

# **CHANGES TO PROCEDURES DUE TO THE CORONAVIRUS – COVID 19**

**Effective 1 April 2020 until 30 September 2020 (subject to change)**

**WE DO NOT WANT YOU TO PUT YOURSELVES AT ANY RISK OF THE CORONAVIRUS BY LEAVING YOUR HOME. WE HAVE DEVELOPED MANY ALTERNATIVES SO THAT WE CAN COMPLETE YOUR CLAIM RELATED FORMS QUICKLY. EVEN IF NONE OF THE MOST COMMON ALTERNATIVES BELOW WORK FOR YOU, WE WILL WORK WITH YOU TO FIND A WAY TO PROCESS YOUR CLAIM.**

## **APPLICATIONS**

If you are sending us an initial application form or a declaration form for one of our compensation programs you do **NOT** have to get your signature certified or notarized at this time. Just send it to us, signed, in the mail or send us a fax or email a scanned copy. We will contact you to tell you what else, if anything, we need from you.

## **DOCUMENTS**

Enclosed with this letter may be a request to provide us with additional documents so that we can process or approve your claim. Just send the document to us by email using a scan or photo of the document or fax it to us. You can also email us the information we require (regarding persecution or income).

We do not require that any of the documents be certified at this time. However, if we have requested a certified identification document, you can send an email with a photo of you holding a government issued ID or have your local social service agency send us an email that you are alive.

If you cannot do any of these methods, call us and we will find other ways to assist you that will not require you to leave your home. We can now do many things over the telephone that we could not do previously.

## **LIFE CERTIFICATES**

If we are sending you an initial life certificate and bank information for the Article 2 or CEE Fund, you can send the signed form by mail, fax or scan but do not have to get this notarized. However, we will need you (or someone else on your behalf) to either send us an email with a photo of you holding a government issued ID or have your local social service agency send us an email that you are alive. If neither is possible, please contact us and we will find another way to assist you that will not require you to leave your home.

**MOST IMPORTANTLY, WE VALUE YOUR HEALTH ABOVE ALL. IF YOU NEED TO COMPLETE ANY OF THESE FORMS AND CANNOT FOLLOW THE SUGGESTED PROCEDURES CALL US.**

### **SEND FAXES TO:**

- +1-332-900-1668 (United States)
- +972-03-624-1056 (Tel Aviv)
- +49-69-9707-0140 (Frankfurt)

### **SEND EMAILS TO:**

- [cprograms@claimscon.org](mailto:cprograms@claimscon.org) (United States)
- [Infodesk@claimscon.org](mailto:Infodesk@claimscon.org) (Tel Aviv)
- [A2-HF-CEEF2@claimscon.org](mailto:A2-HF-CEEF2@claimscon.org) (Frankfurt)
- [IAA@claimscon.org](mailto:IAA@claimscon.org) (Appeals Authority)

### **PHONE US:**

- +1-646-536-9100 (United States)
- +972-(3)-519-4400 (Tel Aviv from outside Israel)
- 03-624-1056 (Tel Aviv from within Israel)
- +49 69 970 7010 (Frankfurt)