

9/11 MEMORIAL

MEMORIAL NAMES
VERIFICATION & ARRANGEMENT

POLICY AND PROCEDURES

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The National September 11 Memorial and Museum (the “9/11 Memorial”) has developed this Memorial Names Verification & Arrangement Policy and Procedures (the “Policy”) to guide the verification and arrangement of names to be inscribed on the National September 11 Memorial (the “**Memorial**”). As part of its names verification process (“**Verification Process**”) the 9/11 Memorial will: 1) verify the listing of the names of the victims of the September 11, 2001 and February 26, 1993 attacks (the “**Victims**”) for inscription on the Memorial; 2) verify the “grouping” of the Victims’ names for placement on the Memorial in one of nine identified locations; 3) gather further information about affiliations to help guide the arrangement; 4) provide the next of kin of the Victims with an opportunity to request that the name of their loved one be inscribed on the Memorial next to names of other Victims (“**Adjacency Requests**”); and 5) allow the next of kin of the Victims to provide additional optional information to guide the arrangement of names and to appear within Memorial kiosks and/or within the National September 11 Memorial Museum.

Victims’ names will be arranged on the Memorial in nine groupings as follows (these grouping titles will be inscribed on the Memorial):

NORTH POOL

- 1) **World Trade Center:** Those who worked in or were visiting the North Tower (1 World Trade Center);
- 2) **Flight 11:** Crew and passengers of American Airlines Flight 11; and
- 3) **February 26, 1993:** Those who were killed as a result of the February 26, 1993 bombing of the World Trade Center.

SOUTH POOL

- 4) **World Trade Center:** Those who worked in or were visiting the South Tower (2 World Trade Center) or other locations in the WTC complex, including 3, 4, 5, 6, and 7 WTC, the concourse, plaza, sub-grade, and surrounding areas;
- 5) **Flight 175:** Crew and passengers of United Airlines Flight 175;
- 6) **Pentagon:** Those who worked in or were visiting the Pentagon;
- 7) **Flight 77:** Crew and passengers of American Airlines Flight 77;
- 8) **Flight 93:** Crew and passengers of United Airlines Flight 93; and
- 9) **First Responders:** For purposes of grouping on the Memorial, a “**First Responder**” is defined as a recipient of the 9/11 Heroes Medal of Valor awarded by the White House on September 9, 2005 (please note that First Responders will be listed by inscribed sub-groupings pertaining to their agencies and units within this grouping, as confirmed by the agencies).

Within each of the nine groupings set forth above, names will be clustered to reflect further significant relationships, so that those who shared a bond during life can be memorialized together. For example, to the extent the information is provided to the 9/11 Memorial pertaining to Victims’ affiliations, it will attempt to list employees of World Trade Center companies and/or agencies, or flight crew members from the four planes, together. As described below, as a further step, names will be arranged to allow for specific Adjacency Requests.

WORLD TRADE CENTER VICTIMS

World Trade Center Victims include those who were killed as a result of the February 26, 1993 attack, and those who were killed as a result of the September 11, 2001 attack in the World Trade Center complex, the surrounding area of the World Trade Center, aboard American Airlines Flight 11 and United Airlines Flight 175, and First Responders (as defined above), as provided to the 9/11 Memorial by the New York City Office of the Chief Medical Examiner.

I. Procedure

The 9/11 Memorial will mail a verification package, including a letter explaining the Verification Process, (“**Verification Letter**”) and a form by which the recipient can verify a Victim’s name, grouping, and Adjacency Requests, and give other optional information (“**Verification Form**”), directly to the next-of-kin of the World Trade Center Victims. Except for the unique circumstances noted below, the 9/11 Memorial will use all reasonable efforts to identify and work with the World Trade Center Victims’ next-of-kin (“**NOK**”) as defined by the New York Estates Powers and Trusts Law; or, in the event that a Victim had a “domestic partner,” with his or her domestic partner as defined in the New York Public Health Law, to conduct its Verification Process in the manner set forth in this Policy. Information concerning the identity and mailing addresses for the World Trade Center Victims’ NOK has been compiled from databases provided to the 9/11 Memorial by the City of New York’s Office of the Mayor, Community Assistance Unit, Department of Health, and Office of the Chief Medical Examiner and from data provided by family members of the victims via the 9/11 Memorial website “Family Information” page (www.national911memorial.org/familyinfo) and other written correspondence.

