Prüfung meines Antrags (aus einem anderen Land) in diesem Land

Wie wird ein Entschädigungsantrag von einem EU-Mitgliedstaat geprüft?

Wenn Sie im Ausland (d. h. in einem EU-Mitgliedstaat, in dem Sie nicht leben) Opfer einer Straftat werden, können Sie den Entschädigungsantrag bei der Unterstützungsbehörde des Landes stellen, in dem Sie leben. Der Antrag wird von der Unterstützungsbehörde übersetzt und der Entscheidungsbehörde des EU-Mitgliedstaats, in dem die Straftat begangen wurde, übermittelt. Die Entscheidungsbehörde prüft den Antrag und zahlt Ihnen dann die Entschädigung aus. Hier erfahren Sie, wie die Entscheidungsbehörde des EU-Mitgliedstaats, in dem die Straftat begangen wurde, **Ihren Antrag prüft**.

Wir empfehlen Ihnen, sich näher über das Land zu informieren, in dem die Straftat begangen wurde.

Für genauere Informationen zu dem gewünschten Land klicken Sie bitte auf dessen Flagge.

Letzte Aktualisierung: 08/10/2020

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If my claim (from another country) is to be considered in this country - Belgium

Which authority decides on a claim for compensation in cross-border cases?

(a) The Commission for financial assistance to victims of intentional acts of violence (*Commission pour l'aide financière aux victimes d'actes intentionnels de violence*) can help victims who are Belgian nationals or residents of Belgium to obtain compensation in another EU country.

Address:

Commission pour l'aide financière aux victimes d'actes intentionnels de violence

SPF Justice

Boulevard de Waterloo 115

1000 BRUXELLES

(b) For the cases of victims of terrorism, the Commission's Terrorism Division must be contacted.

Postal Address:

Commission pour l'aide financière aux victimes d'actes intentionnels de violence – Division Terrorisme

SPF Justice

Boulevard de Waterloo 115

1000 BRUXELLES

Email Address: terrorvictims@just.fgov.be

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes.

In which language(s) do the compensation authorities(s) accept the:

claim? In French, Dutch, German and English.

supporting documents? In French, Dutch, German and English.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

This issue has not yet arisen and is still being considered.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

No.

Is an interpreter provided, in case I have to be personally present?

No.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

This is assessed by the Commission based on the injury and severity of the injury suffered by the victim.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

No.

How long does it take approximately to get a decision on compensation from the authority/body?

18 months at the moment. The procedure is the same for cross-border cases and national cases.

In which language will I receive the decision on my claim?

In French, Dutch, German or English.

If I am not satisfied with the decision, how can I challenge it?

There is no procedure for appealing the Commission's decisions. Only an action for annulment can be brought before the Belgian Council of State (*Conseil d' Etat*).

Can I get legal aid (help from a lawyer) under the other country's rules?

No, the Commission does not get involved in this respect.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

There are victim support services that can help victims to claim financial assistance from the Commission.

Victim support is provided by the communities and regions of Belgium.

For more information (in particular on the various services approved to provide assistance), please go to the following websites:

Wallonia-Brussels Federation: victimes.be

Flanders: slachtofferzorg.be

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If my claim (from another country) is to be considered in this country - Bulgaria

Which authority decides on a claim for compensation in cross-border cases?

MINISTRY OF JUSTICE OF THE REPUBLIC OF BULGARIA
National Council for Assistance and Compensation to Victims of Crime
Address: 1 Slavyanska Street, Sofia 1040, Republic of Bulgaria
Web: https://www.compensation.bg

In the case of criminal offences committed in the territory of the Republic of Bulgaria, the deciding authority in relation to applications for compensation in cross-border cases is the National Council for Assistance and Compensation to Victims of Crime.
In the case of criminal offences committed outside the Republic of Bulgaria, the National Council for Assistance and Compensation to Victims of Crime acts as an assisting authority and transmits the application for compensation to the competent authority of the country in which the criminal offence was committed.

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes, you can.

In which language(s) do the compensation authorities(s) accept the:

claim? - In Bulgarian and in English.
supporting documents? - In Bulgarian and in English.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The National Council for Assistance and Compensation to Victims of Crime pays for the translation.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No, there are not.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

The victim is not present during the procedure for awarding compensation by the country.

Is an interpreter provided, in case I have to be personally present?

See the answer to the previous question.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

Yes, they will. The medical documents, including those attesting to medical costs issued by the country concerned, may be accepted and/or recognised, but the National Council decides on this matter on a case-by-case basis.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

The travelling costs related to a medical examination might be reimbursed, but the National Council decides on this matter on a case-by-case basis.

How long does it take approximately to get a decision on compensation from the authority/body?

The application for compensation is reviewed within one month from the date when it was received. If necessary, this time limit can be extended by up to three months.

In which language will I receive the decision on my claim?

In Bulgarian and in English.

If I am not satisfied with the decision, how can I challenge it?

The decisions of the National Council for Assistance and Compensation to Victims of Crime cannot be challenged.

Can I get legal aid (help from a lawyer) under the other country's rules?

The procedure for awarding compensation by the country does not require the involvement of a lawyer.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Yes. The Bulgarian Association of Victim Support Organisations
Tel. +359 29819300

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If my claim (from another country) is to be considered in this country - Czechia

Which authority decides on a claim for compensation in cross-border cases?

Ministry of Justice of the Czech Republic, Department of Compensation
Vyšehradská 16
CZ-128 00
Prague 2
Tel: (420) 221997966
Fax : (420) 221997967
Email: odsk@msp.justice.cz

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes.

In which language(s) do the compensation authorities(s) accept the claim/supporting documents?

In Czech, Slovak or English.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The deciding authority will not accept documents in languages other than Czech, Slovak, or English (it will disregard them, and will invite the filing person to submit the claim or documents translated into one of the languages accepted); if it needs to provide for the translation of English documents, it will do so at its own cost.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

The reimbursement for travelling costs is not granted.

Is an interpreter provided, in case I have to be personally present?

The deciding authority does not provide for an interpreter.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

A medical certificate from your place of residence will most likely be recognised.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

No.

How long does it take approximately to get a decision on compensation from the authority/body?

The claim should be decided within 3 months.

In which language will I receive the decision on my claim?

In Czech or English.

If I am not satisfied with the decision, how can I challenge it?

By bringing administrative action in court.

Can I get legal aid (help from a lawyer) under the other country's rules?

Yes, at its own cost.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

The largest non-governmental organisation to support victims of crime is Bílý kruh obětí (White Circle of Victims).

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If my claim (from another country) is to be considered in this country - Denmark

Which authority decides on a claim for compensation in cross-border cases?

The Danish Criminal Injuries Compensation Board

Address: Toldboden 2, 2. sal DK-8800 Viborg

Email: Erstatningsnaevnet@erstatningsnaevnet.dk

Tel.: +45 33 92 33 34

Website: http://www.erstatningsnaevnet.dk/da/GlobalMenu/english.aspx

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

It is not a requirement that the application be sent via the assisting authority. The application can be sent directly to the decision-making authority in this country (the Danish Criminal Injuries Compensation Board), which will then send the application to the police in the district where the criminal case was investigated. The application can also be sent directly to the police.

In which language(s) do the compensation authorities accept the: claim? supporting documents?

All documents sent are accepted in both Danish and English. However, the Danish Criminal Injuries Compensation Board would prefer that all documents be translated into Danish as far as possible.

Denmark has entered into a language convention with the Nordic countries of Finland, Iceland, Norway and Sweden, in accordance with which citizens of these countries have the right to use their own language in another Nordic country. The languages covered by the convention are Danish, Finnish, Icelandic, Norwegian and Swedish.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The Danish police pays for the translation of documents in compensation cases.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

The consideration of a case takes place on a written basis. As the applicant, you need not therefore be present either during the Danish Criminal Injuries Compensation Board's consideration of the case, or when the Board takes a decision.

Is an interpreter provided, in case I have to be personally present?

As the consideration if a case takes place on a written basis, the questions of personal attendance and assistance with interpreting are not relevant.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

There is no requirement for medical assessments and examinations to be undertaken by doctors in this country. As a general rule, the Danish Criminal Injuries Compensation Board accepts all medical certificates.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

There is normally no need for medical examinations in this country if you live in another EU country, as the examination can take place in your country of residence.

Expenditure for travelling to and from treatment can be covered as an expense connected with recuperation.

How long does it take approximately to get a decision on compensation from the authority/body?

The case consideration time on the part of the Danish Criminal Injuries Compensation Board can vary considerably from case to case. This is due, among other things, to the need to obtain additional information for the case from, depending on the specific circumstances, the police, doctors or other authorities; likewise, in cases where there is a question of permanent injury or loss of earning capacity, the case may need to be submitted to Labour Market Insurance (*Arbejdsmarkedets Erhvervssikring*), which may result in the case consideration time being extended.
More than 50% of the new cases received by the Danish Criminal Injuries Compensation Board are processed within 50 days in accordance with a particularly rapid procedure used in uncomplicated cases. These include cases where there is a final judgement regarding both the question of guilt and the amount of compensation.
If the case cannot be settled using this particularly rapid procedure, the ordinary case processing time on the part of the Danish Criminal Injuries Compensation Board is currently up to 18 months from when the Board receives a new application for compensation.
You can expedite the consideration of your case by submitting evidence of your claims to the Board. The documentation may consist of, for example, receipts for the purchase of medicines, medical certificates for the period of illness or a declaration from your employer regarding lost income as a result of the injury.

In which language will I receive the decision on my claim?

The Danish Criminal Injuries Compensation Board prepares all decisions in Danish. You then have the opportunity to have the decision translated by the assisting authority in your home country

If I am not satisfied with the decision, how can I challenge it?

You cannot approach other authorities to appeal against the decision of the Danish Criminal Injuries Compensation Board. If you want to change the decision, you must first contact the Danish Criminal Injuries Compensation Board and explain why you do not agree with the decision. The Board will then assess whether there is a basis for reopening the examination of the case. The criterion is usually that the applicant have provided new and relevant information that is important for the outcome of the case.
If the Danish Criminal Injuries Compensation Board upholds its decision, you can have the decision of the Danish Criminal Injuries Compensation Board reviewed by the courts.
You can also appeal to the Parliamentary Ombudsman.

