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

Information on how an EU country assesses an application for compensation

If you fell victim to a crime while you were abroad (in an EU country in which you do not live) you can submit the application to the assisting authority of the country in which you live. The assisting authority translates and transmits the application to the deciding authority of the EU country where the crime was committed. The deciding authority is responsible for assessing the application and payment of the compensation.

Here you find information about how your application will be assessed by the deciding authority in the EU country where the crime was committed.

You are advised to look at the information for the country where the crime was committed.

Please select the relevant country's flag to obtain detailed national information.

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Last update: 16/05/2018

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

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


The Commission for Financial Aid For Victims of Intentional Acts of Violence

SPF JUSTICE
BOULEVARD DE WATERLOO 115
1000 BRUXELLES

b) Regarding victims of terrorism, they should contact the 'Victims of Terrorism Unit' within the Commission for financial aid for victims of intentional acts of violence.

By post:
The Commission for Financial Aid For Victims of Intentional Acts of Violence
Victims of Terrorism Unit
SPF JUSTICE
BOULEVARD DE WATERLOO 115
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:

Application form + supporting documents only in French, Dutch, German and English.

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

Payment for translation of documents is still in discussion.

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?

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?

The Commission will evaluate all transmitted medical certificates.

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 French, Dutch, German and English.

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

There is no appealing procedure against a decision from the Commission. The only option to challenge the decision is an application for annulment in front of the State Council of Belgium.

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?

You can contact the victim support services for help with your application.

Please do take notice that those services are operated by Regions and Communities in Belgium.

For Wallonia and Brussels: http://www.victimes.be/
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: http://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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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 Czech, Slovak, or 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
Which authority decides in cases having cross-border implications on an application for compensation?

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

The determining authority documents in languages other than Slovak or Czech, English has taken (or not taken into account, shall invite the applicant to supply the request or documents translated into one of the accepted languages), where it would be obliged to provide a translation of documents in the English language, it has to bear the costs himself.

It is payable in the country administrative or other fees for processing my claim (received from another EU country)? If so, how can I pay?

No.

If I need to be present during the procedure and/or when my application, I am entitled to reimbursement of travel expenses? How can I exercise them? Who should I contact?

Not entitled to reimbursement of travel expenses.

If I have to be present in person, I have an interpreter?

The determining authority does not provide an interpreter.

Will be accepted or recognised by a medical certificate issued by a doctor in the State of residence, or will my health/injury (a) examined by your own medical experts?

Medical certificate from your place of residence will in all probability be recognised.

Will I get reimbursed for travel costs, if I have to undergo a medical examination in this country?

No.

How long does it take (approximately) to receive a decision from the authority/body?

On the application should be taken within 3 months.

In which language do I receive a decision on their application?

In Czech or in English.

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

An administrative court.

Can I request under the rules of another legal aid (help from a lawyer)?

Yes, at its own expense.

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

The largest non-governmental organisations to support victims of crime Bily Kruh victims.
Can I take my request directly to the authority in that country, which will take a decision on my application, even if a case has cross-border implications (without me to contact the contact point in my home country)?

This is possible, however the assisting authorities should also ideally be informed.

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

— the application?
— the supporting documents?

Official language is German. However, there are no known cases in which a German authority rejected an application in languages other than German or had not dealt with.

Who bears the cost if the Entschädigungsbehörde the claim/supporting documents from another EU country and can be translated?

Such costs shall be regularly by the German issuing authority, in some cases from the German assisting authority involved. However, it would be preferable to include a provision in Directive 2004/80/EC, such costs would be borne by the State in which the offence was committed.

In this country, administrative or other fees for processing my claim (from another EU country was sent)? If so, who pays for this?

Management costs or fees are not collected in Opferentschädigungsangelegenheiten in Germany.

Will my travel expenses reimbursed if I need to be present during the procedure and/or when my claim is being decided? How can I exercise them? Whom should I contact?

Travel expenses will be reimbursed, where necessary, taken by the competent authority.

An interpreter will be made available if I personally be present?

There is no legal entitlement to be assisted by an interpreter. In practice, however, usually interpreter whenever necessary.

Will my medical certificates from my home country accepted or recognised — or will my health/injury by medical experts in my country?

These certificates will normally be accepted.

Will my travel expenses reimbursed if I have to undergo a medical examination in this country?

Travel expenses will be reimbursed, where necessary, taken by the competent authority.

Approximately, how long does it until a decision on compensation from the authority/body has been made?

The duration of the Entschädigungsverfahrens does not make general statements, because they are very much depends on the circumstances of the individual case.

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

The decision shall be given in English.

How can I appeal against the decision, if I am not agree?
Which authority takes the decision on a claim for compensation in cross-border cases?