The following guidelines apply to the mailing of Verification Letters and Verification Forms to the World Trade Center Victims’ NOK:

Notification of Incorrect NOK: Recipients of the Verification Letter and Verification Form will be asked to advise the 9/11 Memorial if they are not the World Trade Center Victim’s NOK (or the appropriate recipient of the letter within the exceptions set forth below) and, if possible, to provide the 9/11 Memorial with the name and address of the correct NOK.

Multiple NOK: The 9/11 Memorial will send Verification Letters and Verification Forms to all NOK known to the 9/11 Memorial and for whom the 9/11 Memorial has an address.

Underage NOK: Verification Letters and Verification Forms will be sent to the guardians of underage NOK. The 9/11 Memorial will send Verification Letters and Verification Forms directly to the NOK who were under the age of 18 at the time of the September 11, 2001 or February 26, 1993 attacks but who are now, to the knowledge of the 9/11 Memorial, 18 years of age or older.

Unclear Information Regarding Identity of NOK: Where it is not clear from the information provided by the City of New York, or other available sources, who the NOK is for a given World Trade Center Victim, the 9/11 Memorial will contact family members for whom contact information is available to attempt to discern the correct NOK and his/her address, without unduly intruding on the family’s privacy. If no sources conclusively reveal the identity of the NOK, the Verification Letter and Verification Form will be sent to the closest relative or contact person known to the 9/11 Memorial.

Representative/Liaison for the NOK: In cases where the 9/11 Memorial has been advised by the City of New York, by a family member of the Victim, or by an attorney representing the NOK that the NOK, for physical, emotional, or other appropriate reasons, should not receive the Verification Letter and Verification Form, the Verification Letter and Verification Form will be sent to the individual who has been serving as the NOK's representative or liaison. The Verification Letter will also give the NOK the option to designate a different contact person to work with the 9/11 Memorial on this process, if the NOK does not wish to participate.

NOK Information not Available: Where there is no information about a World Trade Center Victim from any of the 9/11 Memorial resources, the 9/11 Memorial will conduct research on the World Trade Center Victim from available sources to locate the NOK or any relative or contact person. If no relative or contact person of the World Trade Center Victim can be found and/or reached, the World Trade Center Victim's name will be listed on the Memorial in accordance with the 9/11 Memorial's records.

NOK for Whom no Address is Available: Where a NOK has been identified but no address has been provided, the 9/11 Memorial's staff will attempt to determine the address from contact with other family members and/or other research. If outreach and/or research efforts do not yield an address for the NOK, the Verification Letter and Verification Form will be sent to the next closest relative or contact person of the World Trade Center Victim for whom the 9/11 Memorial has an updated address. If no contact information exists for any relatives or contact person, the World Trade Center Victim's name will appear on the Memorial as it does in the 9/11 Memorial's records.

Deceased NOK: In cases where the 9/11 Memorial is informed that the identified NOK is deceased, the 9/11 Memorial will contact other relatives for whom contact information is available to attempt to determine the next NOK. Verification Letters and Verification Forms will be mailed to the next closest relative(s) and/or contact person who is/are identified to the NS11MM and for whom an address is available.

Address Review: Before the 9/11 Memorial mails the Verification Letters and Verification Forms, all addresses will be reviewed by the National Change of Address service to best determine the NOK's most updated address.

Secure Website Form: The NOK of all Victims will be offered the opportunity to complete the Verification Form at a secure website online. Each NOK will receive a unique login and password to access the Verification Form. The online Verification Form will contain all of the same information and questions as the hard copy Verification Form. The online Verification Form may be submitted only once.

