

**SCHEDULE 7 TO
PROTOCOL FOR COVID-19 VACCINE FACILITY NO-FAULT COMPENSATION SCHEME**

**INSTRUCTIONS ON HOW TO SUBMIT A CLAIM FOR COMPENSATION UNDER THE COVID-19
VACCINE FACILITY NO-FAULT COMPENSATION SCHEME¹**

CLAIMS CAN BE SUBMITTED AT www.C19VaccineNFC.com

A. Background:

All COVID-19 vaccines that are either: (i) procured and/or delivered by UNICEF on a Participating Country's behalf; (ii) donated to a Participating Country through UNICEF; or (iii) formally included into the Scheme (but otherwise procured and/or delivered but not by or through UNICEF) will have received regulatory approval or an emergency use authorisation, allowing their general availability, including in your country. UNICEF will not compromise on the safety and efficacy of the COVID-19 vaccines covered by this Scheme and will, in addition to all the rigorous processes that have been followed by UNICEF, rely on regulatory authorities to ensure that is the case. Nevertheless, all vaccines approved for general use may, in rare cases, cause serious adverse events. Serious adverse events are possible rare reactions or problems that can occur during or after vaccination and may cause injury.

B. About the Scheme:

If you have sustained an injury (or a person on whose behalf you are entitled to act, has sustained an injury) as a result of a COVID-19 vaccine either: (i) procured and/or delivered by UNICEF on a Participating Country's behalf; (ii) donated to a Participating Country through UNICEF; or (iii) formally included into the Scheme (but otherwise procured and/or delivered but not by or through UNICEF), or the administration of such a vaccine, you may be entitled to receive compensation under the UNICEF No Fault Compensation Scheme (the "**Scheme**").

The Scheme's Administrator is ESIS Inc. (the "**Administrator**"), which is an independent claims administrator with over 30 years' of relevant claims handling experience, and has regional centres around the world able to assist Claimants. You will find contact information for the Administrator below.

Please see the Scheme's website, available at www.C19VaccineNFC.com for more information about the Scheme. This website includes information and resources (available in English), about the Scheme, including:

- (1) the Scheme's Protocol (i.e., procedure), the Claim Form, the Supporting Evidence Form and other Scheme forms;
- (2) frequently asked questions and answers about the Scheme ("**FAQs**"); and
- (3) contact information for the Administrator, including (a) its email address; (b) the mailing addresses and direct (at-cost) telephone numbers for the Scheme's Regional Centres; and (c) the telephone numbers for the Scheme's Global Telephone Hotline (which may be toll- free or at-cost, depending on which country you are calling from).

¹ Version dated 24 March 2022.

We suggest that you carefully read the Protocol and the FAQs to obtain more information about the nature of the compensation that the Scheme offers, the types of injuries that are eligible for compensation, and the other conditions that apply to the Scheme.

Please also note that there is a fixed timeline within which the Claim materials (that is: the Claim Form, the Supporting Evidence Form and the other documents that must be submitted with these forms) must be submitted to the Administrator. These fixed timelines are described as the “Reporting Period” in Section 2 of the Scheme’s Protocol and are illustrated in Schedule 6 (Illustrative Diagram of the Reporting Period) to the Scheme’s Protocol, available under the “Printable Scheme Forms” section on the Scheme’s website at www.C19VaccineNFC.com. You can also find more information about the Reporting Period in the FAQs.

If you have questions about the Scheme, a Claim Form or other Scheme forms which are not answered on the Scheme’s website (available at www.C19VaccineNFC.com), or if you need help with submitting any Scheme forms, please contact the Administrator for assistance using the contact details described in Part D “Contact Information for Help/Questions”, below. **Please note that the Administrator cannot complete a Claim or other Scheme forms on your behalf.**

C. How to Submit a Claim for compensation under the Scheme:

STEP 1: OBSERVE THE 30-DAY WAITING PERIOD AFTER VACCINATION

You should wait 30 days after the UNICEF-distributed COVID-19 vaccine was administered to you (or to the person on whose behalf you are submitting a Claim), before taking any steps towards: (a) the completion or submission of the Claim Form and the Supporting Evidence Form, and (b) obtaining any of the documents that are required to be submitted with these forms. After this 30-day waiting period is over, you can proceed with taking these steps.

Exception: The 30-day waiting period does not apply in case that: (1) the Patient has died after a Vaccine was administered to him/her, and (2) the Patient’s death is considered by a Registered Healthcare Professional to have been caused by that Vaccine or its administration.

The reason for this 30-day waiting period is to avoid that persons who suffer non-serious adverse events associated with a UNICEF-distributed COVID-19 Vaccine, or the administration of such a Vaccine, apply for compensation under the Scheme. Non-serious adverse events are not covered by the Scheme.

STEP 2: ENSURE THAT ALL CLAIM MATERIALS ARE DULY COMPLETED, SIGNED AND DATED

After the 30-day waiting period described above is over, you can proceed to apply for compensation under the Scheme. To apply for compensation, you should: (1) complete the Claim Form; (2) ask relevant Registered Healthcare Professional(s)² to complete the Supporting Evidence form; (3) obtain the other documents required to be submitted with these forms; and then (4) submit them to the Administrator.