Can I get legal aid (help from a lawyer) under the other country's rules?

The consideration of cases is organised in such a way that you generally do not need legal assistance, but there is the option of this using the regulations in this country. In special cases, the Danish Criminal Injuries Compensation Board may decide that the applicant must fully or partially meet the expenses incurred by him or her in connection with the proceedings before the Board.
There is no requirement that any legal aid or access to a lawyer should be provided by a lawyer or legal aid organisation in this country.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Hjælp Voldsofre (Rådhusstræde 7, 1. sal, DK-8900 Randers C, email: voldsofre@voldsofre.dk)
Offerrådgivningen (Vesterballevej 5, DK-7000 Fredericia, email: info@offerraadgivning.dk)

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If my claim (from another country) is to be considered in this country - Germany

Which authority decides on compensation claims in cross-border cases?

The deciding authorities are the assistance authorities in each federal state. Competence lies with the federal state in which the offence was committed. To save foreign claimants having to look for the responsible body, they can contact the Central Contact Point (Federal Ministry of Labour and Social Affairs), which will forward the compensation claim to the correct authority.

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the point of contact in my home country)?

You can, but the competent assisting authorities should also be informed.

In which language(s) do the compensation authorities(s) accept:

the claim?
In every European language
the supporting documents?
In every European language

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

Translations are free of charge for the claimant. These costs are usually borne by the deciding authorities.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, who pays these costs?

There are no administrative or other fees for victim compensation claims in Germany.

If I need to be present during the procedure and/or when my claim is being decided upon, will I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

Travel costs, where they are necessary, are paid by the competent deciding authority.

Is an interpreter provided, if I have to be present in person?

You have no legal entitlement to an interpreter. However, in practice interpreters are often used when they are needed.

Will medical certificates, given by doctors in my home country, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

Such certificates are usually accepted.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

Travel costs, where they are necessary, are paid by the competent deciding authority.

Approximately how long does it take to get a decision on compensation from the authority/body?

There is no definitive answer to this question, as the duration of the compensation procedure is closely linked to the circumstances of each individual case.

In which language will I receive the decision on my claim?

The decision is usually translated into the relevant national language.

If I am not satisfied with the decision, how can I challenge it?

An appeal may be lodged against the decision in the compensation procedure. If the appeal is not upheld, a complaint may be filed with the Social Court.

Can I get legal assistance (help from a lawyer) under the other country's rules?

All claimants can get legal assistance at any time, however the costs cannot be refunded.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

There are a number of local, regional and national victim support organisations in Germany that can provide assistance. The following website provides a good overview and is available in both English and Spanish as well: http://www.odabs.org.

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If my claim (from another country) is to be considered in this country - Estonia

Which authority decides on a claim for compensation in cross-border cases?

Social Insurance Board
Endla 8
15092
TALLINN
Telephone: +372 612 1360
Fax: +372 640 8155
E-mail: info@sotsiaalkindlustusamet.ee
Website: http://www.sotsiaalkindlustusamet.ee/
Comments:
The deciding authority is the Social Insurance Board together with its local pension departments. You will soon be able to find information on local pension departments on this page.

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes.

In which language(s) does the compensation authority accept the documents?

Official European languages, preferably Estonian or English.

If the compensation authority translates claim/supporting documents from another EU country, who pays for it?

The translation service is paid for by the authority commissioning the translation.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

Your physical presence during the decision-making process is not required.

Is an interpreter provided, in case I have to be personally present?

Your personal presence is not required.

Will medical certificates issued by doctors in my country of residence be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

Documents issued in other Member States of the European Union are accepted, but an expert doctor will assess the health and injuries of the victim on the basis of the medical documents issued in the country of residence of the victim.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

You do not have to attend a medical examination.

How long does it take approximately to get a decision on compensation from the authority/body?

A decision will be made within 30 days of receipt of the last document.

In which language will I receive the decision on my claim?

Estonian.

If I am not satisfied with the decision, how can I challenge it?

A challenge can be filed against the decision within 30 days of receipt thereof. Alternatively, a complaint can be lodged with an administrative court pursuant to the procedure provided for in the Code of Administrative Court Procedure. We will resolve a challenge within 30 days of receipt of the challenge.

Can I get legal aid (help from a lawyer) under the other country's rules?

Yes.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Yes: victim support providers. Their contact details can be found on the website of the Social Insurance Board.

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If my claim (from another country) is to be considered in this country - Greece

Which authority decides on a claim for compensation in cross-border cases?

The Greek Compensation Authority (*Archí Apozimíosis*)

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

If your residence (*katoikía*) or habitual residence (*sinítheis diamonís*) is in the territory of another Member State, the application has to be filed with the assisting authority of the Member State concerned, which will send it to the Greek Compensation Authority. In that case, the Greek Compensation Authority will send the following information as soon as possible to the assisting authority of the Member State concerned and to the applicant: (a) the contact person or the department responsible for handling the matter; (b) an acknowledgement of receipt of the application; and (c) an indication of the approximate time by which a decision on the application can be expected.

In which language(s) does/do the compensation authority(-ies) accept the claim?

The official language for the submission of the application and the exchange of information, data and supporting documents is Greek.

If the compensation authority translates the claim/supporting documents, who pays for this?

It does not take on responsibility for translation and consequently will not bear the costs.

Are there any administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay for those?

Yes, the fee is EUR 50. If the fee has not been paid when the application is considered by the Compensation Authority, the application will be rejected. The Greek Assisting Authority can provide you with information on the bank transfer that you will be required to make.

If you are in a SEPA (Single Euro Payment Area) country, you can pay the electronic fee through SEPA credit transfer in euros, with the Bank of Greece as receiving bank. The IBAN account number and transfer details are:

Beneficiary's name: MINISTRY OF FINANCE
Beneficiary's address: 10 Kar. Servias St., 10562 Athens
Beneficiary's IBAN: GR1201000230000000481090510
Bank identifier code (BIC) of beneficiary's bank: BNGRGRAA
Transfer information: xxxxxxxxx95xxxxxxxxx (the 20-digit password code/payment code will be provided to you by the Greek Assisting Authority)

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

The Greek Compensation Authority may, if it deems it necessary, invite you, the offender or other parties, such as witnesses or experts, to appear in person in order to testify before it.

If your place of residence or your habitual residence is in the territory of another Member State, the Greek Compensation Authority will ask the relevant assisting authority to hear the person concerned in accordance with the law of the State where it is located and to send it a report on the hearing. It may also, in cooperation with the relevant assisting authority, conduct the hearing itself, in accordance with Greek law, by telephone or videoconference. In that case the Greek Compensation Authority cannot oblige you to appear before it. The Greek Assisting Authority will assist the compensation authority of the Member State concerned with your hearing or the hearing of other parties, such as witnesses or experts.

For this purpose, the Greek Assisting Authority, at the request of the compensation authority of the Member State concerned, will: (a) assist the compensation authority when the hearing is conducted directly by the latter by telephone or by videoconference, in accordance with Greek law, in which case the Assisting Authority will provide and ensure the necessary logistical infrastructure; or (b) conduct the hearing itself, in accordance with Greek law, and send a report on the hearing to the compensation authority of the Member State concerned. In the latter case, the report on the hearing, which is drawn up in Greek, will be translated into the official language or one of the official languages of the Member State or any other EU language that that Member State has indicated it can accept.

The costs incurred here by the Greek Assisting Authority are borne by the Greek State.

Is an interpreter provided, in case I have to be personally present?

Yes, an interpreter is provided.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

They are accepted, but it is possible that an expert's report may also be ordered.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

Yes, you will be reimbursed.

How long does it take approximately to get a decision on compensation from the authority/body?

The Greek Compensation Authority must examine the case within 3 months of the date on which the application is lodged, and must give its final decision within 3 months of the date of assessment of the application.

In which language will I receive the decision on my claim?

In the language you understand.

If I am not satisfied with the decision, how can I challenge it?

You can bring an action before the Administrative Court of First Instance (*Dioikitikó Protodikeío*) within 4 months.

Can I get legal aid (help from a lawyer) under the other country's rules?

Victims of criminal acts also qualify for legal aid in respect of any criminal and civil claims. The law (Article 1 of Law 3226/2004) provides for legal aid to low-income citizens of an EU Member State, third-country nationals and stateless persons if they legally reside or have their habitual residence in the European Union. Low-income citizens entitled to legal aid are those whose annual family income does not exceed two thirds of the minimum annual personal income defined in the National General Collective Labour Agreement. In the case of a domestic dispute, the income of the other party to the dispute is disregarded.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Research Centre for Gender Equality (*Kéntro Erevnón gia Thémata Isótitas* – KEThI)
National Centre for Social Solidarity (*Ethnikó Kéntro Koinonikís Allilengýis* – EKKA)
Secretariat-General for Gender Equality (*Genikí Grammateía Isótitas ton Fýlon*)
Greek Council for Refugees (*Ellinikó Symvoúlio gia tous Prósfyges*)
Amnesty International – Greek Section (*Diethnís Amnistía – Ellinikó Tmíma*)
Hellenic Police – Cyber-crime

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If my claim (from another country) is to be considered in this country - Spain

Which authority decides on a claim for compensation in cross-border cases?

-

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

For **violent crimes and sexual offences**, the Crime Victim Support Offices (*Oficinas de Asistencia a las Víctimas del delito*) are the assisting authority.

You can find the **locations** of the **Crime Victim Support Offices** at the following **link**.

For **terrorism offences**, the Ministry of the Interior is the assisting authority.

You can check the website of the Ministry of the Interior for information on the assisting authority.
There may be cases in which the assisting authorities of other Member States establish direct contact with the deciding authority, although we recommend that applications are channelled through the assisting authorities.

In which language(s) do the compensation authorities accept the - claim? - supporting documents?

The language accepted for applications for compensation and documents is Spanish.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

This information is not available.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How do I claim them? Who do I have to contact?