Sotsiaalkindlustusamet (Social Insurance Board)

Endla
815092
TALLINN

Tel.: + 372 612 1360
Fax: + 372 640 8155

E-mail: info@sotsiaalkindlustusamet.ee
Website: http://www.sotsiaalkindlustusamet.ee/

Comment:
Otsustav the authority of the Social Insurance Board with the local Pension Departments. You will shortly find on this page information about the local Pension Departments.

Can I send your claim directly to the decision-making authority in this country even in cross-border cases (without first of all that I should contact the assisting authority in their home country)?

Yes

In which language (s) the decision-making authority accepts a reimbursement claim:

The official European languages, preferably in Estonian or English.

If a reimbursement claim, the decision-making authority translates the claim/supporting documents from another EU country, translation into its official language, who pay?

Translation commissioned by the authority in charge of the translation.

Be paid either in the country (l) from other EU countries for handling administrative or other fees? If so, how to pay?
Which authority decides on a claim for compensation in cross-border cases?

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

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

If I come to my claim procedure and/or the person on the date of the Decision, will my travel expenses be reimbursed? How to apply for compensation? Who should I contact?

In making its decision, the person’s physical presence is not necessary.

Will I be given an interpreter if I need to take part in the proceedings in person?

Personal presence is not necessary.

Will my residence certificates issued or recognised or accepted my health/injury have to assess medical experts in this country?

Shall be accepted by the other Member States of the European Union, but the documents issued by the medical officer shall assess the state of health and injury to the victim in his Member State of residence in accordance with the issued meditsiinidokumentidele.

Will my travel expenses shall be reimbursed if I need to attend a medical examination in this country?

The person does not have to come to a review.

How long it will take some time for the decision on compensation from the authority/body receipt?

The decision shall be drawn up within 30 days after receipt of the last document.

In which language will be issued to me the decision on my claim?

In Estonian

How can I appeal if I am not satisfied with this?

An objection may be submitted against the decision within 30 days of the date of receipt of the decision or an appeal to the administrative court in accordance with the procedure laid down in the Code. We challenge within 30 days of the receipt of the request.

Can I obtain legal aid under national rules here (a lawyer)?

Yes

Does the country have a victim support associations, which I am in a cross-border situation to assist nõutamisel compensation?

Ohvriabitöötajad. Their contact details can be found on the Sotsiaalkindlustusameti website.
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 you have a permanent address or habitually reside in the territory of another Member State, the application shall be made in the Member State Aid Authority, which sends it to the Hellenic Authority of Compensation. In the latter case, the Hellenic Authority of Compensation shall report as soon as possible to the Authority State Aid — and the applicant the following elements: (a) the contact person or the department responsible for handling the matter; (b) an acknowledgement of receipt of the application; (c) an indication of the approximate time by which a decision is expected to be taken on the application.

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

As an official language for the application and exchange of information, data and supporting documents set out the Greek

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

Does not undertake the translation and hence the cost

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

So, the amount of the fee shall be EUR 100. The application is rejected if the examination by the Compensation Authority has not been paid. The Hellenic Authority will give you information on the bank would have to pay.

If you are in one country of the Single Euro Payments Area (SEPA — Single Euro Payment Area) can you pay online fee with SEPA Credit Transfer in euro with receiving Bank and Bank of Greece the IBAN account number and information transfer in accordance with the following instructions:

Name of Beneficiary: MINISTRY OF FINANCE
Address of beneficiary: MR Servias 10, 10562 Athens
IBAN Dikaioýchoy: GR1201000230000000481090510
Bank Identifier code Dikaioýchoy: BNGRGRAA
Information transfer: the 20-digit code (xxxxxxxxx95xxxxxxxxx fee — payment code you will be given by the Hellenic Authority Assistance)

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 submit my claim for these expenses? Whom to contact?

The Hellenic Authority of Compensation, if necessary, may invite you, the offender or third persons, such as witnesses or expert witnesses to appear in person to testify before it.

If you are domiciled or habitually resident in the territory of another Member State, the Hellenic Authority of Compensation shall request the relevant Authority Assistance to conduct the hearing under the law of the State where it is based, and to provide the relevant report. It may also, in cooperation with the relevant Authority Assistance, to carry out the direct hearing in accordance with the national law, by telephone or by the use of videoconferencing. In the latter case, the Hellenic Authority of Compensation you cannot be required to appear before it. The Hellenic Authority Assistance shall provide assistance to the Compensation Authority of the relevant Member State when conducting a hearing or third persons, such as witnesses or experts.

To this end, the Greek Authority Assistance upon request of the Compensation Authority of a Member State: (a) occurs when conducting the hearing directly by telephone or by the use of videoconferencing, in accordance with Greek law, providing and ensuring the necessary logistical infrastructure or (b) carry out the hearing under Greek law and then forwards the report to the Compensation Authority of the relevant Member State. In the latter case, the hearing report drawn up in the Greek language, shall be translated into the official language or one of the official languages, of the Member State concerned or in any other Community language, which that Member State has indicated that it can accept.

