

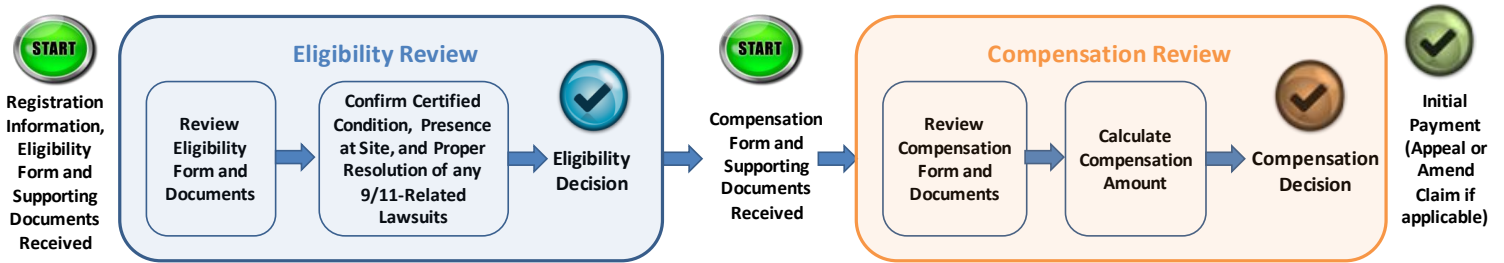


### VCF CLAIM REVIEW PROCESS

The VCF review process begins when we receive your Registration information, **ELIGIBILITY FORM**, supporting documents and the signed Attestations, Certifications and Exhibits. Submitting a completed Eligibility Form notifies us that you have filed a claim and provides the information we need to confirm your eligibility to receive compensation from the VCF. Whether submitted online or in hard copy, you will receive an Eligibility Form Acknowledgement Letter to confirm receipt of your claim and your VCF Claim Number.

Although each claim is unique and is reviewed individually, the same general process is used for all claims. The diagram below provides an overview of the claim review process. Each step is explained in more detail on Page 2.

### VCF Claim Review Process – Overview



You can help speed the processing of your claim by following the tips in the [VCF Claim Form Tip Sheet](#) when completing your Eligibility and Compensation Forms.

#### Ongoing Communications

We do our best to keep you informed about the status of your claim throughout the review process. If we determine that we are missing necessary information, we try to figure out the easiest way to get that information. Sometimes we will request that information directly from you or your lawyer. But, where possible, we try to reduce the burden on claimants by requesting information directly from third parties, such as employers. If an organization doesn't respond to our repeated requests, we will then request the information from you or your attorney.

**If you are working with an attorney,** the best way to get updated information about your claim is to call your attorney. Your attorney is in the best position to let you know exactly what has been submitted to the VCF and when it was submitted, and can update you on any requests the VCF has made for additional information. If you want to be kept informed of the requests made by the VCF to your attorney, you can talk with your attorney about requesting that the VCF send you a copy of any letters we mail to your attorney about your claim.

#### How long does the review process take?

Each claim is unique and there are many variables that can impact the review time, such as the need to contact third parties to collect or confirm information, the number of supporting documents submitted with the claim, and potentially unique circumstances that require additional review by the Special Master or consultation with outside experts. As a result, there is no set timeframe for review. We work as quickly as we can to render a decision once we have the information we need.

#### How do I check the status of my claim?

If you have questions at any time about the status of your claim, you can call the VCF toll-free Helpline at 1-855-885-1555 or log onto the online system and check your claim status.

#### What if I disagree with the eligibility decision or amount of my compensation?

Once you receive your eligibility or compensation decision letter, you have 30 days to notify the VCF that you would like to appeal the eligibility decision or the compensation calculation. The letter will include instructions on how to appeal the decision. Once the VCF receives your appeal, we will contact you to explain the next steps for your claim.

