

**From:** [Communications, VCF \(CIV\)](#)  
**To:** [Communications, VCF \(CIV\)](#)  
**Subject:** VCF Website Update – New Password Policy  
**Date:** Monday, October 21, 2024 8:54:09 AM  
**Attachments:** [image001.png](#)

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**\*This email is sent from an unattended mailbox.\***

Good morning,

In an effort to continue to strengthen our security, the VCF has updated our password policy in our online claims management system.

**Effective today, October 21, 2024**, you can no longer use a commonly used password. If you create a commonly used password, you will receive an error message.

This update is in addition to our existing password requirements:

1. Passwords must contain:
  - 12 Characters
  - One Uppercase Letter
  - One Lowercase Letter
  - One Special Character
  - One Number
2. New passwords cannot be the same as any of your five (5) most recent passwords.
3. All passwords expire at 90 days.
4. The minimum password lifespan is 24 hours.

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

Thank you in advance for your understanding.

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VCF Helpline: 1-855-885-1555  
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