The relevant costs caused to the Hellenic Authority Assistance shall be borne by the Greek State.

Is an interpreter provided, in case I have to be personally present?
Which authority decides on a claim for compensation in cross-border cases?

The tool for finding competent courts related to “Compensation of crime victims” can be found in the Judicial Atlas section of the e-Compensation of crime victims Justice Portal.

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 will be reimbursed.

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 Hellenic Authority of Compensation porosdiorizei investigating the case within three (3) months from the date of filing of the application and final decision within three (3) months from the date of designation of the present 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 appeal to the Administrative Court.

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

Recipients of legal aid in respect of any criminal and civil claims are and victims of crime. Provided by law (i.e. Article 1 of Law 3226/2004) providing legal assistance to low-income citizens of Member States of the European Union, third country nationals and stateless persons which have been lawfully domiciled or habitually reside in the European Union. Low-income citizens, hence entitled to legal aid, are those whose annual family income is not more than 2/3 of the minimum annual individual remuneration provided for in the National General Collective Labour Agreement. In cases where there is a domestic disagreement or dispute, the income of the estranged party is or conflict.

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

Research Centre for Equality (KETHI)

http://www.ekka.org.gr/

http://www.isotita.gr/


https://www.amnesty.gr/

http://cyberalert.gr/

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Last update: 22/05/2018

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?

The tool for finding competent courts related to “Compensation of crime victims" can be found in the Judicial Atlas section of the e-Justice Portal.

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 will be reimbursed.
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 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 duty 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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Last update: 26/09/2018

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

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**Which authority decides on applications for compensation in cross-border cases?**

The Committee of Solidarity for the victims of Mafia-style crimes and violent intentional crimes at the Ministry of the Interior (Via Cavour No 6; certified email: protocollovittimemafia@pecdlci.interno.it), chaired by Commissioner and comprising
representatives of the Ministry of the Interior, two representatives of the Ministry of Justice, a representative of the Ministry of Economic Development, one representative of the Ministry of Economy and Finance, a representative of the Ministry of Labour, Health and Social Policy, as well as a non-voting representative of the concessionaire of public insurance (Consap), responsible economic management of the Fund.

The request for access to the Fund shall be submitted, for the investigation of competence, to the Prefecture/Government Local Office, responsible for the area in which the court that issued the judgment of conviction for one of the crimes provided for under Art. 11 of Law 122 of 2017, i.e. related to the place of residence of the person concerned or of those entitled in the event of the death of the victim of the offence, or related to the place of residence of the Special Prosecutor where the victim or those entitled are Italian nationals or EU citizens not residing in Italy. (this information anticipates the content of an interministerial decree to be published shortly in the Official Journal)

The decision is the Committee of solidarity with the victims of Mafia-style crimes and violent intentional crimes.

On the following website of the Ministry of the Interior for the access to the fund and the application form:


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

Yes, through the Authority even if assistance is useful for the translation of the application and of any documentation.

In which language the competent authorities for compensation shall accept:

— the claim for compensation?
— supporting documents?

In Italian

If the authority responsible for the compensation translates the claim/supporting documents from another EU country, who will bear the costs?

There are no costs 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?

No

If I need to be present during the procedure and/or when deciding on my application, I can obtain reimbursement of travel expenses? How can I apply for it? Who should I contact?

It is not necessary to be present as there is no contradictory, if you wish to submit further comments or documents can be sent to the certified email address or through the assisting authority.

Decree 222/2008 Art. 6.Hearing of the applicant requested by the Italian deciding authority

1. If the deciding Italian authority decides to hear the applicant or any other person under Article 2, paragraph 3 of legislative decree, shall send the request to the authority in the other Member State as indicated in Article 3, paragraph 2, to this Regulation. The request must contain information on the procedural formalities laid down by Italian law, with the invitation to the assisting authority of the other Member State receiving the request, inform those formalities the person to be heard.

2. If the deciding Italian authority ask the assisting authority of that other Member State, in accordance with the laws of the latter, the hearing of the applicant, or any other person under Article 2, paragraph 3, last part, of Legislative Decree, shall forward that request with the methods set out in Article 3, paragraph 2, to this Regulation.

In case I should be personally present, I can benefit from the services of an interpreter?

SEE ANSWER TO THE PREVIOUS QUESTION

Certificates issued by doctors of my country of residence, be accepted or recognised? Or my state of health/injury that I have suffered must be examined by your medical experts?
Are recognised but must reach in Italian or English. There is no specific finding by national medical.

