

them immediately to fill in some insurance papers to claim a compensation for the stolen possessions. The women told the reception of the hotel that they preferred to get another room, near the reception, to feel safer. The hotel arranged that without any problem. They continued their holiday, knowing that in due time they would receive the compensation from their insurance company on their bank accounts. When they came home, one of the women was still not feeling completely comfortable with the situation. She called the victim support organisation in her home country and she talked with a victim support worker. After two conversations she felt much better. They are looking forward to a new destination for a holiday next year.

WHO IS ABLE TO HELP YOU FURTHER?

- ★ A victim support organisation in the Member State where you became a victim;
- ★ If this is not your own country, you can also contact the victim support organisation in your own country.
- ★ You have the right to be informed of these organisations, so you can request this information in the police.

If you are a victim of crime outside of your home country and within Europe, contact the local Victim Support Europe (VSE) member association.



(see contact info below)

HOW CAN THEY HELP ?

The help that Victim Support Organisations that are members of Victim Support Europe, can offer is:

- ★ Information on your rights as a victim;
- ★ Emotional support before, during and after the criminal justice processes;
- ★ Assistance to solve financial & practical issues following the crime;
- ★ Assistance and support for the preparation and attendance of a trial;
- ★ Assistance in applying for state compensation for criminal injuries;
- ★ Information and advice in respect of health care, home security, employment, privacy, finance, education and support services.

VSE is a network of 26 non-governmental victim support organisations in 21 European countries, which provide assistance and information to victims of crime. VSE promotes the establishment and development of victim rights and victim services throughout Europe.

Leaflet developed under:



CAB
VIS

Capacity building for EU
crime victim support



WITH FINANCIAL SUPPORT FROM
THE EUROPEAN COMMISSION
DIRECTORATE-GENERAL JUSTICE



SWITZERLAND
Weisser Ring/Anneau Blanc/Anello Bianco
Dufourstr. 96 · CHF-8008 Zürich
wysshaefelli@sunrise.ch · (+41) 444226565 · www.weisser-ring.ch

UNITED KINGDOM
Victim Support England and Wales
Hallam House · 50-60 Hallam Street · London W1W 6JL
contact@victimsupport.org.uk · (+44) 207 268 0200 · www.victimsupport.org.uk

Victim Support Northern Ireland
Annsgate House · 70/74 Ann Street · Belfast, BT1 4EH
info@victimsupportni.org.uk · (+44) 28 9024 3133 · www.victimsupportni.co.uk

Victim Support Scotland
15/23 Hardwell Close · Edinburgh, EH8 9RX
info@victimsupportsco.org.uk · (+44) 131 668 4486 · www.victimsupportsco.org.uk

VICTIM OF CRIME IN ANOTHER EU COUNTRY?

WHAT YOU NEED TO KNOW

RUSSIA
Soprotivlenie
Bolshoi Vlasievsky pereulok 14 · 191002 Moscow
soprotivlenye@soprotivlenye.org · (+7 499) 241 3733 · www.soprotivlenie.org

SERBIA
Victimology Society of Serbia
Dositejeva 1a · 11000 Beograd
vds@eunet.rs · (+381) 11 303 4232 · www.vds.org.rs

SLOVAKIA
Pomoc Obetiam Násilia
PO Box 83 · 82005 Bratislava 25
info@pomocobetiarn.sk · (+421) 2 5263 2496 · www.pomocobetiarn.sk

SWEDEN
Brottsofferjouernas Riksförbund
Bondegatan 40 · 100 61 Stockholm
boj.riks@boj.se · (+46) 8 664 88 00 · www.boj.se

HAVE YOU BEEN A VICTIM OF CRIME WHILST IN EUROPE?

Anyone who has suffered directly from a crime that took place in a country different than the one the victim lives in is considered a cross border victim.

The victim's relatives, partner, friends and others who witnessed the crime are indirect victims.

Here is an example of cross border victimization:

Two friends were on holidays in a Member State other than their own. They stayed in a hotel in the centre of the country's capital city. On the fifth day of their stay, there was a burglary in their hotel room during dinner time. Their camera, money and jewellery were taken. As the two women didn't speak the local language, they decided not to report the crime to the police. They were not aware of the possibility to call a victim support organisation. With her credit card one of them had with her during dinner, they booked an earlier flight home. This incident ruined their holiday. Back home, the travel insurance refused to give the women compensation because they didn't report the crime in the Member State where the crime took place. It cost the women a lot of money and it ruined their holiday.

WHAT SHOULD YOU DO?

If your identification or passports are stolen:

- ★ You should contact the police to report it stolen. If they exist, it is best to look for a police station that specializes in crimes against tourists;
- ★ Once you have a record that you have reported it to the police; go to your consulate or embassy to request new

documents or an emergency passport (Laissez Passer);

- ★ If you feel the need to speak to someone about what has happened, contact the national victim support organisation, who will also be able to give you information regarding your rights and the national criminal justice system in the country where the crime took place.