In the case of **violent crimes and sexual offences,** once all the investigations are complete and before the decision on granting or refusing the aid requested is drafted, a hearing will be granted to the applicant in accordance with the applicable legislation, so that the applicant can present the relevant arguments.
If the crime was committed in Spain and the applicant for aid is habitually resident in another EU Member State, when the application for aid is made through the assisting authority of the Member State in which the applicant habitually resides, the General Directorate of Personnel Costs and Public Pensions of the Ministry of Finance and Public Administration (*Dirección General de Costes de Personal y Pensiones Públicas del Ministerio de Hacienda y Función Pública)* , as the deciding authority, may obtain the cooperation of the relevant assisting authority to carry out the procedure for the hearing of the applicant or of any other person if it considers this necessary.
In order to carry out the hearing, the Directorate-General of Personnel Costs and Public Pensions of the Ministry of Finance and Public Administration may ask the assisting authority of the Member State in which the applicant for the aid is habitually resident to provide whatever is needed so that the body investigating the granting or refusal of the aid can conduct the hearing directly, by telephone or videoconferencing, if the applicant agrees to this. In addition, the assisting authority conducting the hearing must send the Directorate-General of Personnel Costs and Public Pensions of the Ministry of Finance and Public Administration a report of the hearing carried out.
In the case of **terrorism offences**, the same rules apply as for violent crimes and sexual offences in cases where the crime was committed in Spain and the applicant for aid is habitually resident in another EU Member State, if the application for aid is made through the assisting authority of the Member State in which the applicant is habitually resident, and it is the Ministry of the Interior, through the Directorate-General for the Support of Victims of Terrorism, as deciding authority, that carries out the actions described above with regard to the hearing.
As set out above, it is possible to conduct the hearing by telephone or videoconferencing if the applicant agrees to this, thus avoiding travel expenses.

Is an interpreter provided, in case I have to be personally present?

In general for victims of any crime, any victim who does not speak or understand Spanish or the official language used in the proceedings has the right to be assisted free of charge by an interpreter who speaks a language the victim understands when making a statement at the investigation stage by the magistrate, the public prosecutor or police officers, or when involved as a witness in the trial or at any other oral proceedings. This right also applies to people with hearing or speech impairments.
Assistance from an interpreter may be provided by means of videoconferencing or any means of telecommunication, unless the judge or court, of their own motion or at the request of one of the parties, decides to have the interpreter physically present to safeguard the victim's rights.
In the case of police action, any decision not to provide interpretation to a victim can be appealed before the examining magistrate. This appeal is understood to have been lodged when the person affected by the decision expresses their dissatisfaction at the time of the refusal.
A judicial decision not to provide interpretation to a victim can be appealed against.
In addition, the Crime Victim Support Offices, which are the assisting authorities for cross-border crimes, will provide information to victims on the interpretation services available.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

All documents included with the application must be translated into Spanish, since that is the only language accepted by the compensation authority.

Will I be reimbursed for my travelling costs if I have to undergo a medical examination in this country?

No.

How long does it take approximately to get a decision on compensation from the authority/body?

In the case **of violent crimes and sexual offences,** the time limit for claiming the aid is generally one year from the date on which the crime occurred.
The time limits for issuing a decision to grant or refuse the aid, either finally or provisionally, are as follows:
For **disabling injuries, aggravation of such injuries or death**: 6 months.
For **temporary incapacity**: 4 months.
For **the costs of therapeutic treatment following sexual offences and for funeral costs**: 2 months.
Applications may be understood to have been refused if no decision has been expressly issued when the time limit for issuing a decision has expired.
In the case of **terrorism offences**, in general applications must be submitted within a time limit of one year from when the damage occurred or from the time at which there was a diagnosis demonstrating a causal relationship between the consequence and the terrorist act. In the case of study aid, the time limit is three months from enrolment on the course.
The time limit for adopting and notifying the relevant decision is 12 months, except for study aid where it is 6 months, with the request being understood as approved if the time limits have expired with no express decision being issued.

In which language will I receive the decision on my claim?

In Spanish.

If I am not satisfied with the decision, how can I challenge it?

For **violent crimes and sexual offences,** applicants can challenge the decisions of the Ministry of Finance and Public Administration on the legally-established aid within a period of one month following notification. If the decision is not challenged within that time limit, the only option is to lodge an application for exceptional review with the abovementioned Ministry.
The challenge can be made to the **Ministry of Finance and Public Administration** or **to the National Commission for the Aid and Assistance of Victims of Violent Crimes (*Comisión Nacional de Ayuda y Asistencia a las Víctimas de Delitos Violentos*)**.
The National Commission is the competent body for deciding on challenges to the decisions of the Ministry of Finance and Public Administration on the aid granted under the applicable legislation.
If three months pass following the challenge without the National Commission adopting a decision, the challenge may be considered as rejected, and an appeal for judicial review may be lodged against it.

In the case of **terrorism offences**, decisions issued by the Ministry of the Interior on the administrative procedures for applying for the different kinds of aid may be appealed against internally or challenged directly in the administrative justice legal system.

Can I get legal aid (help from a lawyer) under the other country's rules?

In the case of **violent crimes and sexual offences,** victims can request legal aid in accordance with the requirements and procedure laid down in the applicable legislation in Spain.

In particular, according to Spanish legislation victims of gender-based violence have the right to receive free legal advice immediately before lodging the complaint, and to free defence and representation by a lawyer and court representative in all the administrative processes and proceedings resulting directly or indirectly from the violence suffered.

In these situations, a single legal team should undertake the defence of the victim, provided that this duly guarantees the victim's right of defence. This right will also apply to beneficiaries of any aid in the event of the victim's death, provided that they were not involved in the acts.

In the case of **terrorism offences**, victims of terrorism recognised by Spanish legislation have the right to legal aid in all the judicial proceedings and administrative procedures arising from the terrorist act that has resulted in their status as a victim, regardless of their financial resources, under the terms of the legal aid legislation in force in Spain.

In any event, immediate legal aid is guaranteed for all victims of terrorism who apply for it. The right to legal aid will be lost if the status of victim is subsequently not recognised or if an acquittal against which no appeal is available is issued, or the case is dismissed, with no obligation to repay the cost of any benefits enjoyed free of charge up to that point.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

For **violent crimes and sexual offences,** for help with presenting and sending applications for aid, applicants can go to the relevant **Crime Victim Support Offices**, where information will be given to them about the financial aid that may apply to them and the different procedures for applying for this.

These offices are found in all the autonomous communities, in nearly all provincial capitals, and also in other cities.

You can find the locations of the Crime Victim Support Offices at the following **link**.

The **National High Court's Information and Support Office for Victims of Terrorism** (*Oficina de Información y Asistencia a Víctimas del Terrorismo de la Audiencia Nacional*) provides general information on the financial aid that may apply to victims of terrorism. This Office is located at:

C/ Goya, 14, 5ª planta, 28071 MADRID.

Contact telephone number: + 34 91 400 74 02

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If my claim (from another country) is to be considered in this country - France

Which authority decides on a claim for compensation in cross-border cases?

At each regional court (*tribunal de grande instance*), a Crime Victims Compensation Board (*Commission d'indemnisation des victimes d'infractions* — CIVI) decides on compensation claims filed by victims of crimes or their dependants.

In respect of terrorism FR, the Guarantee Fund for Victims of Terrorism and Other Offences (*Fonds de garantie des actes de terrorisme et d'autres infractions* — FGTI) decides on claims, with a review by the court in the event of a dispute.

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes, you can refer the matter directly to the authority, which will be able to decide on your claim.

In which language(s) do the compensation authorities accept the:

- claim?
- supporting documents?

The claim and the documents are accepted in French or English.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

Cross-border victims are requested, whenever possible, to provide a French translation of the key documents at their own expense.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

You are not required to be present. However, you can under certain conditions claim reimbursement of your travel costs, a daily subsistence allowance for board and lodging, and an allowance for attendance (*indemnité de comparution*).

To obtain this reimbursement, you must contact the court that summoned you.

Is an interpreter provided, in case I have to be personally present?

Yes, if you come, an interpreter will be provided free of charge.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised — or will my health/injury have to be examined by your own medical experts?

Medical certificates from your country of residence will be accepted. Depending on the case, a medical appraisal can be carried out on the basis of documents.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

The medical examination is preferably organised by mutual agreement with the victim during one of their visits to France. Otherwise, the travel costs incurred by a victim in getting to the medical examination can, on production of the supporting documents, be reimbursed by the FGTI.

How long does it take approximately to get a decision on compensation from the authority/body?

The application is forwarded by the registry of the CIVI to the FGTI without delay.

The FGTI must submit an offer to the victim within two months of receipt of the complete file forwarded by the registry of the CIVI.

If the victim accepts the offer, a record of agreement is forwarded to the Chair of the CIVI for approval. Once approved, the agreement can be enforced. The decision is notified to the victim and the FGTI, which will make payment.

If the FGTI refuses, giving reasons, or if the victim refuses the offer, or if the victim does not reply to the FGTI's offer within two months, the CIVI considers the case, in accordance with a judicial procedure: in that event, a judge hears the application and verifies the statements and documents provided.

The public prosecutor and the FGTI present their observations no later than 15 days before the hearing. The claimant and the FGTI must be summoned at least two months in advance.
Following proceedings in a closed hearing, the decision of the CIVI to award or refuse compensation is notified to the claimant and to the FGTI, which pays any compensation awarded within the month following that notification.
In respect of terrorism (FR), a sum is paid as an advance by the FGTI within the month following receipt of the complete file, if it is eligible. The FGTI submits an offer of compensation to the victim (when their condition has stabilised) or to the close family members of a deceased victim within three months.

In which language will I receive the decision on my claim?

You will receive the decision in French. You can request a translation of it free of charge.

If I am not satisfied with the decision, how can I challenge it?

If you are not satisfied with the decision of the CIVI, you may request re-examination by the court of appeal (*cour d'appel*) within whose jurisdiction the CIVI falls.

Can I get legal aid (help from a lawyer) under the other country's rules?

You can be given legal aid in accordance with the rules applicable in France.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border situation?

Victim support associations who can be contacted in the victim support offices of the courts and or at their own premises can provide you with free assistance in the preparation of your compensation claim.

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If my claim (from another country) is to be considered in this country - Croatia

Which authority decides on a claim for compensation in cross-border cases?