**Me if I have a medical examination in this country will I obtain reimbursement of travel expenses?**

No medical examination is necessary to produce medical documents and invoices of their medical expenses.

**Approximately how much time elapses before that body/authority takes a decision on compensation?**

Receipt of the request are currently provided for under 60 days. It should be, however, taken into account that the request for additional documents or information shall interrupt the proceedings pursuant to Art. 10a of Law No 241/90.

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

In Italian.

**If you are not satisfied with the decision, how can it be challenged?**

With judicial appeal to the Ordinary Court within 60 days of the notification.

**It is possible to obtain 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 known to that office.

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

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**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 submit your claim directly to the deciding authority in this country even in cross-border cases.

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

— the application?

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 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 submit my claim for these expenses? Whom to contact?

Not required to be present.

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

Not applicable.

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

Acceptance of medical certificates issued by doctors in your country of residence.

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?

Take 6 months from the date on which all the information is available for a decision.

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 in an action in 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 proceedings of 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 claim damages directly reaching the Social Insurance (http://www.mlsi.gov.cy/sid).

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Last update: 18/05/2018

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

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

Juridiskās palīdzības administrācija
Pils laukums 4
Riga

Telephone: +371 67514208
Free phone line: +371 80001801
Fax: +371 67514209
Email: jpa@jpa.gov.lv
Web: http://www.jpa.gov.lv

Or even in cross-border cases can I send my claim directly to the deciding authority in this country (without assistance office in their home country)?

You may send to the national claims administration directly without the Member State of the European Union in which you are a resident, with the competent authority.

In which language(s) the compensation body(s):

The Legal Aid Administration adopts a claim for compensation and the documents annexed thereto in Latvian or English. Documents to be provided do not need to be legalised, and are not subject to an equivalent formality.

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

To be translated in the country if the claim for compensation and the documents annexed thereto, translation costs will be charged to the Legal Aid Administration within the State budget.

Or are subject to administrative or other charges that it is processing my claim (received from another EU country)? If so, how can I pay these?

You do not have to pay for state compensation request received from another Member State of the European Union, treatment.

Or will my travel expenses, where my presence is required according to the same procedure and/or when my claim is being decided? How can I ask for the reimbursement? Who should I contact?

Examining the application for state compensation and on State compensation in the process of adopting or refusing to pay your presence is not necessary.

If the Legal Aid Administration establishes that additional information is necessary for a decision, it shall within seven days following receipt of the state compensation will inform you.

The decision shall be sent to the address indicated in the request for State compensation.

If I have to take part in person, or will be provided with an interpreter?

You do not need to attend in person the reimbursement by the State of the processing of the application and decision on State compensation in the process of adopting or refusing to pay.

Or will be adopted or recognised medical certificates issued by doctors in my country of residence, or the state of my health/injury margins of your medical experts?

A decision shall be taken on the expertise of the proceedings (the police, the prosecutor’s office, the court). The Legal Aid Administration will request information on the outcome of the proceedings.

Based on the expert opinion of the medical documentation or other objective data.

Or will my travel expenses if I have to undergo a medical examination in this country?
Where the officer conducting the proceedings (the police, the prosecutor’s office, the court) has taken a decision requiring the
taking of expert opinion, you will be reimbursed for travel expenses laid down in regulatory enactments of the Republic of Latvia,
and from the State budget.

Around the time of the institutions/bodies may obtain a decision on compensation?

The Legal Aid Administration for state compensation within one month of the date of receipt of the request shall take a decision on
compensation or refusing to pay state compensation, which shall be sent to the address indicated in the request.

If you require additional information from you or the officer conducting the proceedings (police, prosecutors, courts), the time-limit
for taking a decision shall be suspended until all necessary information has been received.

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

The decision on public compensation or refusing to pay will be sent to you in Latvian, accompanied by a translation into the
language of the Member State of the European Union in which you are a resident, has indicated it can accept.

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

State administration decision on legal aid or refusing to pay compensation you can appeal within one month of the date of its entry
into force, by submitting an application to the Legal Aid Administration, which forward them to the Ministry Tieslietu.

In accordance with national rules or can I get legal aid (lawyer)?

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

Or one of the victim support organisations that can help me claim compensation in a cross-border case?

'Skalbes provides free information phone 116006 ‘Helpdesk victim of crime” (every day from 7.00 to 22.00) providing emotional
and psychological support to victims of crime, information on procedural rights of victims (e.g. on criminal procedural rights, the
right to damages, compensation, etc.), information on potential services and existing victim support services.

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Last update: 23/05/2018

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

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

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 (not in my country assisting
authority)?
Such a person may request directly to the Ministry of Justice of the Republic of Lithuania.

In which language (s) the authority (ies) shall:

— the request?
— supporting documents?

The application and the supporting documents shall be submitted in Lithuanian or in English.

