

THE FOLLOWING IS A BROADCAST EMAIL TO ALL OVS FUNDED VICTIM ASSISTANCE PROGRAMS

Dear Colleague:

On Tuesday, November 22 from 8:00 am to 10:00 am, OVS will be conducting an upgrade to our Claims Assistant program. VAPs will not be able to submit or access claims through the Victim Service Portal (VSP) during this time.

Once the system is upgraded and you are again able to submit claims, OVS will notify VAPs by Broadcast Email.

We appreciate your patience and cooperation as we continue to improve the efficiency of claims processing.

On behalf of the New York State Office of Victim Services, thank you for your commitment to providing the highest quality services to innocent victims of crime in New York State.

Sincerely,

Emma Graham

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