

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: NEW! Interactive Presence Guide
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Attachments: [image001.png](#)

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Good afternoon,

A key requirement to be eligible for compensation from the VCF is providing information that establishes a victim's presence at an eligible 9/11 location at some point during the applicable timeframe. While this is one of the biggest hurdles to eligibility for claimants, we have also heard that it can be confusing to understand which specific documents the VCF needs and how many presence documents a claimant needs to submit.

With that challenge in mind, the VCF has designed a new tool called the Interactive Presence Guide. This tool is an interactive, scenario-driven guide. In just a few minutes, users can identify the specific documents needed to prove presence based on their individual circumstances. You can access the Interactive Presence Guide by visiting our new [How to Prove Presence](#) page.

The following website updates have been made to support this new tool:

- **New How to Prove Presence page** (available in English, Spanish, Polish, and Chinese)
- **Frequently Asked Questions** (available in English, Spanish, Polish, and Chinese)
 - [Updated] 1.6 *What types of documents can I submit to prove I was present at an eligible location?*
 - [New] 1.7 *What if I can't find any documents or witnesses to show I was present?*
 - [New] 1.8 *I was told I need certified or verified documents. What does that mean?*
- **Policies and Procedures** – Section 1.9, Presence Information for Specific Employers or Entities
This section has been updated with improved resources, to include instructions to use the Interactive Presence Guide.

The VCF is pleased to provide these new resources to the 9/11 community. We will continue to refine the tool and look forward to your feedback.

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