If the compensation authority in another EU country will request and/or supporting documents, who will pay for it?

The application and/or the accompanying documentation with a translation into Lithuanian or English is to be borne by the person making the application or to the authority.

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

No.

If I have to be present during the examination of the application and/or the decision on the request, will my travel expenses be reimbursed? How can I submit a request for reimbursement? Whom do I have to contact?

The injured person’s participation in the adoption of the decision and therefore are not bound by such expenses are not reimbursed.

If I have to attend in person will be or interpreter?

When the injured person’s involvement is not mandatory.

Is my doctors issued medical certificates to be accepted or recognised, will my health/injury have to examine your medical professionals?

The documents issued by the competent authorities of the State of residence of the victim (s) will be accepted.

Will my travel expenses can be reimbursed, if I have to undergo a medical examination in this country?

No.

The approximate amount of time or until a decision on damages?

The decision shall be taken within one month of the request and all the necessary documentation has been submitted to the Ministry of Justice of the Republic of Lithuania.

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

Normally in Lithuanian.

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

The Ministry of Justice of the Republic of Lithuania may be appealed against in accordance with the Administrative Disputes Commission or with the Vilnius Regional Administrative Court within one month from the date of service of the decision.

In accordance with the rules of the other party (a lawyer) can receive legal aid?

Yes, the person may apply to the Legal Aid Service, which will decide on the granting of legal aid.

Whether victim support organisations in this country that can help you with your request for compensation in a cross-border situation?

No.

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

Ministry of Justice
13, rue ErasmeL-2934LUXEMBOURG
Tel.: (352)2478 45 27, (352) 2478 45 17Fax:
(352) 22 52 96, (352) 26 68 48 61
E-mail: 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 Minister of Justice of Luxembourg by simple letter and provided that the applicant is not entitled to compensation from another Member State and that the applicant has a lawful and habitual residence in the Grand Duchy.

Exemption from the requirement of lawful and habitual residence in the Grand Duchy is indeed applicable to the applicant if he is a victim of an offence referred to in Article 382-1 of the Criminal Code (people trafficking).

In which language(s) do the compensation authorities:

The claim and the supporting documents are accepted in the following languages:

- the Luxembourgish,
- French,
- German.

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

The Ministry of Justice shall bear the costs of the translation.

Should pay administrative or other charges in this country for processing my claim (received from another EU country)? If yes, how to pay?

No.

If I need to be present during the procedure and/or when it is ruled on my request, can I obtain reimbursement of my travel expenses? How to assert them? Who should I contact?

The presence of the victim is optional. It may be represented by his lawyer. As a result no travel is required.

The assistance of an interpreter is provided where my presence is required?

Yes.

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

The medical certificates issued by doctors in your country of residence, be accepted or recognised as supporting documents concerning the facts and the damage you have suffered.
Will my travel expenses be reimbursed, if I have to undergo a medical examination in this country?

Not applicable. Indeed, foreign medical certificates are accepted as evidence.

How long does it take (approximately) to receive from the competent authority/agency a decision on compensation?

The Minister for Justice shall decide within six months after the submission of the request for compensation.

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

Since the application must be written in French, German or Luxembourg, the Decision will also be drawn up in one of the three languages accepted.

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

If the decision of the Ministry of Justice is contested on the principle or the amount awarded, a court action against the State, represented by the Minister for Justice, may be brought. The action shall be brought before the District Court of Luxembourg or Diekirch, as the applicant chooses.

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

A person who proves that it does not have sufficient income, have the right to receive legal aid free of charge, under the conditions provided for by law. A lawyer is appointed to legal advice or representation in court and the costs are borne by the State. Any person may consult the legal information and consultation. It has access to reception Service and Legal Information™ to collect any legal information free of charge.

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

Central department of social assistance (SCAS) — victim support (VAS), Entry A Liberty Plaza Building, 12-18 Rue Joseph JunckL-1839 Luxembourg

Tel: (+ 352) 47 58 21-627/628

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Last update: 22/05/2018

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

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In Hungary, of intentional violent criminal offences against persons are victims of crime can apply if:

— is a Hungarian citizen;

The nationality of any Member State of the European Union,

Outside the European Union the State is a national of the European Union residing lawfully in a Member State, or who have their habitual and lawful residence

— Of a stateless person residing lawfully within the territory of Hungary,
A person identified as a victim of trafficking.