Ministry of Justice (*Ministarstvo pravosuđa*)
Ulica grada Vukovara 49
Zagreb
Nikica Hamer Vidmar
Telephone: +385 1 371 47 56
Fax : +385 1 371 47 98
Nikica.HamerVidmar@mpu.hr
Website: https://pravosudje.gov.hr/o-ministarstvu/djelokrug-6366/iz-pravosudnog-sustava-6372/podrska-zrtvama-i-svjedocima/6156

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes, by submitting the claim to the Ministry of Justice of the Republic of Croatia directly or by registered mail.

In which language(s) do the compensation authorities(s) accept the:

The claim and the supporting documents must be in Croatian. If the claim and supporting documents are in a foreign language, then they must be submitted together with a certified translation issued by a licensed court translator.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The deciding authority does not translate the claim or the supporting documents and does not cover the translation costs.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No administrative or other charges are to be paid in the proceedings regarding this claim.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

If the Committee for the Compensation of Crime Victims (*Odbor za novčanu naknadu žrtvama*) decides to summon the applicant to a hearing or to participate in the proceedings in person, the applicant's travelling costs shall be reimbursed.
As a rule, throughout the proceedings and while reaching a decision the applicant's presence is not required, and if the applicant, witnesses, court-appointed experts or other persons must be heard, the Committee for the Compensation of Crime Victims as the deciding authority can request the competent authority of the other EU member state, in which the compensation claim was submitted, to carry out these actions.
Furthermore, the hearing required by such a procedure can be carried out by using technical aids, including computer technology, electronic communications networks and other image and sound transmission aids. In that case the hearing shall be conducted by the Committee for the Compensation of Crime Victims, i.e. the deciding authority.

Is an interpreter provided, in case I have to be personally present?

Yes

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

Foreign medical documents are accepted, however, the Committee for the Compensation of Crime Victims as the deciding authority checks and evaluates the medical documents and, if necessary, may order that a medical expert's report be obtained.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

No

How long does it take approximately to get a decision on compensation from the authority/body?

The competent authority will reach a decision on a claim approximately within 60 days if the claim is complete and in order (if all the required documents were obtained and submitted, all information and evidence necessary to reach a decision). However, if the claim is incomplete, the time necessary to reach a decision may be longer.

In which language will I receive the decision on my claim?

The decision on the claim will be in the Croatian language.

If I am not satisfied with the decision, how can I challenge it?

No appeal can be filed against the decision, however, the party may lodge an administrative appeal by submitting an administrative complaint to the competent administrative court within 30 days of the decision being served.

Can I get legal aid (help from a lawyer) under the other country's rules?

No

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Yes

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If my claim (from another country) is to be considered in this country - Italy

Which authority decides on a claim for compensation in cross-border cases?

The Committee for the Support of Victims of Mafia-style Crime and Intentional Violent Crime (*Comitato di Solidarietà per le vittime dei reati di tipo mafioso e dei reati intenzionali violenti*), which is attached to the Ministry of the Interior (Via Cavour n. 6; certified e-mail ('*PEC*') address: protocollovittimemafia@pecdlci.interno.it). The Committee is made up of the Commissioner (*Commissario*), in the chair, sitting with one representative of the Ministry of the Interior, two representatives of the Ministry of Justice, one representative of the Ministry of Economic Development, one representative of the Ministry of Economic Affairs and Finance, one representative of the Ministry of Employment, Health and Social Policies, and one non-voting representative of the public insurance services corporation CONSAP, which is responsible for the financial management of the relevant fund.

Applications to access the fund have to be submitted, for investigation, to the Prefecture/Territorial Office of the Government (*Prefettura Ufficio territoriale del Governo*) for one of the following places: the place where the court that issued the conviction for one of the offences referred to in Article 11 of Law No 122 /2016 sits; or the place of residence of the interested party, or of the other entitled persons if the victim of the offence has died; or the place of residence of the special representative (*procuratore speciale*) representing the victim or other entitled persons if they are Italian citizens or EU citizens not residing in Italy.

The actual decision on the application rests with the Committee.

The prerequisites for accessing the fund, and the application form, can be found on the following page on the Ministry of the Interior's website: https://www.giustizia.it/giustizia/it/mg_2_10_6.page

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes, although going through the assisting authority can be useful in order to have the application and any other documentation translated.

In which language(s) do the compensation authorities(s) accept the:

claim?

supporting documents?

In Italian.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

No costs are borne by the applicant.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

There is no need to be present, as there are no adversarial hearings; if you wish to submit further observations or documentation, you can send them by certified e-mail or through the assisting authority.

Decree No 222/2008, Article 6: 'Hearing of the applicant requested by the Italian deciding authority

'1. If the Italian deciding authority decides to hear the applicant or any other person under Article 2(3) of the Legislative Decree, it shall send the request to the assisting authority in the other Member State, following the procedures indicated in Article 3(2) of this Regulation. The request must contain information on the procedural formalities laid down by Italian law, and must ask the assisting authority in the other Member State which has received the application to inform the person to be heard of those formalities.

'2. If the Italian deciding authority asks the assisting authority in the other Member State to hear the applicant or any other person in accordance with the laws of that Member State, under the final part of Article 2(3) of the Legislative Decree, it shall send the request following the procedures indicated in Article 3(2) of this Regulation.'

Is an interpreter provided, in case I have to be personally present?

Please see the answer to the previous question.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

They will be recognised, provided that they are received in Italian or English. No specific assessments need to be carried out by domestic doctors.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

No medical examinations need to be carried out; instead, you will have to submit the relevant medical documentation and the invoices for the medical costs you have incurred.

How long does it take approximately to get a decision on compensation from the authority/body?

The current rule is 60 days from receipt of the application. However, it should be borne in mind that the proceedings will be suspended if the deciding authority calls for any other documents or information (Article 10-*bis* of Law No 241/90).

In which language will I receive the decision on my claim?

In Italian.

If I am not satisfied with the decision, how can I challenge it?

By bringing an action in the ordinary court (*tribunale*) within 60 days of notification of the decision.

Can I get legal aid (help from a lawyer) under the other country's rules?

No.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Not to the knowledge of the office supplying this information.

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If my claim (from another country) is to be considered in this country - Cyprus

Which authority decides on a claim for compensation in cross-border cases?

No information available.

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

You can send your claim directly to the deciding authority in that country even in cross-border cases.

In which language(s) do the compensation authorities(s) accept the:

– claim?

In Greek and English.

– supporting documents?

In Greek and English.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

Not applicable.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

You are not required to be present.

Is an interpreter provided, in case I have to be personally present?

Not applicable.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

Medical certificates issued by doctors in your country of residence will be accepted.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

Not applicable.

How long does it take approximately to get a decision on compensation from the competent authority/body?

It takes 6 months from the date on which all the information is available for a decision to be made.

In which language will I receive the decision on my claim?

In Greek and English.

If I am not satisfied with the decision, how can I challenge it?

You can challenge the decision by filing a claim before the Administrative Court within 75 days of the decision.

Can I get legal aid (help from a lawyer) under the other country's rules?

You can apply for legal aid in relation to the legal proceedings concerning your case.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

You can get information on claiming compensation by directly contacting Social Insurance Services.

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If my claim (from another country) is to be considered in this country - Latvia

Which authority decides on a claim for compensation in cross-border cases?

Legal Aid Administration (*Juridiskās palīdzības administrācija*)
Pils laukums 4
Riga
Telephone: +371 67514208
Free phone line: +371 80001801
Fax : +371 67514209
E-mail : jpa@jpa.gov.lv
Website: https://www.jpa.gov.lv/par-mums-eng

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

You can send the request for State compensation directly to the Legal Aid Administration without applying to the competent authority of the European Union Member State that is your country of residence.

In which language(s) do the compensation authority(ies) accept the claim?

The Legal Aid Administration accepts claims for State compensation and the documents annexed to them in Latvian or English. Documents to be submitted to the Legal Aid Administration do not need to be legalised, and equivalent formalities do not apply to these documents.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

If it is necessary to translate the claim for State compensation and the documents annexed to it, the translation costs will be covered by the national budget funding granted to the Legal Aid Administration.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

You will not be charged for the review of the claim for State compensation received from another European Union Member State.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

Your presence is not required for the process of reviewing the claim for State compensation and deciding on the payment of or the refusal to pay State compensation.

If the Legal Aid Administration finds that additional information is required to make the decision, you will be notified accordingly within seven days of receipt of the claim for State compensation.

The decision will be sent to the address specified in the claim for State compensation.

Is an interpreter provided, in case I have to be personally present?

Your presence is not required for the process of reviewing the claim for State compensation and deciding on the payment of or the refusal to pay State compensation.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your medical professionals?

The person directing the proceedings (the police, the prosecutor's office, the court) decides on the expert investigation. The Legal Aid Administration will ask the person directing the proceedings for information about the results of the expert investigation.

The expert opinion is based on medical records or other objective data.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

If the person directing the proceedings (the police, the prosecutor's office, the court) has decided to request an expert investigation, your travel expenses will be covered (from the national budget) in accordance with the procedure and in the amount laid down by the laws and regulations of the Republic of Latvia.

How long does it take approximately to get a decision on compensation from the authority/body?

The Legal Aid Administration decides on payment of or the refusal to pay State compensation within one month from receiving the claim for State compensation and the decision is sent to the address indicated in the claim for State compensation.

If the Legal Aid Administration requires any additional information from you or the person directing the proceedings (the police, the prosecutor's office, the court), the decision-making period is suspended until all the information required is received.

In which language will I receive the decision on my claim?

The decision on the payment of or the refusal to pay State compensation will be sent to you in Latvian with a translation into a language which the European Union Member State in which you reside has indicated that it accepts.

If I am not satisfied with the decision, how can I challenge it?

You may contest the decision of the Legal Aid Administration on the payment of or the refusal to pay State compensation within one month from its entry into force by submitting an application to that effect to the Legal Aid Administration which will be forwarded to the Ministry of Justice.

Can I get legal aid (help from a lawyer) under the other country's rules?

You do not need legal aid to request State compensation. The Legal Aid Administration provides the necessary assistance for the process of claiming State compensation.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

The association “Skalbes" offers a free helpline 116006 "Helpline for victims of crime" (every day from 7.00 to 22.00), providing emotional and psychological support to victims of criminal offences, information about the procedural rights of victims (for example, rights in criminal proceedings, rights to compensation of damages, State compensation etc.), available services and existing support services for victims.

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If my claim (from another country) is to be considered in this country - Lithuania

Which authority decides on a claim for compensation in cross-border cases?