Deadline: The NOK will be asked to return the Verification Forms or submit the online Verification Forms by a date specified on the Verification Forms. If the NS11MM does not receive the Verification Form by such date, the Victim's name will be inscribed on the Memorial as it appears in the 9/11 Memorial's records.

II. Content

Name Verification

On the Verification Form, the NOK will be asked to verify the listing of the World Trade Center Victim's name as it appears in the 9/11 Memorial's records. The 9/11 Memorial will propose on the Verification Form the World Trade Center Victim's name as it appears on the World Trade Center Victim's most recent death certificate, as provided by the New York City Department of Health, or as may have been subsequently updated as provided to the 9/11 Memorial by the New York City Department of Health and/or New York City Office of the Chief Medical Examiner. The NOK will be invited to request revisions to the listing of the World Trade Center Victim's name on the Verification Form, within specified guidelines set forth in the Verification Form (as described below, the "**Guidelines**"). If requested revisions do not conform to the 9/11 Memorial Guidelines, the name will be inscribed on the Memorial as it appears in the 9/11 Memorial's records.

Guidelines for Revision Requests:

*The following **will** be included:*

- Suffixes that are name-related (e.g., "Jr.," "Sr.," "III")
- Middle Names or Initials
- Hyphenated or Double Last Names
- Foreign Accents

*The following **will not** be included:*

- Prefixes or Titles (e.g., "The Honorable," "The Reverend," "Dr.," "Mr.," "Mrs.," "Ms.")
- Suffixes that are title-related (e.g., "Ph.D.," "M.D.")
- Indications of Rank
- Inscriptions in characters other than the English/Roman Alphabet

Grouping Verification

On the Verification Form, the NOK will be asked to verify the "grouping" of the World Trade Center Victim's name for placement on the Memorial. The proposed groupings are based on information from lists provided to the 9/11 Memorial by World Trade Center companies and agencies, information from The Port Authority of New York and New Jersey as former operator of the World Trade Center, online biographies of Victims, and information from relatives of the Victims.

Groupings to be located around the north pool are associated with the North Tower of the World Trade Center: those who worked in or were visiting the North Tower, the crew and passengers of American Airlines Flight 11, and those who were killed as a result of the February 26, 1993 bombing of the World Trade Center. The south pool of the Memorial will include all remaining groupings, including both those associated with the South Tower of the World Trade Center (those who worked in or were visiting the South Tower, those in the surrounding area of the World Trade Center, and the crew and passengers of United Airlines Flight 175) and all other groupings (those who worked in or were visiting the Pentagon, the crew and passengers of American Airlines Flight 77 and United Airlines Flight 93, and First Responders).

If a World Trade Center Victim worked for a company or agency with headquarters at the World Trade Center and the location in which such World Trade Center Victim worked is unknown, or the World Trade Center Victim worked in various locations within the World Trade Center, the proposed grouping will correspond to the location of the headquarters of the World Trade Center Victim's company or agency. As explained in the Verification Letter, the names of World

Trade Center Victims who worked in or were visiting areas of the World Trade Center complex other than the North Tower (1 World Trade Center) will be placed in the World Trade Center grouping around the South Pool.

As set forth above, "First Responder," for purposes of the Memorial grouping, is defined as a recipient of the 9/11 Heroes White House Medal of Valor awarded by the White House on September 9, 2005.

The NOK may request that World Trade Center Victims' names be moved to another grouping that corresponds to the location in which the World Trade Center Victim died (if different from where he or she worked), or with which the World Trade Center Victim had another meaningful affiliation. The NOK of First Responder Victims may request that the Victim's name be listed in a grouping other than the First Responder grouping. Victims' names in other proposed groupings, however, may not be moved into the First Responder grouping.

Where no NOK contact information is available, World Trade Center Victims' names will be inscribed in the grouping determined, to the best of its knowledge, by the 9/11 Memorial.