² “Registered Healthcare Professional” means any healthcare professional (including physicians, surgeons, nurses, midwives, nurse practitioners, physicians’ assistants, psychiatrists, physical therapists, occupational therapists, dentists and pharmacists), who is duly licensed or legally authorised to practice the profession in the country in which the Patient resides and received the Vaccine, or in the case of birth defects, where the Patient’s mother resides and received the Vaccine.

The Claim Form, the Supporting Evidence form and other Scheme forms are available for download in English on the Scheme's website at www.C19VaccineNFC.com.

To complete the Claim Form (Schedule 2), you have the following two options: (1) complete the Claim directly online on the Scheme's website (www.C19VaccineNFC.com); or (2) download, print and complete the Claim Form on paper.

For completion of the Supporting Evidence Form or any other Scheme forms, please download the form from the Scheme's website (www.C19VaccineNFC.com), print it, and complete it on paper (or, in the case of the Supporting Evidence Form, have it completed on paper by one or more Registered Healthcare Professional(s)). Except for the Claim Form, the other Scheme forms (including the Supporting Evidence form) cannot be completed online on the Scheme's website.

The Claim Form, the Supporting Evidence form and all other Scheme forms must be completed and submitted in English only; no other languages can be accepted by the Administrator. However, the other documents that are required to be provided with the Claim Form and the Supporting Evidence form (as described in these forms) can be obtained and submitted in other languages. Please see Step 3 below for more details about how to submit the Scheme's forms, once completed.

STEP 3: SUBMIT ALL CLAIM MATERIALS (TOGETHER AND AT THE SAME TIME) TO THE ADMINISTRATOR USING ONE OF THE MEANS BELOW

Once all your Claim materials have been duly completed, signed, dated and obtained, you can submit them to the Administrator. Please note that all Claim materials should all be **submitted together and at the same time through one of the means described below**. Please also remember that you should do this before the end of the Reporting Period described in Part B above.

You can submit the Claim Form and other Claim materials either **online through the Scheme's website, or by email or by regular mail**. Please see below for more information.

1. **To submit online:** To submit the Scheme Claim materials online, then please:
 - a. complete and submit the Claim Form directly online (or if you have completed the Claim Form on paper, then upload and submit the Claim Form online) on the "*Online Submission of Claim Materials*" section or the "*Online Claim*" section of the Scheme's website at www.C19VaccineNFC.com; **and**
 - b. upload and submit the Supporting Evidence Form and the other documents that you should submit with the Claim Form and the Supporting Evidence Form, directly on the "*Online Submission of Claim Materials*" section or the "*Claim Attachments*" section of the Scheme's website at www.C19VaccineNFC.com.
2. **To submit by email:** To submit the Scheme Claim materials by email, please: (a) scan the printed and completed Claim Form, Supporting Evidence form and the other documents that you should submit with these forms; and (b) email these scanned forms and documents (as one or more email attachments) to nofaultclaims@esis.com.
3. **To submit by regular mail:** To submit the Scheme Claim materials by regular mail, please send the printed and completed Claim Form, Supporting Evidence form and the other

documents that you should submit with these forms, by regular mail to one of the Scheme's Regional Centres, whose addresses are provided in Part D below and are also available under the "Contact Us" section of the Scheme's website available at www.C19VaccineNFC.com.

All Claim Forms will be time and date stamped by the Administrator upon their receipt. Within 24 hours of receipt by the Administrator, the Administrator will send you an acknowledgement (by email or mail) of the receipt of your Claim materials. This Acknowledgement will include your Claim number, the name of the assigned claim representative of the Administrator and his/her direct contact information.

D. Contact Information for Help/Questions:

If you have general inquiries about the Scheme or the Claims process, you can contact the Administrator through any of the following means:

1. **By email:** You can email your questions to the Administrator at: nofaultclaims@esis.com
2. **By regular mail:** You can send your questions to the Administrator by regular mail:
 - a. to one of the Scheme's Regional Centres whose addresses are listed in **Annex 1 to these Instructions (Contact Information for Regional Centres)** and are also available under the "Contact Us" section of the Scheme's website www.C19VaccineNFC.com; or
 - b. to the ESIS headquarters in the United States, whose address is shown below:

ESIS
New Claims Reporting
Attention: UNICEF Team
P.O. Box 5129
Scranton, PA 18505-0568
United States of America

3. **By calling the Scheme's Global Telephone Hotline or one of Scheme's Regional Centres:** You can call any of the telephone numbers below and a representative of the Administrator will assist you, but please note that **you will not be able to complete or submit a Claim or any Scheme forms by telephone**. The telephone numbers for the Scheme's Regional Centres are at-cost. The telephone number for the Global Telephone Hotline may be toll-free or at-cost, depending on which country you are calling from. You should verify whether or not any calling charges apply before calling any of the telephone numbers below:

Global Telephone Hotline	00-1-404-905-8883
Australia Regional Centre	+61 7 3223 3100
Singapore Regional Centre	+65 6632 8639