The Ministry of Justice of the Republic of Lithuania (*Lietuvos Respublikos teisingumo ministerija*)

Gedimino pr. 30

Vilnius

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes, a person may send his or her claim directly to the Ministry of Justice of the Republic of Lithuania.

In which language(s) do the compensation authorities(s) accept the:

- claim?
- supporting documents?

The claim and additional documents must be submitted in Lithuanian or English.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The costs of translating the claim and/or documents attached to it into Lithuanian or English must be covered by the applicant or the sending authority.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

A victim of crime does not need to be present when his or her claim is being decided upon. Such costs are therefore not eligible for reimbursement.

Is an interpreter provided, in case I have to be personally present?

A victim of crime does not need to be present when his or her claim is being decided upon.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised - or will my health/injury have to be examined by your own medical experts?

Documents issued by the competent institutions/individuals in the victim’s country of residence will be recognised.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

No.

How long does it take approximately to get a decision on compensation from the authority/body?

A decision will be taken within a month following the submission of the claim and all the necessary documents to the Ministry of Justice of the Republic of Lithuania.

In which language will I receive the decision on my claim?

Usually in Lithuanian.

If I am not satisfied with the decision, how can I challenge it?

Decisions taken by the Ministry of Justice of the Republic of Lithuania may be challenged before the Lithuanian Administrative Disputes Commission (*Lietuvos administracinių ginčų komisija*) or Vilnius Regional Administrative Court (*Vilniaus apygardos administracinis teismas*) within one month from the date on which the decision was communicated.

Can I get legal aid (help from a lawyer) under the other country's rules?

Yes. A person may apply for legal aid from the State Guaranteed Legal Aid Service (*Valstybės garantuojamos teisinės pagalbos tarnyba*) which will decide on the provision of legal aid.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

No.

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If my claim (from another country) is to be considered in this country - Luxembourg

Which authority decides on a claim for compensation in cross-border cases?

Ministry of Justice
13, rue Erasme
L-2934
LUXEMBOURG
Tel.: (352) 2478 45 27, (352) 2478 45 17
Fax: (352) 26 68 48 61, (352) 22 52 96
Email: info@mj.public.lu
Website: http://www.mj.public.lu/

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes, the claim for compensation should be sent directly to the Luxembourg Minister for Justice by letter, provided that the claimant is not entitled to compensation from another Member State and can prove that he or she legally and habitually resides in Luxembourg.
The claimant can be exempted from having to reside in Luxembourg legally and habitually if he or she is the victim of a crime referred to in Article 3821 of the Criminal Code *(human trafficking)*.

In which language(s) do the compensation authorities(s) accept the claim and the supporting documents?

The claim for compensation and the supporting documents are accepted in the following languages:
Luxemburgish,
French,
German.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The Ministry of Justice covers the costs of translation.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

The victim's presence is optional. He or she can be represented by a lawyer. As a result, no travel is necessary.

Is an interpreter provided, in case I have to be personally present?

Yes.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

Medical certificates, given by doctors in your country of residence, will be accepted or recognised as supporting documents for the acts and the injury that you have suffered.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

Not applicable. Foreign medical certificates are accepted as supporting documents.

How long does it take approximately to get a decision on compensation from the authority/body?

The Minister for Justice will decide within six months of the compensation claim being submitted.

In which language will I receive the decision on my claim?

As the claim must be written in French, German or Luxemburgish, the respective decision will also be written in one of the three languages accepted.

If I am not satisfied with the decision, how can I challenge it?

If the decision of the Minister for Justice is disputed in terms of the principle or amount awarded, legal action can be taken against the State, represented by the Minister for Justice. The action must be brought before the District Court (*tribunal d'arrondissement*) of Luxembourg or Diekirch, as the claimant chooses.

Can I get legal aid (help from a lawyer) under the other country's rules?

Anyone who can prove that they do not have sufficient income can receive legal aid free of charge, under the conditions laid down by law. A lawyer can be appointed to offer you legal advice or represent you in court, with the costs being covered by the State. Anyone can consult the bodies offering legal information and advice. You can access the Legal Reception and Information Service (*Service d'Accueil et d'Information juridique*) to obtain any legal information free of charge.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Service central d'assistance sociale (SCAS) (Central Social Assistance Service) - Service d'aide aux victimes (SAV) (Victim Support Service)
Bâtiment Plaza Liberty,

Entrée A,
12-18, rue Joseph Junck
L-1839 Luxembourg
Tel.: (+352) 47 58 21-627 / 628
Last update: 24/01/2019
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If my claim (from another country) is to be considered in this country - Hungary

Which authority decides on a claim for compensation in cross-border cases?

As the deciding authority, the Budapest Government Office (*Budapest Főváros Kormányhivatala*) is authorised to decide on compensation claims received from other Member States:
1117 Budapest, Prielle Kornélia u. 4.
+36 1 896 2104
email: isz.igazgatosag@bfkh.gov.hu
web: https://www.kormanyhivatal.hu/hu/aldozatsegito-szolgalat-a

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes.

In which language(s) do the compensation authorities(s) accept the:

– claim?

Any language.

– supporting documents?

Any language.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The Hungarian State.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No, there are no such charges to be paid.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

The procedure does not require you to be present in person.

Is an interpreter provided, in case I have to be personally present?

Yes.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

The Hungarian authority accepts the medical certificates of your country of residence.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

No.

How long does it take approximately to get a decision on compensation from the authority/body ?

During the procedure, a decision has to be taken within a maximum of 60 days.

In which language will I receive the decision on my claim?

In Hungarian; it will be translated for clients who do not speak Hungarian.

If I am not satisfied with the decision, how can I challenge it?

Administrative proceedings may be brought before the courts against the decision delivered at first instance.

Can I get legal aid (help from a lawyer) under the other country's rules?

You may receive legal aid on the basis of Hungarian Act LXXX of 2003 on legal aid.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Services to help assert your interests are available from any organisational unit of the victim support service, i.e. at the county and Budapest government offices and at the Victim Support Service Centres, where victim support advisors will provide practical assistance (for example: assistance in completing applications) and information to the interested parties. Victims may also turn to civil society organisations (for example: White Ring (*Fehérgyűrű*), Hungarian Baptist Aid (*Baptista Szeretetszolgálat*), etc.).

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If my claim (from another country) is to be considered in this country - Malta

Which authority decides on a claim for compensation in cross-border cases?

The Claims Officer
Admiralty House, 53
South Street
Valletta

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

You cannot send your claim directly to the Claims Officer.
In which language(s) do the compensation authorities(s) accept the:
claim: English or Maltese
supporting documents: English or Maltese

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The Compensation Authority.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

There are no charges.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

Not applicable.

Is an interpreter provided, in case I have to be personally present?

Not applicable.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

They are accepted at the discretion of the Claims Officer, who can also decide to engage local medical experts.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

Yes the costs would be reimbursed.

How long does it take approximately to get a decision on compensation from the authority/body ?

Not more than a month from when all required documentation and evidence is provided by the claimant.

In which language will I receive the decision on my claim?

You would receive your decision in English.

If I am not satisfied with the decision, how can I challenge it?

The decision is final.

Can I get legal aid (help from a lawyer) under the other country's rules?

Yes.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Victim Support Agency Malta which is a Government Agency.

Victim Support Malta – an NGO

Legal Aid Malta

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If my claim (from another country) is to be considered in this country - Netherlands

Which authority decides on a claim for compensation in cross-border cases?

The Violent Offences Compensation Fund (*Schadefonds Geweldmisdrijven*)

Address:

Kneuterdijk 1

2514 EM The Hague

Telephone: 070-4142000

E-mail: info@schadefonds.nl

Postal address:

Postbus 71

2501 CB The Hague

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes.

In which language(s) do the compensation authorities accept the:

claim?

Any language you choose, but preferably Dutch or English.

supporting documents?

Any language you choose, but preferably Dutch or English.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The Violent Offences Compensation Fund.

Are there any administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No, there no administrative or other charges for processing the claim.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who should I contact?

You do not need to be present during the procedure. The decision will always be given in writing and will be sent to you by post.

Is an interpreter provided, in case I have to be personally present?

Not applicable.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

Medical information from your doctor will usually be accepted by the Violent Offences Compensation Fund and, where necessary, submitted to its own medical advisors for assessment and advice. These medical advisors will not carry out any medical examinations themselves.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

Not applicable.

How long does it take approximately to get a decision on compensation from the authority/body?

No more than 26 weeks, but usually less.

In which language will I receive the decision on my claim?

The language in which you submitted the claim.

If I am not satisfied with the decision, how can I challenge it?

By lodging an objection with the appeals department of the Violent Offences Compensation Fund. The decision on your claim will contain information on the procedure for challenging it.

Can I get legal aid (help from a lawyer) under the other country's rules?

No.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Victim Support Netherlands (*Slachtofferhulp Nederland*) may be able to help you. Victim Support Netherlands can be contacted on 0900-0101.

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If my claim (from another country) is to be considered in this country - Austria

Which authority decides on a claim for compensation in cross-border cases?

Federal Office for Social Affairs and People with Disabilities, Ministry for Social Affairs (Bundesamt für Soziales und Behindertenwesen - Sozialministeriumservice).
Babenbergerstraße 5, A-1010 Vienna
Tel.: 0043 158831
FAX: 0043(0)10599882516
email: post.wien@sozialministeriumservice.at

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes.

In which language(s) do the compensation authorities accept the claim and supporting documents?

If submitted by an assisting authority or the victim, then in general, German and English.
(If the victim is not able to submit documents to the authority in German or English, claims in other languages will also be accepted and then translated).

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The authority.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay for these?

No costs are involved.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

In general, you do not need to be present.
If you are summoned, the authority will cover the costs, which you will need to claim for. The Federal Office for Social Affairs and People with Disabilities is responsible for this.

Is an interpreter provided, in case I have to be personally present?

If required, yes.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

In most cases, an Austrian expert who is appointed by the authority will be involved. He/she will take certificates from your country of residence into account when completing the assessment.

Will I be reimbursed for my travelling costs if I have to undergo a medical examination in this country?

Yes.

How long does it take approximately to get a decision on compensation from the authority/body?

It depends on the assistance requested. In most cases the decision is made within six months.