If all your possessions are stolen:

- ★ Ask for a money transfer (you can ask for assistance in this regard from the victim support organisation and police authorities);
- ★ Cancel the stolen cards (you can ask for assistance in this regard from the victim support organisation and police authorities);
- ★ Ask for logistical support (in case you have no place to stay, no money for meals, etc., contact the victim support organisation);
- ★ Report the crime (if you wish to do so), and make a statement about what happened;
- ★ If you feel the need to speak to someone about what has happened, contact the national victim support organisation, who will also be able to give you information regarding your rights and the national criminal justice system in the country where the crime took place.

If you suffered from violent crime:

- ★ Talk to someone immediately, if possible a relative or a friend. Do not keep it to yourself;
- ★ Go to the hospital;
- ★ Ask for help to deal with the emotional effects of crime (from the victim support organisation);
- ★ Report the crime (if you wish to do so) and make a statement

about what happened;

- ★ Claim compensation within the criminal proceedings;
- ★ Claim compensation for violent crime from the government of the country where the crime took place.

WHAT RIGHTS DO YOU HAVE?

- ★ The right to be recognised as a victim and to be treated with respect;
- ★ The right to information about the criminal proceedings (for example, where and how to report a crime) and help with understanding this in their own language;
- ★ The right to be told about existing free-of-charge victim support organisations or trained people who can help them within the public services;
- ★ The right to a decision within reasonable time on compensation by the offender through the court;
- ★ The right to be given compensation by the State in cases of cross-border violent crime;
- ★ National Government's agencies obligation to, where appropriate, minimise the difficulties faced by victims in a cross-border crime.

If these rights are respected, here is what would happen:

Two friends were on holidays in a Member State other than their own. They stayed in a hotel in the centre of the country's capital city. On the fifth day of their stay, there was a burglary in their hotel room during dinner time. Their camera, money and jewellery were taken. As the women didn't speak the local language, they went to a police station specialised in crimes against tourists. There the women could report the crime in English. The policeman gave the women the phone number of the local victim support organisation. They helped

MEMBER ORGANIZATIONS VICTIM SUPPORT EUROPE

AUSTRIA
Weisser Ring
Nussdorfer Strasse 67 · 1090 Wien · office@weisser-ring.at · (+43) 1 712 1405 · www.weisser-ring.at

BELGIUM
Steunpunt Algemeen Welzijnswerk
Diksmulde laan 50 · 2600 Berchem
(+32) 3 366 15 40 · www.caw.be/slachtofferhulp

BULGARIA
SVCCC Foundation (Support victims of crime and combating corruption) Victim Support – Bulgaria
Ul. Gen. Gurko 37 · Sofia 1000 · stopcrimes@abv.bg · (+359) 2-9800262 · www.stopcrimes-bg.net

CZECH REPUBLIC
Bily kruh bezpeci
U Trojice 2 · 150 00 Prague 5 · centrala.praha@bkb.cz · (+420) 2 5731 7110 · www.bkb.cz

DENMARK
Victim Support Denmark
Skensvedvej 7 · 2700 Bronshøj
info@offeraadgivning.dk · (+45) 116006 · www.offeraadgivning.dk

ESTONIA
Victim Support
Preesi 5/7 · 10320 Tallinn · ohvriabi@ohvriabi.ee · (+372) 673 38 45 · www.ohvriabi.ee

FINLAND
Rikosuhriipaivystys Suomessa
Läntinen Brahenkatu 2 · 510 Helsinki
(+358) (0)405106210 · www.rikosuuhriipaivystys.fi

FRANCE
Institut National d'Aide aux Victimes et de Médiation (Inavem)
27, Avenue Parmentier · 75011 Paris · 08victimes@inavem.org · 08 8 42 846 37 ou de l'étranger: (+33) 141834208

GERMANY
Weisser Ring
Weberstrasse 16 · 55130 Mainz
info@weisser-ring.de · (+49) 6131 830 30 · (+49) 116 006 · www.weisser-ring.de

Arbeitskreis der Opferhilfen (ADO)
Perleberger Str. 27 · 10559 Berlin · info@opferhilfen.de · (+49) 30 39 407 780 · www.opferhilfen.de

HUNGARY
Fehér Gyűrű Közhasznú Egyesület
Szt.István krt.1 · H-1055 Budapest · fehegyuru@t-online.hu · (+36) 1 472 1161 · www.fehegyuru.eu

MALTA
Victim Support Malta
49, Conception Street · Msida MSD1839 Malta, G.C
info@victimsupportmalta.org · (+356) 2122 8333 · www.victimsupportmalta.org

NETHERLANDS, THE
Slachtofferhulp Nederland
Pallas Athenedreef 27 · 3561 PE Utrecht
info@slachtofferhulp.nl · (+31) 30 2340116 · www.slachtofferhulp.nl

PORTUGAL
Associação Portuguesa de Apoio à Vítima (APAV)
Rua José Estêvão, 135 A · 1150-201 Lisboa
apav.sede@apav.pt · (+351) 21 358 79 00 · www.apav.pt

