

You now have **three** ways to access up-to-date information on **your** claim.

- ❖ **Use** the DAVE System. (Available 24-hours a day, 7 days a week).
- ❖ **Contact** the local victim service program that assisted you in filing your claim.
- ❖ **Call** the Victims Compensation Assistance Program toll-free at (800) 233-2339.

What is the DAVE System?

The DAVE (Dependable Access for Victimization Expenses) System is an automated claim processing system used by victim advocates to file compensation claims and by the Victims Compensation Assistance Program (Program) staff to process claims.

Am I eligible to use the DAVE System?

You can use DAVE if....

- ❖ You have a compensation claim on file with the Program.
- ❖ You have your claim number and your PIN (Personal Identification Number).
- ❖ You agree to the Privacy and Security Policy Summary of the DAVE site.

Do I need any special equipment to use the DAVE System?

You will need a computer with Internet access.

How do I access my claim information?

You will be able to access your claim information by simply logging into the DAVE System at:

<https://www.dave.pa.gov>

and click on the **Victim/Claimant Login** button.

You will need your claim number and your PIN to login. You received a temporary PIN in the letter from the Program acknowledging the receipt of your claim. When you log into the site for the first time you will be asked to change your temporary PIN to a permanent one of your choosing.

Can others access claim information through the DAVE System?

In addition to victims and claimants (the person who filed the claim) **victim advocates** who have been trained to

use the DAVE System are able to view all claims their agency has submitted.

What if I forget my PIN?

As part of your first login to the DAVE System you will be given the opportunity to complete an **Optional** section. This step will allow the Program to assist you in the future should you ever forget your PIN. You must provide the Program with a valid email address in order to use this option.

If you forget your PIN just click on the **Forget Your PIN?** link on the login page and the Program will automatically email your PIN to you.

What types of information will I be able to view on the DAVE System?

You can....

- ❖ View basic information about your claim.
- ❖ Find out what documents are still needed from you or others (such as a provider).
- ❖ View payments made to you or a provider.
- ❖ View information on bills that were submitted.
- ❖ Change your address, telephone number or PIN.
- ❖ Email the Program with questions about your claim.

What do I do after I log on?

After you have successfully logged into the DAVE System just click on

Claim Details to view the:

- ❖ Claim Summary Screen
- ❖ Address Screen
- ❖ Documents Screen
- ❖ Expenses Screen
- ❖ Payments Screen

Where can I find more information about the DAVE System and how to view more details?

Just click on the **Using This Site** link. Additional information is also available by selecting a link in the dark blue area on the left side of the screen. These links allow you to view the steps in the Claims Process, a Glossary of Terms frequently used by the Program, and Frequently Asked Questions.

Where do I go to get help using the DAVE System?

Please call the Victims Compensation Assistance Program **toll-free at (800) 233-2339** and one of our Client Service Representatives will gladly assist you.

Victims Compensation Assistance Program

Office of Victims' Services
P.O. Box 1167
Harrisburg, Pennsylvania
17108-1167

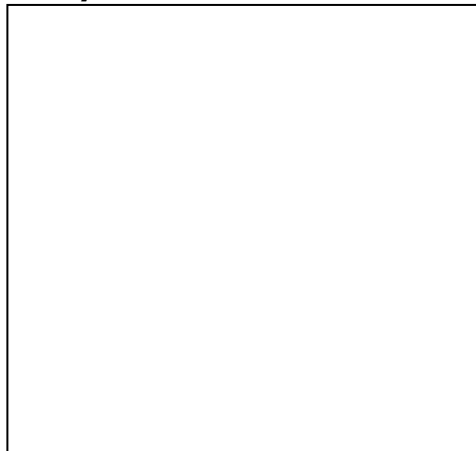
By telephone
(800) 233-2339
OR
(717) 783-5153
FAX (717) 787- 4306



To apply for compensation online go to:

www.pacrimevictims.com

In your local area contact:



Want to find out what's happening with YOUR compensation claim?

Just ask DAVE!



Victims and claimants can now access their compensation claim information online.



**Office of Victims' Services
Victims Compensation Assistance Program**