In which language will I receive the decision on my claim?

In German.

If I am not satisfied with the decision, how can I challenge it?

An appeal may be lodged with the Federal Administrative Court against the Ministry of Social Affairs' decision (appeals may also be lodged with the Constitutional Court (*Verfassungsgerichtshof*) and the Supreme Administrative Court (*Verwaltungsgerichtshof*)).

Can I get legal aid (help from a lawyer) under the other country's rules?

Yes. However, legal costs are not reimbursed by the Ministry of Social Affairs or the Federal Administrative Court.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

You will need to check with victim support organisations (e.g. Weisser Ring) to see whether such support is available.

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If my claim (from another country) is to be considered in this country - Poland

Which authority decides on a claim for compensation in cross-border cases?

This information is currently unavailable.

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

The claim for compensation should, as a rule, be transmitted to the deciding authority by the assisting authority. However, the entitled person may also transmit the claim directly to the Polish deciding authority.

In which language(s) do the compensation authorities(s) accept the:

The deciding authority accepts correspondence in Polish and English.
The deciding authority accepts minutes of hearings conducted by the assisting authority of another country in the official language of that country.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The costs of translating documents are covered by the State Treasury.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

People seeking compensation are fully exempt from the obligation to pay court costs.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

You cannot be reimbursed for your travelling costs. You may, however, be heard remotely, i.e. without having to come to the deciding authority. You may make a request to the deciding authority to apply to the assisting authority in your country for assistance in organising a remote hearing. You must give your consent for such a hearing.

Is an interpreter provided, in case I have to be personally present?

If necessary, the deciding authority will appoint an expert interpreter. You will not bear the resulting costs.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

The deciding authority will assess whether the examination conducted by doctors in your place of residence is credible. If it finds that a new examination is needed, you should undergo it. You will be required to pay only the travelling costs.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

You cannot be reimbursed for your travelling costs, even if you had to come to this country to undergo a medical examination.

How long does it take approximately to get a decision on compensation from the authority/body?

There is no time limit provided for in the applicable provisions for issuing a decision on compensation claims. How long it takes will depend not only on how complex the case is and what evidence the deciding authority needs to take, but also on the number of cases currently being examined by the deciding authority.

In which language will I receive the decision on my claim?

The decision on compensation will be in Polish.

If I am not satisfied with the decision, how can I challenge it?

If you are not satisfied with the decision on compensation, you can appeal against it before the court of second instance (*sąd II instancji*). You will not bear any costs relating to the appeal.

Can I get legal aid (assistance from a lawyer) under the other country's rules?

Legal aid may be provided under Polish law. It is provided to people who demonstrate that they cannot afford a lawyer. Please remember: when seeking compensation, you can expect assistance from the public prosecutor conducting the proceedings relating to the crime for which you are seeking compensation.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

In Poland, there is the Victim Support and Post-Penitentiary Assistance Fund (*Fundusz Pomocy Pokrzywdzonym oraz Pomocy Postpenitencjarnej*), which collects funds allocated for, inter alia, helping crime victims and their next of kin. The fund is administered by the Minister for Justice. The support is organised in such a way that the fund administrator selects, in an open tender procedure, the organisations whose tenders it deems best and grants them earmarked subsidies for measures for crime victims.

The funds are used to finance legal, psychological and material aid. Legal aid may cover assistance in seeking compensation, including in cross-border cases.

If you wish to benefit from the aid, you should contact a non-governmental organisation that has received a subsidy from the Minister for Justice for this purpose, and demonstrate that you are a victim of a crime. A list of such organisations, together with their contact details, can be found on the website of the Ministry of Justice – https://www.funduszsprawiedliwosci.gov.pl/

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If my claim (from another country) is to be considered in this country - Portugal

Which authority decides on a claim for compensation in cross-border cases?

In Portugal, the authority is the Commission for the Protection of Victims of Crimes (*Comissão de Proteção às Vítimas de Crimes* - CPVC).

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

No. Victims of violent crime or domestic violence who habitually reside in another EU Member State must submit the claim for compensation award/advance payable by the Portuguese State to the competent authority of the EU Member State in which they reside.

That authority will send the claim to the CPVC in Portugal, which will receive it and take the necessary steps to investigate the facts and decide on the claim.

In which language(s) do the compensation authorities(s) accept the:

a) claim?

The CPVC accepts the claims and documents in Portuguese or English.

b) supporting documents?

If the CPVC requests the competent authority of the claimant's Member State of habitual residence to organise the hearing of the applicant or of any other person (e.g. a witness or expert), the CPVC may not reject its written record of the hearing, provided the record is written in one of the languages of the Community institutions.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The CPVC. The services requested and provided by the CPVC for cases of violent crimes or domestic violence do not qualify for any request for reimbursement of charges or costs.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

The CPVC receives all the documents it needs in order to investigate and decide on the procedure for compensation payable by the Portuguese State for a crime committed in Portugal against a victim who is habitually resident in another MS. It may also request the authority of the victim's Member State of residence to hear the victim. There is no requirement for the claimant to travel to Portugal to be heard by the commission.

If the Portuguese court deems it essential to hear the claimant in person, without the use of any other means, the costs of travel and other associated costs will be paid by the Portuguese State.
The social security office is the national authority that receives and processes applications for legal aid.

Is an interpreter provided in case I have to be personally present?

Yes.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

All documents sent by the competent authority of the Member State in which the claimant habitually resides are accepted without any particular formalities and are exempt from legalisation or equivalent formalities.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

The medical documents that the claimant has submitted to the authority of the MS in which they habitually reside and that are required for deciding on the case, or others that may be requested, will be sent to the CPVC without the need for additional medical examinations in Portugal.

How long does it take approximately to get a decision on compensation from the authority/body?

Within 10 days, both the competent authority of the MS of the claimant's habitual residence and the claimant themselves will receive notification of receipt of the claim by the CPVC, with an indication of the likely timescale for a decision on the claim.

In which language will I receive the decision on my claim?

The decision on the claim for compensation may be sent in Portuguese or English to the claimant and to the authority of the claimant's Member State of habitual residence. The CPVC may also decide to use an official language of the EU Member State in which the claimant's habitual residence is situated, or another language of that Member State, provided it is one of the languages of the Community institutions.

If I am not satisfied with the decision, can I challenge it?

Yes. If the claimant believes the CPVC's decision is erroneous, they have 15 days in which to submit a complaint to the commission itself. By means of an application, the claimant should set out the basis for their claim together with any evidence they deem appropriate. The CPVC then has a period of 30 days to examine and decide on the complaint, and may confirm, repeal, annul, amend or replace the contested act.
If the claimant is not satisfied with the decision on the complaint, they may challenge it before the administrative courts.

Can I get legal aid (help from a lawyer) under the other country's rules?

The CPVC does not offer any kind of intervention on this specific issue.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

Commission for the Protection of Victims of Crimes (*Comissão de Proteção às Vítimas de Crimes* - CPVC):
In person – Av. Fontes Pereira de Melo, nº 7, 7.º dto., 1050-115 Lisbon, from Monday to Friday, 9.30am to 12.30pm, and 2pm to 4.30pm;
By post, using the form available on the commission's website;
By email: correio.cpvc@sg.mj.pt;
Online, by completing the form for victims of violent crimes or the form for victims of domestic violence (https://cpvc.mj.pt/);
By telephone: (+351) 213 222 490, calls charged at landline rates, from 9.30am to 12.30pm, and from 2pm to 4.30pm;
Portuguese Victim Support Association (*Associação Portuguesa de Apoio à Vítima* - APAV):
Victim support helpline: (+351) 116 006 (9am to 9pm on working days);
Online, on the APAV's website (available in PT, EN, Russian, Chinese); or at http://infovitimas.pt/pt_en/001_home/001_infovictms.html
Sign Language video interpreter service/SERV IIN – via video call (+351 12 472), 10am to 6pm on working days.
Commission for Citizenship and Gender Equality (*Comissão para a Cidadania e Igualdade de Género* - CIG):
Information Service for Victims of Domestic Violence (*Serviço de Informação às Vítimas de Violência Doméstica*) (provides information on victims' rights and on the means of redress available throughout the national territory and where psychological and social support, and legal information can be obtained) – Telephone: (+351) 800 202 148 (free, anonymous, confidential service available 24/7).

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If my claim (from another country) is to be considered in this country - Romania

Which authority decides on a claim for compensation in cross-border cases?

The Romanian decision-making authority designated in accordance with Article 3(2) is:
The Bucharest District Court (*Tribunalul București*)
Commission for Granting Financial Compensation to Victims of Crimes (*Comisia pentru acordarea de compensații financiare victimelor infracțiunilor*)
Bulevardul UNIRII, nr. 37, Sector 3, Bucharest, code 030823
Tel. +40 214083600, +40 214083700
Fax +4021 3187731
E-mail: tribunalul.bucuresti@just.ro
Webpage: http://www.tmb.ro/

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes.

In which language(s) do the compensation authorities(s) accept the:

claim? in Romanian
supporting documents? in Romanian

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

No, not applicable.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

Physical presence is not necessary.

Legal aid also covers travel expenses when physical presence is required by the law or the court and when the court decides that there is no other possibility for the respective persons to be heard accordingly.
The court decides whether these expenses will be borne or not and informs the party of how to recover them.

Is an interpreter provided, in case I have to be personally present?

Physical presence is not necessary.
Legal aid also covers travel expenses when physical presence is required by the law or the court and when the court decides that there is no other possibility for the respective persons to be heard accordingly.
The court decides whether these expenses will be borne or not and informs the party of how to recover them.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

This is examined by the designated Romanian decision-making authority, namely the Commission for Granting Financial Compensation to Victims of Crimes of the Bucharest District Court.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

The court decides whether these expenses will be borne or not and informs the party of how to recover them.

How long does it take approximately to get a decision on compensation from the authority/body?

One to two years.

In which language will I receive the decision on my claim?

In Romanian.

If I am not satisfied with the decision, how can I challenge it?