The State of nationality of the international agreement with Hungary entitled to do so on a basis of reciprocity,

Request from other Member States the Victim Support Service of the Ministry of Justice, as compensation kontaktpont:

**Victim support (Victim Support Service)**

+ 36 1 550 1693 (Ministry of Justice)

The 0/24 Hotline + 36 80 225 225 (in Hungarian and English)

email: victim.compensation@im.gov.hu

web: http://igazsagyinformaciok.kormany.hu/aldozatsegito-szolgalat

The applications for compensation from another Member State as crucial for the City of Budapest shall be entitled:

1117 Budapest, Prielle Kornélia u. 4

+ 36 1 896 2104

email: isz.igazgatosag@bfkh.gov.hu


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Last update: 24/05/2018

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

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

The determining authority is the Request.

**Can I send my claim directly to the deciding authority in this country even in cross-border cases (without the need to pass from the assisting authority in my home country)?**

You cannot send a request directly

**In which language (s), the authorities must provide compensation, accept:**

— request? Maltese or English

— supporting documents? Maltese or English

**If the authority which is to award compensation to translate documents from another EU country, who pays for this?**

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

Schadefonds Geweldsmisdrijven

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

There is charged administrative fees 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 charges

Do I need to be present during the procedure and/or when my claim is being decided upon, can I be reimbursed for travel expenses? How can I claim them? Whom should I contact?

Not applicable

An interpreter will be provided, in case I have to be personally present?

Not applicable

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

May be accepted at the discretion of Claims which may also decide to engage local medical experts

Will get back my travel costs, if I make a medical examination in this country?

Yes, these are returned

How long it takes to the authority decides on a claim for compensation?

The Authority takes between one and two months

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

Decision may receive it in English

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

Not possible

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

Yes, you can get

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

http://vso.org.mt/

the Core or the Advocate for Legal Aid: https://justice.gov.mt/mt/LegalAidMalta/Pages/home.aspx
Can I also in cross-border cases in my application directly to the deciding authority in this country (without the assisting authority in my Member State involvement)?

Yes.

In what language (s) received the authorities for compensation:

— the request?
— the relevant supporting documentation attached?

Dutch, English.

If the compensation authority the request/supporting documents from another EU country, who pays it translate?

The Schadefonds Geweldsmisdrijven.

There shall be for the processing of my (from another EU country) request all administrative or other charges to be paid? If so, how can I pay these?

No.

If I have to be present during the procedure and/or when a decision regarding my request can my travel expenses be reimbursed? How can I ask for reimbursement? Who should I contact?

Presence during the proceedings is not mandatory.

Where an interpreter is required as I personally?

Not applicable.

Will by doctors in my country of residence issued medical certificates be accepted or recognised — or will my health/injury by your own medical experts should be considered?

It depends on the relevant practitioners and the assessment of our medical experts.

Will my travel expenses be reimbursed in this country, where I have to undergo a medical examination?

Not applicable.

How long does it take (approximately) to the body or the body deciding on the redress?

26 weeks or less.

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

English or your own language.

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

In submitting a statement of opposition. See above.

Am I entitled to legal aid (assistance from a lawyer) under the other country’s law?

No.

There are victim support organisations in this country that can help me my claim for compensation in a cross-border?
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Last update: 22/05/2018

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

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Which authority decides in cases having cross-border implications on an application for compensation?

The Federal Office for Social Affairs and Disability (BMASK service (Sozialministeriumservice).Babenbergerstraße 5, A-1010 Vienna
Tel.: 0043 158831
FAX: 0043 (0)1599882266
E-mail: post.wien@sozialministeriumservice.at

Can I take my request directly to the authority in that country, which will take a decision on my application, even if a case has cross-border implications (without me to contact the contact point in my home country)?

Yes.

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

When sending a request by the assisting authorities and victims: in principle, German and English.

(the victim is in direct referral of the matter to the authority a contact in German and English language, also cannot be accepted, then the input to be translated).

Who bears the cost if the Entschädigungsbehörde the claim/supporting documents from another EU country and can be translated?

The Authority.

In this country, administrative or other fees for processing my claim (from another EU country was sent)? If so, who pays for this?

It does not cover costs.

Will my travel expenses reimbursed if I need to be present during the procedure and/or when my claim is being decided? How can I exercise them? Whom should I contact?

A presence will normally not be required.

A summons shall be borne by the authority, the travel expenses are to be claimed. Is the competent authority in the Federal Office for Social Affairs and Disability.
An interpreter will be made available if I personally be present?

Where necessary, yes.

Will my medical certificates from my home country accepted or recognised — or will my health/injury by medical experts in my country?

Is a domestic rule or expert commissioned by the authority, including the services provided certificates from the country of origin in the assessment process.

Will my travel expenses reimbursed if I have to undergo a medical examination in this country?’

Yes.

Approximately, how long does it until a decision on compensation from the authority/body has been made?

The length of proceedings is linked to the requested performance, mostly shall take a decision within a period of six months.

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

In German.

How can I appeal against the decision, if I am not agree?

