

**From:** [Communications, VCF \(CIV\)](#)  
**To:** [Communications, VCF \(CIV\)](#)  
**Subject:** VCF Update: Third Party Feeds & Missing Information Letters  
**Date:** Monday, December 16, 2024 3:22:07 PM  
**Attachments:** [image001.png](#)

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Good afternoon,

In response to law firm feedback raised during the [August 28, 2024 law firm call](#), the VCF has reviewed our practices and will be implementing the following changes to our missing information letter policy:

Missing Information Letter Extensions for Insufficient Third-Party Responses  
Effective immediately, the VCF will automatically allow 60 days to respond to missing information letters ("MI") issued as a result of an insufficient response from any entity with which we maintain a direct relationship (Salvation Army, FDNY, Arlington County Fire Department, Albany Fire Department, Department of Sanitation, ConEd, or CWA Local 1101). This is an extension of 46 days in addition to the default deadline of 14 days reflected in the MI. The VCF is tracking this deadline internally, you do not need to call to request the extension.

As with all VCF policy changes, this policy is not retroactive. Previously denied claims can be reactivated by submitting an amendment and uploading the additional presence documentation. Going forward, should you find a claim in this category, that was denied prior to the 60-day deadline, please provide the claim number to our Law Firm Liaisons.

Important Note: American Red Cross

The Red Cross is not an entity included in the missing information extension policy noted above. As discussed on the August call, our guidance for the Red Cross has always encouraged claimants to provide presence documentation to the VCF without waiting for the Red Cross to respond to our request for information. Information provided by the Red Cross does not consistently provide sufficient detail to prove presence. Individuals asserting presence as a volunteer in the NYC Exposure Zone with the Red Cross should submit other presence evidence, such as contemporaneous documents or Witness Presence Statements.

As a reminder, please do not contact the Red Cross for documents or information to support your VCF claim. Contacting the Red Cross directly will not expedite the processing of the claim and, in fact, may delay processing by tying up limited resources at the Red Cross.

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