

**SCHEDULE 8 TO  
PROTOCOL FOR AVAT NO FAULT COMPENSATION SCHEME**

**INSTRUCTIONS ON HOW TO SUBMIT AN APPLICATION FOR COMPENSATION UNDER  
THE AVAT NO FAULT COMPENSATION SCHEME**

**APPLICATIONS CAN BE SUBMITTED AT [www.avatclaims.com](http://www.avatclaims.com)**

**A. Background:**

All COVID-19 vaccines procured or distributed through the AVAT Framework will have received regulatory approval or an emergency use authorization, allowing their general availability, including in your country. AVAT will not compromise on safety and efficacy of the COVID-19 vaccines procured or distributed under the AVAT Framework and will, in addition to all the rigorous processes that have been followed by AVAT, 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 Program:**

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 procured or distributed through the AVAT Framework, or the administration of such a vaccine, you may be entitled to receive compensation under the AVAT No Fault Compensation Scheme (the “**Program**”).

The Program’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 centers around the world able to assist Program applicants in all Participating Member States. You will find contact information for the Administrator below.

Please see the Program’s website, available at [www.avatclaims.com](http://www.avatclaims.com) for more information about the Program. This website includes information and resources (available in English at Program outset, and subsequently, in French and Portuguese) about the Program, including:

- (1) the Program’s Protocol (i.e., procedure), the Application Form, the Supporting Evidence Form and other Program forms;
- (2) frequently asked questions and answers about the Program (“**FAQs**”); and
- (3) contact information for the Administrator, including: (a) its email address; (b) the mailing addresses and direct (which may be toll-free or at-cost depending on which Participating Member State you are calling from) telephone numbers for the Program’s Regional Centers; and (c) the telephone numbers for the Program’s Global Telephone Hotline (at-cost).

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

Please also note that there is a fixed timeline within which the application materials (that is: the Application 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 Program’s Protocol and are illustrated in Schedule 7 (Illustrative Diagram of the Reporting Period) to the Program’s Protocol, available on the Program’s website at [www.avatclaims.com](http://www.avatclaims.com). You can also find more information about the Reporting Period in the FAQs.

If you have questions about Program, an Application Form or other Program forms which are not answered on the Program’s website (available at [www.avatclaims.com](http://www.avatclaims.com)), or if you need help with submitting any Program 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 an Application or other Program forms on your behalf.**

### **C. How to Submit an Application for Compensation under the Program:**

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

You should wait 30 days after the COVID-19 vaccine distributed under the AVAT Framework was administered to you (or to the person on whose behalf you are submitting an Application), before taking any steps towards: (a) the completion or submission of the Application 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 COVID-19 Vaccine distributed under the AVAT Framework, or the administration of such a Vaccine, apply for compensation under the Program. Non-Serious Adverse Events are not covered by the Program.

#### **STEP 2: ENSURE THAT ALL APPLICATION 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 Program. To apply for compensation, you should: (1) complete the Application form; (2) ask relevant Registered Healthcare Professional(s)<sup>1</sup> to complete the

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<sup>1</sup> **“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 authorized to practice the profession in the AMC Eligible Economy 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.

Supporting Evidence form; (3) obtain the other documents required to be submitted with these forms; and then (4) submit them to the Administrator.

The Application Form, the Supporting Evidence Form and other Program forms are available for download in English at Program outset, and subsequently in French and Portuguese on the Program's website at [www.avatclaims.com](http://www.avatclaims.com)

To complete the Application Form (Schedule 2), you have the following two options: (1) complete the Application directly online on the Program's website ([www.avatclaims.com](http://www.avatclaims.com)); or (2) download, print and complete the Application form on paper.

For completion of the Supporting Evidence Form or any other Program forms, please download the form from the Program's website ([www.avatclaims.com](http://www.avatclaims.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 Application form, the other Program forms (including the Supporting Evidence form) cannot be completed online on the Program's website.