It may appeal against a decision by the Bundesverwaltungsgericht (Federal Administrative Court) of BMASK service (Sozialministeriumservice), may also be brought (the Administrative Court and the Constitutional Court).

Can I in accordance with the provisions of another country (assistance from a lawyer assisted by a lawyer)?

Yes. For the reimbursement of lawyers’ fees and BMASK service (Sozialministeriumservice), but is not foreseen before the Federal Administrative Court.

There are victim support organisations in this country that made me in a case with a cross-border dimension in support of my claim for compensation?

Any support from a victim support organisation (e.g. Weisser Ring) this should be clarified.

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

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The claim for compensation should in principle be transmitted by the assisting authority to the deciding authority. This, however, does not prevent the holder submitted an application directly to the deciding authority in Poland.

In which language (s) the authority granting compensation shall adopt:

— the proposal?
— documents substantiating the claim?

The adjudicating entity shall adopt correspondence in Polish and English.

Reports of hearings conducted by the assisting authority of another State authority acting in the official language of that State.

Where the granting authority compensation will translate the request/documentary evidence confirming the claims from another EU Member State, who will cover costs of translation?

Translation costs of documents covered by the state Treasury.

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

A person seeking compensation is exempt from bearing court costs.

If in the course of the procedure or when examining my presence is needed if I get reimbursed? How can I submit a request for reimbursement of travel expenses? Whom do I have to contact?

The rules do not provide for the possibility to reimburse the travel expenses. However, there is a possibility you were heard at a distance, i.e. without having to travel to headquarters of the adjudicating authority. You can ask the authority deciding the assisting authority in your country for assistance in organising the transmission of your hearing. For this type of questioning, you must give your consent.

If my presence would be necessary, can I make use of the services of an interpreter?

If the adjudicating entity will appoint an interpreter, and you will not therefore bear the costs.

Whether the medical certificates issued by doctors in my country of residence, be accepted or recognised — will my health/injury will be examined by medical experts from the proposal?

The deciding authority depends on whether it considers examination by doctors from your place of residence to be reliable. If it considers that it will be necessary to review, you should it be. Not only will bear the travel costs.

Can I receive reimbursement of travel costs when they will have to undergo a medical examination in this country?

Legislation does not provide for the costs of commuting even if arrival occurs in connection with the need to carry out a medical examination.

How long will I have to wait for (approximately) of a decision concerning compensation by the body/entity?

No formal deadline which should have been resolved by way of an application for compensation. The deadline will depend not only on not just how complex is the case and what evidence will need to perform the adjudicating entity, but also on the number of cases, which is the deciding authority.

Which language will the decision on compensation made out?

The decision on the compensation will be drawn up in Polish.

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

If you are dissatisfied with the decision on compensation, you can appeal to the court of second instance. You will not incur costs relating to the appeal.

Can I get legal aid (help from a lawyer) under the laws of another country?

Legal aid may be granted under Polish law. The prize is awarded, which demonstrates that its financial situation does not enable the money to pay a lawyer. You need to be aware that aid when applying for compensation from the public prosecutor you can expect in proceedings in respect of the offence concerned compensation.
Whether there are organisations supporting victims of the offences, which can help me in compensation in cross-border cases?

In Poland, operates and Post-Imprisonment Assistance Fund, which collects funds intended, inter alia, to help victims and their loved ones. The Fund is administered by the Minister for Justice. The aid is organised in such a way that The authorising Fund selected in an open tender procedure to the organisations considered the best and grants them specific subsidies for actions in favour of crime victims.

The Fund is financed legal aid, psychological and material. Legal aid may cover assistance to compensation, including in cross-border cases.

The person concerned use of the assistance should go to a non-governmental organisation which has received the grant from the Minister of Justice and prima facie evidence that the injury was committed. A list indicating the contact details can be found on the website of the Ministry of Justice, see under Activ

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

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Last update: 22/05/2018

Ministrstvo za pravosodje Republike Slovenije
Zupančičeva 3
Ljubljana
Telephone: +386 1 369 54 40
Fax: +386 1 369 54 75
Email: gp.mp@gov.si
Web: http://www.mp.gov.si

Can I request also in cross-border cases directly to the deciding authority in this country (not via a subsidiary in your home country)?

Yes.

The language in which the compensation bodies shall:

— request? In the Slovenian language.
— supporting documents? In the Slovenian language, a certified translation.

If the application and the attached documents are not available in the Slovene language, by the Ministry of Justice or returned to the applicant authority of another Member State which received the request, along with the explanation that the application and its annexes must be in Slovenian.

Who pays, if the compensation authority translates the request/supporting documents from another EU country?
If the application and the attached documents are not available in the Slovene language, by the Ministry of Justice or returned to the applicant authority from which it received the request, along with the explanation that the application and its annexes must be in Slovenian. The compensation body is therefore not translated or evidence from another EU Member State. The costs of translation shall be borne by the budget of the Republic of Slovenia.