Adjacency Requests

The NOK will be invited to request or review names of other Victims next to whom the 9/11 Memorial will attempt to inscribe their loved one's name on the Memorial ("**adjacencies**"), as described on the Verification Form. The NOK may request adjacencies in a grouping different from the World Trade Center Victim's grouping as designated by the 9/11 Memorial. The NOK will generally be asked to request one or two adjacencies, but may request more than two adjacencies in the case of family relationships. The 9/11 Memorial may not be able to honor all adjacencies requested, but will use all reasonable efforts to accommodate all requests. The 9/11 Memorial may in certain circumstances also collaborate with World Trade Center companies or agencies in an effort to further inform the arrangement of names within the Groupings.

First Responders

If the NOK of a First Responder requests an adjacency with a Victim outside the First Responder grouping, the First Responder's name will be moved to the other grouping. If the NOK of a Victim outside the First Responder grouping requests an adjacency with a First Responder, the 9/11 Memorial will consult with the NOK of the First Responder to determine whether the NOK wishes for the First Responder's name to be removed from the First Responder grouping to fulfill the Adjacency Request.

Pregnancies

The Verification Form will include an opportunity for NOK to indicate if a loved one was pregnant at the time of her death, and to request to be contacted about acknowledging her unborn child on the Memorial. If the NOK chooses, the pregnant victim's inscribed name will be followed by the words "and her unborn child."

PENTAGON AND FLIGHT 77 VICTIMS

Pentagon and Flight 77 Victims include those who were killed at the Pentagon and aboard American Airlines Flight 77, as provided to the 9/11 Memorial by the Pentagon.

I. Procedure: The 9/11 Memorial will send the verification package via the official Pentagon Liaison to those who have been identified as the NOK of the Pentagon and Flight 77 by the Pentagon. (The 9/11 Memorial will provide the liaison with a copy of this Policy.) Contact information for Pentagon and Flight 77 NOK is not authorized to be released directly to the 9/11 Memorial. Pentagon and Flight 77 families will be encouraged to register directly with the 9/11 Memorial for future correspondence.

II. Content

The verification package for Pentagon and Flight 77 victims will be the same as the verification package sent to WTC victims, described above, except that the names proposed on the Verification Forms will be the names of the victims as provided to the 9/11 Memorial by the Pentagon. The 9/11 Memorial will also include a request for NOK to provide the 9/11 Memorial with direct contact information.

FLIGHT 93 VICTIMS

Flight 93 Victims include those who were killed aboard United Airlines Flight 93, as provided to the 9/11 Memorial by the National Park Service.

I. Procedure: The 9/11 Memorial will send a Verification Letter via the official liaison of the Families of Flight 93 to those who have been identified as the NOK of the Flight 93 Victims by the Families of Flight 93. (The 9/11 Memorial will provide the liaison with a copy of this Policy.) Contact information for Flight 93 NOK is not authorized to be released directly to the 9/11 Memorial. Flight 93 families will be encouraged to register directly with the 9/11 Memorial for future correspondence.

II. Content

The verification package for Flight 93 Victims will be the same as the verification package sent to WTC victims, described above, except that the names proposed on the Verification Forms will be the names as they appear on a working list provided to the 9/11 Memorial by the National Park Service for the development of the official Flight 93 Memorial. (The State of Pennsylvania did not provide the 9/11 Memorial with a listing of the names of the Flight 93 victims as the names appear on the victims' death certificates.) The 9/11 Memorial will also include a request for NOK to provide the 9/11 Memorial with direct contact information.

ADDITIONAL INFORMATION ABOUT VICTIMS

The NOK of all Victims will also be invited to provide additional optional information about their loved ones to the 9/11 Memorial, including affiliation (company, agency, etc.), birth date, and place of birth. The additional information provided will not appear on the Memorial, but may be used by the 9/11 Memorial to guide the arrangement of the names within the nine identified groupings and may be presented in digital and/or printed form, in connection with the Memorial and Museum's exhibitions and/or programming.

MODIFICATIONS

The 9/11 Memorial reserves the right to modify the Names Verification Policy and Procedures set forth in this document.

QUESTIONS

Questions relating to the Names Verification Policy and Procedures should be directed to (212) 324-6512 or memorial@911memorial.org.