Morgan Chase & Co. employees was added today to [Section 1.9](#) of VCF's Policies & Procedures.
- A video of the panel discussion, "September 11th Victim Compensation Fund (VCF) and its

Role in the Federal Response to 9/11," was recently posted to our website under [Videos on the VCF](#). The panel, hosted by the World Trade Center Health Program Mt. Sinai Clinical Center of Excellence (CCE) and 9/11 Health Watch, featured VCF leadership (past and present) and explored the history and evolution of the VCF.

Thank you.

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VCF Helpline: 1-855-885-1555

Website: www.vcf.gov

Information for Law Firms: www.vcf.gov/lawfirms

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