**Whether it is necessary in that country for treatment requirements (received from another EU country) to pay administrative fees or any other fees? If so, how can I pay?**

No, the acts and decisions for compensation under this Act shall not pay a fee.

**Am I entitled to reimbursement of travel costs if I need to be present during the procedure and/or when considering the request? How can I claim reimbursement of travel expenses? Who should I contact?**

No, the costs are not recoverable.

**Or is an interpreter if I have to be personally present?**

The personal presence is normally not necessary.

The Commission for deciding on compensation to crime victims may decide to hold an oral hearing or the hearings of an expert or party. General administrative rules of procedure confers on the parties, who do not know the language, or a disability, cannot use the right to monitor the conduct of the procedure by the interpreter. The authority shall be advised of this.

However, the Commission may, in accordance with the law applied by the authority responsible for the provision of those offences in another Member State of the European Union in which the applicant has submitted an application for compensation to carry out this action. In this case, physical presence is necessary.

**Or will the medical certificates issued by doctors in my country of residence, be accepted or recognised or will my health/injury examined by medical experts in the country?**

Medical certificates be accepted or recognised, if they are accompanied by a certified translation in the Slovenian language.

**Will my travel costs, if I have to undergo a medical examination in this country?**

Under the rules of the administrative procedure, since it is a procedure at the request of a party.

**Approximately how long it lasts from the authority/body receive the decision on compensation?**

The statutory time limit for issuing a decision is 3 months from the receipt of a complete application. In fact the procedure usually lasts less than half a year, depending on the circumstances of the case.

**In which language will I receive the decision on the application?**

The decision on the request will be submitted in English.

If this procedure will be conducted by a competent authority of another Member State of the European Union, the decision will be forwarded together with the standard form established by the Commission and has to be sent in the language of the Member States where it is to be sent. Standard form part of the summary of decisions, clarification or legal information on legal remedies and other acts that are expected from the applicant.

**How can the izpodbijam decision, if I'm not happy with it?**

A suit in an administrative dispute, the Administrative Court of the Republic of Slovenia.

**Or on the basis of legal provisions of another Member State can I get legal aid (lawyer)?**

In the course of the administrative procedure by drawing up an application for compensation cannot obtain legal aid.

Under the rules of the general administrative procedure, official identity must respect the principle of protection of the rights of parties, which means that you must be able to enforce their rights in this respect and will continue to call on the necessary complete the application and give clarifications, while taking care that no neukost ignorance or its rights to the detriment of customers.
A party may decide to bring an action against the Commission’s decision. In an administrative dispute, the judicial proceedings are foreigners (who do not live in the RS) eligible to free legal aid under conditions of reciprocity or under conditions and in cases defined in international treaties binding on Slovenia.

Or in the country there are victim support organisations that can help me enforce compensation in a cross-border case?

We have no information on this.

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Last update: 23/05/2018

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

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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


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

Criminal Victim Compensation and Support Authority
Storgatan 49
Umeå

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 http://www.riku.fi/
Can I send my claim directly to the deciding authority in this country even in cross-border cases (without having to address myself to the assisting authority in my home country)?

Yes, if the crime happened in Sweden, the claim may be brought directly to the Crime Victim Compensation and Support Authority.

In which language (s) accepts ersättningsmyndigheten

— an application
— supporting documents

The application and supporting documents are accepted in English and Swedish.

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

Translations should be borne by the 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 deciding on my application, I can then obtain reimbursement of travel expenses? How can I ask for reimbursement of travel expenses? Who should I contact?

The applicant does not have to be present. Processing is written.

An interpreter is available, if I have to attend in person?

Provision for interpretation exists if needs arise during the procedure.

Accepted or recognised by a medical certificate issued by a doctor in the country where I live in — or do I need to arrange medical experts in the other country examine my health or injury?

Medical reports and medical notes from other countries may be accepted. Where there is a need for additional assessment contracted doctor writes the Crime Victim Compensation and Support Authority usually experts opinion, on the basis of the medical examination which is available.

Will I receive reimbursement of travel costs, if I have to undergo a medical examination in this country?

There is usually no need for a medical examination in Sweden when you are living in another EU country. But if such further investigation would have to be reimbursed.

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

Processing time varies depending on the nature of the case and the workload at the Agency. Average processing time is usually around three months but it can both go faster or take longer. Cases are in the order of priority is given and not normally.

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

The decision is in English. If you do not have a command of Swedish, who can give you a summary of the Decision in the English language.

How can I appeal if I disagree with it?
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

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 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](http://example.com) 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](http://example.com) for help with your application.
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?

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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

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- claim?
- supporting documents?

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We will pay for these translations.
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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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