The Application Form, the Supporting Evidence Form and all other Program forms must be completed and submitted in English at Program outset, or subsequently in French or Portuguese only; no other languages can be accepted by the Administrator. However, the other documents that are required to be provided with the Application 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 Program's forms, once completed.

### **STEP 3: SUBMIT ALL APPLICATION MATERIALS TO THE ADMINISTRATOR USING ONE OF THE MEANS BELOW**

Once all your application materials have been duly completed, signed, dated and obtained, you can submit them to the Administrator. Please note that your application will not be considered complete until you have submitted your Application Form **together with** the required Supporting Evidence Forms. Please also remember that you should do this before the end of the Reporting Period described in Part B above.

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

1. **To Apply Online:** To submit the Program application materials online, then please:
  - a. complete and submit the Application Form directly online on the Program's website at [www.avatclaims.com](http://www.avatclaims.com); **and**
  - b. upload and submit the Supporting Evidence Form and the other documents that you should submit with the Application Form and the Supporting Evidence Form, directly on the Program's website at [www.avatclaims.com](http://www.avatclaims.com).
2. **To Apply by uploading printed Application Form through website:** To submit the manually completed Program application materials through the website, please:
  - a. scan the printed and completed Application form, Supporting Evidence form and the other documents that you should submit with these forms;

- b. upload and submit the manually completed Application Form on the “Submit Application Form” section of the website ([www.avatclaims.com](http://www.avatclaims.com)); and
  - c. upload and submit the Supporting Evidence Form and the other documents that you should submit with the Application Form and the Supporting Evidence Form onto the “Submit Documents” section of the website ([www.avatclaims.com](http://www.avatclaims.com)).
3. **To Apply by Email:** To submit the Program application materials by email, please: (a) scan the printed and completed Application 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 [avatclaims@esis.com](mailto:avatclaims@esis.com).
  4. **To Apply by Regular Mail:** To submit the Program application materials by regular mail, please send the printed and completed Application form, Supporting Evidence form and the other documents that you should submit with these forms, by regular mail to one of the Program’s Regional Centers, whose addresses are provided in Part D below and are also available under the “Contact Us” section of the Program’s website available at [www.avatclaims.com](http://www.avatclaims.com).

All Application 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 application materials. This Acknowledgement will include your Application 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 Program or the application process, you can contact the Administrator through any of the following means:

1. **By Email:** You can email your questions to the Administrator at: [avatclaims@esis.com](mailto:avatclaims@esis.com).
2. **By Regular Mail:** You can send your questions to the Administrator by regular mail:
  - a. to one of the Program’s Regional Centers whose addresses are listed in **Annex 1 to these Instructions (Contact Information for Regional Centers)** and are also available under the “Contact Us” section of the Program’s website ([www.avatclaims.com](http://www.avatclaims.com)); or
  - b. to the ESIS headquarters in the United States, whose address is shown below:

ESIS  
New Claims Reporting  
Attention:  
Todd DeStefano, Senior Vice President of Claims and ESIS Managing Counsel  
ESIS, Inc.  
436 Walnut Avenue  
Philadelphia, PA. 19106  
  
United States of America

3. **By Calling the Program’s Global Telephone Hotline or one of Program’s Regional Centers:** 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 an Application or any Program forms by telephone.** The telephone numbers for the Program’s Regional Centers may be toll-free or at-cost, depending on which Participating Member State you are calling from. The telephone number for the Global Telephone Hotline is at-cost. 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
South Africa ( <u>for all African Union states except for Benin, Egypt, Gabon and Tunisia</u> )	+27 (0) 11 463-5900
Mexico ( <u>for all CARICOM states only</u> )	+52 55 5093 6467
Belgium ( <u>for Benin, Gabon and Tunisia only</u> )	+32 2 714 03 60
UAE ( <u>for Egypt only</u> )	+971 4 345 9541

4. **By WhatsApp Message:** You can message the number below using WhatsApp and a representative of the Administrator will assist you, but please note that **you will not be able to complete or submit an Application or any Program forms using WhatsApp.**

WhatsApp	+1 (657) 258-5685
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