

## LOCAL OFFICES

## VICTIM SUPPORT SERVICE



You can not return home because your money or your travel documents got stolen?  
 You do not know where to find your embassy or consulate?  
 You are not aware of your rights and duties within the criminal procedure?  
 You need assistance and representation?  
 Call Victim Support Service to get the information you need!

Free of charge helpline:  
**+36 80 225 225**

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*Have you become a victim? Help is available!*





## WHAT IS OUR PURPOSE?

Everyone has to face the effects of a crime if having been affected by that either directly, as an injured party, or indirectly, as a witness or a family member of the injured one).

Physical and psychological difficulties are usual as the results of the crime, furthermore financial difficulties may also occur. Victim Support Service offers assistance for those situations.

## WHOM CAN WE HELP?

Victim Support Service is to assist victims of crime and misdemeanour.

## HOW CAN WE HELP?

- Victim Support Service provides victims with
- advice and information on their rights, duties and options;
  - emotional support;
  - legal advice and practical assistance;
  - even a legal practitioner (solicitor), if necessary;
  - an issued certificate of their victim status;
  - instant monetary aid in crisis situations (if applied for it within 5 days after the crime committed).

Severely injured victims of violent intentional crimes and family members of the deceased may also apply for state compensation.

All support are provided free of charge.

## WHAT PRACTICAL ASSISTANCE MAY VICTIMS GET?

Victims have to face various issues out of their usual daily routine, therefore they are less experienced in coping with them (e.g. making police report, contacting insurance company, replacing lost documents etc.).

Victim Support Service provides victims with tailored information on their basic rights and the available services. On request the Service provides assistance in filling of forms, submitting applications, or contacting other organizations that also offer services for victims.

## WHAT IS INSTANT MONETARY AID FOR?

After suffering a crime, the victim's need is to have the basic living conditions secured. To access those, victims may apply for instant monetary aid at the Victim Support Service to cover extraordinary expenses including housing, clothing, nutrition, travelling, furthermore medical and funeral costs. Note, that instant monetary aid is not the compensation for the damages suffered or the reimbursement for the money stolen or the goods lost. The financial aid is a contribution to resolve the situation, preceded by an individual evaluation of the crisis by Victim Support Service.

## HOW TO CONTACT US?

If you have become a victim of crime, call our 24/7, free of charge helpline on 06-80-225-225 or contact the local victim support service through the contacts displayed on the back of this leaflet. Our staff informs all the callers on the available options and on the procedures. Some local victim support services have trained volunteers too, who can visit victims personally to provide further practical assistance.

## WHAT DO YOU NEED TO DO TO GET HELPED?

Our staff can inform you on which documents might be needed to get access to the services provided by the Victim Support Service. Getting known of the basic circumstances is necessary to be able to help. In order to get complete access to our financial services, you shall provide a certificate verifies the criminal procedure in progress. In case you have not reported the crime to the police yet, our staff can assist you with that, as well. All the victims have the right to get the certificate on their request issued by the police immediately or latest within one day.

## CONTACT US WITH CONFIDENCE!

**+36 80 225 225**