In the settlement of the financial compensation claim or of the claim for advance payment from the financial compensation, the Commission for Granting Financial Compensation to Victims of Crimes, which comprises a panel of two judges, may deliver either of the following solutions in a decision:
to admit the claim, determining the value of the financial compensation or, where applicable, of the advance payment therefrom;
to reject the claim if the requirements under this law for granting financial compensation or, where applicable, the advance payment therefrom have not been met.
The judgment settling the financial compensation claim or the claim for advance payment from the financial compensation is served on the victim.
The judgment may be challenged before the court of appeal within 15 days from notification.

Can I get legal aid (help from a lawyer) under the other country's rules?

You may receive public legal aid in accordance with the Romanian law (Article 14 et seq. of Law No 211/2004 regarding certain measures providing for information, support and protection of victims of crimes).
free legal aid is granted, upon request, to the following categories of victims:
the persons against whom the following offences have been committed: attempted murder, manslaughter, bodily harm, wilful crime resulting in the victim's bodily harm, rape, sexual assault, sexual intercourse with a minor, sexual corruption of minors;
the spouse, children and persons dependent on the persons who have died as a result of the commitment of the offences of murder, manslaughter and wilful crimes resulting in the person's death.
Free legal aid is granted to the abovementioned victims if the offence has been committed within the territory of Romania or, where the offence has been committed outside the territory of Romania, if the victim is a Romanian or foreign citizen who lawfully resides in Romania and the criminal proceedings are conducted in Romania.
Free legal aid is granted, upon request, to victims of other crimes if the victim's monthly income per family member does not exceed the national gross minimum base salary for the year in which the victim presented their application for free legal aid.
Free legal aid is granted only if the victim has referred to the prosecution bodies or the court within 60 days from the commitment of the offence or from the date when the victim has become aware of the commitment of the offence. If the victim was physically or mentally unable to report to the prosecution bodies, the 60-day time limit is calculated from the date when the inability has ceased.
The victims who have not reached the age of 18 and those who are placed under a prohibition order do not have the obligation to report to the prosecution bodies or the court in connection with the commitment of the offence. The legal representative of the minor or person who is placed under the prohibition order may report to the prosecution bodies in connection with the commitment of the offence.
The free legal aid application is submitted to the district court in whose jurisdiction the victim is domiciled and is settled by two judges of the Commission Granting Financial Compensation to Victims of Crimes in a conclusion within 15 days from the submission date. Copies of supporting documents for the data entered in the free legal aid application, as well as any other documents held by the victim, which are useful for the settlement of the application, are annexed to that application.
The free legal aid application is settled in a conclusion in chambers, where the victim is summoned to appear.
Where the victim has not chosen a defence attorney, the conclusion admitting the free legal aid application must also include the appointment of a defence attorney ex officio under Law No 51/1995 for the organisation and practice of the profession of lawyer, as republished, as subsequently amended and supplemented, and the Regulations of the profession of lawyer.
The conclusion settling the free legal aid application is served on the victim. The conclusion rejecting the free legal aid application is submitted to a review by the district court to which the Commission Granting Financial Compensation to Victims of Crimes pertains at the victim's request within 15 days from notification. The review is settled by a panel comprising two judges.
Free legal aid is granted to any victim throughout the proceedings within the limit of an amount equivalent to two national gross minimum base salaries, as established for the year in which the victim submitted the free legal aid application. The funds required for granting free legal aid are provided from the State budget, through the budget of the Ministry of Justice.
The abovementioned provisions are also applied accordingly to the granting of necessary amounts to enforce the judgment granting civil compensation to the victim of a crime.
The free legal aid application and the claim for the amount required to enforce the judgment which granted civil compensation to the victim of a crime may also be presented by the legal representative of the minor or person placed under the prohibition order. The free legal aid application and the claim for the amount required to enforce the judgment which granted civil compensation to the victim of a crime are exempted from the stamp fee.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

The free legal aid application and the claim for the amount required to enforce the judgment granting civil compensation to the victim of the crime may also be presented by non-governmental organisations whose activity involves protection of victims if they are signed by the victim, include all the data and are accompanied by the necessary supporting documents.

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If my claim (from another country) is to be considered in this country - Slovenia

Which authority decides on a claim for compensation in cross-border cases?

Ministry of Justice of the Republic of Slovenia
Župančičeva 3
Ljubljana
Telephone: +386 1 369 54 40
Fax: +386 1 369 54 75
E-mail: gp.mp@gov.si
Website: https://www.gov.si/drzavni-organi/ministrstva/ministrstvo-za-pravosodje/

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes.
In which language(s) do the compensation authorities(s) accept the:
— claim? In Slovenian.
— supporting documents? In Slovenian, as a certified translation.
If the claim and the supporting documents are not in Slovenian, the Ministry of Justice shall return them to the claimant or to the authority of the Member State from which the request was received, together with an explanation that the claim and the supporting documents must be in Slovenian.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

If the claim and the supporting documents are not in Slovenian, the Ministry of Justice shall return them to the claimant or authority from which the request was received, together with the explanation that the claim and the supporting documents must be in Slovenian. In other words, the compensation authority does not translate the request or supporting documents from other EU Member States. Translation costs are covered by the Republic of Slovenia.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No. No fee is charged for claims, actions and decisions in compensation proceedings under this Act.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

No, costs are not reimbursed.

Is an interpreter provided in case I have to be personally present?

As a rule, you do not need to be personally present in the procedure.
The Committee for decision-making on compensation to crime victims may decide to hold an oral hearing or hear a party or an expert. According to the rules on the general administrative procedure, parties who do not know the language or cannot use it due to disability have the right to an interpreter in order to follow the course of the procedure. The authority is obliged to inform the claimants about this.
However, in accordance with the law, the Committee may ask the competent authority in the other EU Member State in which the claimant has filed a compensation claim to carry out these acts instead. In this case, the claimant does not need to be personally present.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

Enclosed medical certificates will be accepted or recognised if they are presented in Slovenian, as a certified translation.

Will I be reimbursed for my travelling costs if I have to undergo a medical examination in this country?

According to the rules on the general administrative procedure, no, because it is a procedure at the claimant's request.

How long does it take approximately to get a decision on compensation from the authority/body?

The legal deadline for issuing a decision is 3 months from the receipt of a complete application. As a rule, the actual procedure lasts less than half a year, depending on individual circumstances.

In which language will I receive the decision on my claim?

The decision will be in Slovenian.
If the procedure is to be conducted via the competent authority of another EU Member State, the decision will be sent together with the **prescribed standard form** set by the European Commission that must be **in the language of the competent Member State** to which it is sent. Part of the standard form is also a summary of the decision, an explanation or instruction about the legal remedy, and an explanation of other actions that are expected from the claimant.

If I am not satisfied with the decision, how can I challenge it?

You can challenge the decision by an action in administrative proceedings, which is decided by the Administrative Court of the Republic of Slovenia.

Can I get legal aid (help from a lawyer) under the other country's rules?

In administrative proceedings involving the preparation of a compensation claim, free legal aid is not possible.
Under the rules on general administrative procedure, however, an official must respect the principle of protecting the rights of the claimant, which means that the official must allow the claimant to exercise their rights, to warn them in this regard, invite them to complete the claim and provide explanations, while ensuring that claimant's ignorance or lack of knowledge does not harm their rights.
The claimant can decide to bring an action against a decision of the Committee. In an administrative dispute which is also a judicial procedure, foreigners (who are not residents of the Republic of Slovenia) are entitled to free legal aid under the condition of reciprocity or under the conditions and in cases determined by international treaties binding the Republic of Slovenia.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

We have no information about this.
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If my claim (from another country) is to be considered in this country - Slovakia

Which authority decides on a claim for compensation in cross-border cases?

The Ministry of Justice of the Slovak Republic — Rehabilitation and Compensation Department
Telephone: +421288891225
Fax: +4212888 91 579
E-mail: victims@justice.sk
Website: https://www.justice.gov.sk

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?
It is not possible to communicate directly with the Ministry of Justice of the Slovak Republic. The assisting authority in the home country should be used for cross-border claims.

In which language(s) do the compensation authorities(s) accept the:
claim?
In Slovak.
supporting documents?
In Slovak.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?
The Ministry of Justice of the Slovak Republic does not provide translation of the necessary documents. The crime victim pays for the translation and the associated costs.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?
The procedure is not subject to a charge.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?
The presence of the violent crime victim is not required when assessing an application for compensation. Any hearing is carried out by the requested assisting authority or by the Slovak authorities through technical facilities for audiovisual transmission. As a result, travel costs are not incurred and there is no need for reimbursement.

Is an interpreter provided, in case I have to be personally present?
The law does not provide for the claimant's personal participation in the compensation procedure. The presence of the violent crime victim is not required when assessing an application for compensation.

Will medical certificates from doctors in my country of residence be accepted or recognised – or will my health/injury have to be examined by your own medical experts?
A medical report meeting the requirements laid down by the Slovak legal code is required for the purposes of determining compensation for pain and suffering. However, it is still possible that health status will be assessed by a doctor in the Slovak Republic based on medical reports issued in the country of residence.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?
Travelling costs will not be reimbursed.

Approximately how long does it take to get a decision on compensation from the authority/body?
The Ministry of Justice of the Slovak Republic will decide within 6 months of receiving a complete claim.

In which language will I receive the decision on my claim?
In Slovak.

If I am not satisfied with the decision, how can I challenge it?
By court action.

Can I get legal aid (help from a lawyer) under the other country's rules?
There is no legal aid specifically for the purpose of claiming compensation provided for in the Slovak legal code. It is possible to use general legal assistance provided by the State from the Legal Aid Centre, or request aid from one of the organisations providing aid to the crime victims. The Ministry of Justice of the Slovak Republic itself provides basic guidance for claiming compensation.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?
There are non-governmental organisations providing aid and support to violent crime victims within the Slovak Republic, which are focused on certain victims. The options for individual organisations to provide aid for compensation claims in cross-border cases depend mainly on their personnel capacities.
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If my claim (from another country) is to be considered in this country - Finland

Which authority decides on a claim for compensation in cross-border cases?
State Treasury
P.O. Box 50
FI-00054 State Treasury, Finland
E-mail: rikosvahingot@valtiokonttori.fi
https://www.valtiokonttori.fi/en/frontpage/

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?
You may send your claim directly to the State Treasury (*Valtiokonttori*). Please note, however, the restrictions on the language of the documents as explained below.

