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If my claim is to be sent from this country to another EU country

Austria

**Which authority can help me send a claim to another EU country?**

Federal Office for Social Affairs and People with Disabilities, Ministry for Social Affairs (Bundesamt für Soziales und Behindertenwesen - Sozialministeriumservice) – Vienna Branch

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**What is the role of the assisting authority?**

The tasks of the assisting authority are laid down in Council Directive 2004/80/EC. They are also outlined in Section 9a of the Victims of Crime Act (*Verbrechensopfergesetz*).

**Will this authority translate the supporting documents, if the outgoing claim needs this? If so, who pays for this?**

In accordance with Article 11 of Council Directive 2004/80/EC, the victim does not have to pay for this.

**Are there administrative or other charges to be paid when the claim is sent abroad?**

The victim will not incur any costs.

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