In which language(s) do the compensation authorities accept the claim?
And the supporting documents?
The claim must be prepared in Finnish, Swedish or English. The supporting documents should also be in one of these languages.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?
The State Treasury will not accept a claim for processing if it is not prepared in one of the languages mentioned above. If you need help with translating the documents, you can contact the assisting authority in the country where you live.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

You will not be charged any administrative costs for processing your application.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

The case will be processed by the State Treasury in writing. You will not be asked to appear in person during any stage of the process.

Is an interpreter provided, in case I have to be personally present?

Please see the preceding answer.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised - or will my health/injury have to be examined by your own medical experts?

A medical certificate issued by a doctor in your country of residence will be accepted as evidence of the injury sustained.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

Please see the preceding answer.

How long does it take approximately to get a decision on compensation from the authority/body?

You will receive a decision on average 6-8 months after the State Treasury receives your claim.

In which language will I receive the decision on my claim?

The State Treasury only issues decisions in Finnish and Swedish. If you made your claim in English, you will receive an English summary of the decision's contents together with the decision.

If I am not satisfied with the decision, how can I challenge it?

You can appeal in writing to the Insurance Court (*Vakuutusoikeus*) against a compensation decision that you have received, within 30 days of the date when you were made aware of the decision. Guidelines on how to appeal are enclosed with the State Treasury's compensation decision.

Can I get legal aid (help from a lawyer) under the other country's rules?

The State Treasury can give you advice about things relating to claiming compensation. If you make use of help from an external lawyer in preparing your claim, the costs arising from this may only be compensated for if you have been granted legal aid or assigned a legal adviser for hearing of the case by a court. The costs of preparing a claim may also be compensated for when the case is not heard by a court, if you satisfy the financial conditions laid down for obtaining legal aid.

Are there any victim support organisations in this country that can help me claim compensation?

You can get help with making a claim from Victim Support Finland (*Rikosuhripäivystys*) (RIKU). You can find this organisation's contact details on its website at https://www.riku.fi/en/home/.

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If my claim (from another country) is to be considered in this country - Sweden

Which authority decides on a claim for compensation in cross-border cases?

Swedish Crime Victim Compensation and Support Authority (*Brottsoffermyndigheten*)
Storgatan 49
Umeå
Tel.: (+46)90708200
Fax : (+46)90178353
E-mail: registrator@brottsoffermyndigheten.se
Website: http://www.brottsoffermyndigheten.se/
Postal address:
Box 470
SE-901 09
Umeå, Sweden

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

Yes. If the crime took place in Sweden, the claim may be sent directly to the Swedish Crime Victim Compensation and Support Authority.

In which language(s) do the compensation authorities accept:

– claims?
– supporting documents?
The claim and supporting documents are accepted in Swedish and English.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

The translation costs are borne by the Swedish Crime Victim Compensation and Support Authority.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

No.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

The claimant does not need to be present. The processing is done in writing.

Is an interpreter provided, in case I have to be personally present?

There are options for interpreting if it is needed during the process.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised or will my health/injury have to be examined by your own medical experts?

Medical certificates and medical notes from other countries may be accepted. Where an additional assessment is required, the Swedish Crime Victim Compensation and Support Authority usually engages expert physicians to write an opinion based on the medical evidence available.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

Usually there is no need for a medical examination in Sweden if you are a resident of another EU country. However, there is a possibility to have the costs reimbursed if a further investigation of this kind is required.

How long does it take approximately to get a decision on compensation from the authority/body?

The processing time varies depending on the nature of the case and the authority's workload. The average processing time is usually approximately three months, but it could take either less or more time than that. Cases are processed in order of receipt, and no precedence is usually given.

In which language will I receive the decision on my claim?

The decision will be in Swedish. If you do not speak Swedish, you will also receive a summary of the decision in English.

If I am not satisfied with the decision, how can I challenge it?

Decisions by the Swedish Crime Victim Compensation and Support Authority cannot be challenged, but the authority can change its decision upon request or on its own initiative if new circumstances come to light or if there are other grounds for doing so.

A claimant who is dissatisfied with the decision must send a written request to the authority for the case to be re-assessed. The desired change and the reasons for it should be specified in the request. Any supplementary material should be submitted together with the request.

The claimant is always entitled to have their decision reviewed by the Criminal Injuries Compensation Tribunal (*Nämnden för brottsskadeersättning*).

Can I get legal aid (help from a lawyer) under the other country's rules?

Compensation for legal representation costs will only be given if there are particular grounds for doing so. The help of a lawyer is usually not needed for compensation of criminal damage. It is relatively easy to submit a claim. The authority also has an obligation to provide information and advice to those who claim compensation, as well as a responsibility to obtain the evidence required for a decision on the case.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

If you want to submit a claim or if you have any questions about compensation in cross-border cases, it is best to consult the Swedish Crime Victim Compensation and Support Authority for help and information. Information is available on https://www.brottsoffermyndigheten.se/. You can also call the authority at +46 90 70 82 00.

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If my claim (from another country) is to be considered in this country - England and Wales

Which authority decides on a claim for compensation in cross-border cases?

Criminal Injuries Compensation Authority (CICA)
Alexander Bain House
Atlantic Quay
15 York Street
G2 8JQ
Glasgow
Telephone: 00 44 203 684 2517
Web: https://www.gov.uk/government/organisations/criminal-injuries-compensation-authority

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

We will accept an application directly from you without having to go via the assisting authority in your home country.

In which language(s) do the compensation authorities(s) accept the:

claim?
supporting documents?
Our preference is to receive these documents in English.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

We will pay for these translations.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

We do not charge for our services.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

We process applications and correspond with applicants in writing. You do no need to be present.

Is an interpreter provided, in case I have to be personally present?

Not applicable.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

We will accept reports from medically qualified practitioners in other countries.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

We do not pay travelling expenses.

How long does it take approximately to get a decision on compensation from the authority/body?

The length of time needed to assess a claim will vary depending on how complicated it is. For example, claims involving loss of earnings will take longer than those only involving a payment under the tariff of injuries. The CICA will not finalise a claim until you confirm that you have recovered, as far as possible, from your injuries. We aim to resolve straightforward cases within 12 months of receipt.

In which language will I receive the decision on my claim?

We will correspond with you in English.

If I am not satisfied with the decision, how can I challenge it?

If you disagree with the original decision and want us to review it, you must send us your written application for a review within 56 days of the date of the original decision. You will need to enclose any additional evidence that you wish us to consider in support of your claim.

When we get your request for a review along with all your supporting information, a claims officer, other than the one who made the original decision, will consider it. The review decision can be more or less favourable than the original decision, or the original decision may be unchanged.

If you disagree with a review decision, you can appeal to the First-tier Tribunal (Criminal Injuries Compensation) in accordance with Tribunal Procedure Rules. You can find these rules on the First-tier Tribunal website.

Can I get legal aid (help from a lawyer) under the other country's rules?

You do not need a paid representative such as a solicitor or claims management company to apply for compensation. If you choose paid representation we cannot meet the cost of this, and you will have to pay these costs yourself.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

You can contact the Victims Information Service for help with your application.

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If my claim (from another country) is to be considered in this country - Northern Ireland

This section is not applicable. Compensation Services Northern Ireland only deal with claims that occur within Northern Ireland.

Which authority decides on a claim for compensation in cross-border cases?

-

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

-

In which language(s) do the compensation authorities(s) accept the:

claim?

supporting documents? -

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

-

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

-

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

-

Is an interpreter provided, in case I have to be personally present?

-

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

-

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

-

How long does it take approximately to get a decision on compensation from the authority/body?

-

In which language will I receive the decision on my claim?

-

If I am not satisfied with the decision, how can I challenge it?

-

Can I get legal aid (help from a lawyer) under the other country's rules?

-

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

-

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If my claim (from another country) is to be considered in this country - Scotland

Which authority decides on a claim for compensation in cross-border cases?

Criminal Injuries Compensation Authority (CICA)

Alexander Bain House

Atlantic Quay

15 York Street

G2 8JQ

Glasgow

Telephone: 00 44 300 003 3601

Web: https://www.gov.uk/government/organisations/criminal-injuries-compensation-authority

Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to go via the assisting authority in my home country)?

We will accept an application directly from you without having to go via the assisting authority in your home country.

In which language(s) do the compensation authorities(s) accept the:

claim?

supporting documents?

Our preference is to receive these documents in English.

If the compensation authority translates the claim/supporting documents from another EU country, who pays for this?

We will pay for these translations.

Are there administrative or other charges to be paid in this country for processing my claim (received from another EU country)? If so, how can I pay these?

We do not charge for our services.

If I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for my travelling costs? How can I claim them? Who do I have to contact?

We process applications and correspond with applicants in writing. You do not need to be present.

Is an interpreter provided, in case I have to be personally present?

Not applicable.

Will medical certificates, given by doctors in my country of residence, be accepted or recognised – or will my health/injury have to be examined by your own medical experts?

We will accept reports from medically qualified practitioners in other countries.

Will I be reimbursed for my travelling costs, if I have to undergo a medical examination in this country?

We do not pay travel expenses.

How long does it take approximately to get a decision on compensation from the authority/body?

We aim to resolve straightforward cases within 12 months of receipt. Complex cases will take longer. We will not make a final decision on your case if your medical treatment is ongoing or your level of recovery is not known.

In which language will I receive the decision on my claim?

We will correspond with you in English.

If I am not satisfied with the decision, how can I challenge it?

If you disagree with the original decision and want us to review it, you must send us your written application for a review within 56 days of the date of the original decision. You will need to enclose any additional evidence that you wish us to consider in support of your claim.

When we get your request for a review along with all your supporting information, a claims officer, other than the one who made the original decision, will consider it. The review decision can be made more or less favourable than the original decision, or the original decision may be unchanged.

If you disagree with a review decision, you can appeal to the First-tier Tribunal (Criminal Injuries Compensation) in accordance with Tribunal Procedure Rules. You can find these rules on the First-tier Tribunal website.

Can I get legal aid (help from a lawyer) under the other country's rules?

You do not need a paid representative such as a solicitor or claims management company to apply for compensation. If you choose paid representation we cannot meet the cost of this, and you will have to pay these costs yourself.

Are there any victim support organisations in this country that can help me claim compensation in a cross-border case?

You can contact the Victim and Witness Information Service for help with your application.

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