



Compensation benefits for victims of violent crimes

Have you been the victim of violent crime?

Have you been attacked deliberately and unlawfully and has your health been damaged due to this act of violence? Or are you the surviving dependent(s) of a victim of violence? Then you may be able to claim for compensation.

What we can do for you.

One of the responsibilities of the Benefits Office in Hamburg is to provide for victims of violent crimes who live in the Free and Hanseatic City of Hamburg. The legal basis for this is the **Victims compensation act (OEG)**.

We would like to let you know how the Benefits office of Hamburg can help you and how you can lodge your claims. If this leaflet does not answer all your questions, then our colleagues at the Benefits Office will be pleased to give you further information. The contact details, visiting times and site plan are on the back of the leaflet.

Can you claim for compensation?

You may receive benefits in accordance with the Victims compensation act (OEG), if you have suffered physical or mental harm through a violent crime. As the surviving dependent (widow, widow, orphan, possibly parents as well) you are entitled to compensation, if a violent crime has led to immediate or subsequent death of the victim.

If the death is not a result of the health consequences of the violent crime, under certain conditions, a grant may be available for widows, widowers and orphans. Foreign nationals who live in Germany, foreign tourists and visitors, are also included in the compensation regulations. You can get more detailed information at the Benefits office in Hamburg.

What benefits are there, according to the Victims compensation act (OEG)?

Victims of violence can claim for compensation and the benefits should help to compensate for the health and economic consequences of the injury, as far as this is possible, for example through:

- **Benefits through therapy and medical treatment** This includes medical treatment, orthopaedic aids, convalescence treatments, dentures, stress testing or occupational therapy. If you have any questions about this, then please contact the Therapy and medical treatment department or the Orthopaedic distribution centre of the Benefits Office.
- Depending on the particular group of people, **pension benefits** are disability pensions (with individual benefits such as basic pension and compensation pension, occupational injury compensation) or surviving dependent pensions (with similar individual benefits, death and burial benefits if necessary). Please contact the Benefits Office in Hamburg for information about Victim compensation.

Additional benefits are:

- **Welfare benefits for war victims**, and this includes aids for professional rehabilitation as well as illness grants, care for the elderly, help with care. You can get more information from the Social welfare office of the Benefits Office.

You can find out what is available for **traumatised victims of violent crime** at www.hamburg.de/traumaambulanz.

How can you claim benefits?

You have to submit an application at the Benefits Office in Hamburg. You can obtain forms there or get them straight from the internet at: www.hamburg.de/versorgungsamt.

It is also possible to make an application without a form. You can also submit the application through other official bodies as well as through your health insurance scheme or pension insurance institution. We recommend that you do this as quickly as possible, as the start date for benefits depends on the time when the application was submitted.

Which benefits are excluded?

The Benefits office in Hamburg does not pay compensation for personal suffering. It is not possible to get compensation for personal suffering for stolen or damaged items. Exceptions to this are aids which are worn on the body such as glasses, contact lenses, dentures.

For damage from a road accident, you can send an application to the compensation fund at the **Verkehrsoferhilfe e.V.** association.

Contact:

Wilhelmstraße 43, 10117 Berlin

Telephone: 030 / 20 20 58 58

E-mail: voh@verkehrsoferhilfe.de

When are benefits not possible?

According to law, the Benefits office in Hamburg **is not allowed** to pay benefits, if:

- the injured party has caused the injury themselves.
- it would be unfair to award compensation, due to other reasons, in particular for reasons relating to the conduct of the applicant. For example, if the injured party hit someone first.
- the injured party or applicant is or has taken part in political or armed conflict in his/her home country and the injury is caused by this,
- the injured party or applicant is or has been involved in organised crime, belongs or has belonged to an organisation which commits acts of violence and the injury is related to this.

Benefits **may** not be provided, if the injured party does not make a contribution to clarifying the facts and the prosecution of the perpetrator. Therefore, injured parties should report an offence at the police station immediately.

Victims of violent crimes abroad

Since 1 July 2009 compensation may also be given for violent crimes abroad.

When can you claim for care following a violent crime abroad?

- The violent crime has caused you physical or mental harm.
- Your legal, habitual country of residence is Germany. This means: You have a contact address in Germany.
- At the time of the crime you have been abroad temporarily, for a maximum of six months, for example, during a holiday.

Which benefits can you receive as a victim of a violent crime abroad?

- For violent crimes abroad, one-off payments may be made. The amount depends on the level of the resultant injuries.
- The necessary measures for medical treatment and medical rehabilitation including psychotherapeutic services will be provided.
- Surviving dependents also receive one-off payments and a grant for burial and transportation costs. In addition to this, surviving dependents can claim for the necessary psychotherapeutic measures.

Information and advice

On Monday and Thursday, during the opening hours from 8.00 am to 4.00 pm, you can visit us in person. Outside these hours you can get information and advice by prior appointment.

Benefits office, Hamburg

Adolph-Schönfelder-Straße 5
22083 Hamburg

Victim compensation, trauma outpatient department

Telephone: 4 28 63 - 71 57 and -7164
Fax: 4 27 96 - 10 81
E-mail: si531@soziales.hamburg.de

Therapy and medical treatment

Telephone: 4 28 63 - 72 12
Fax: 4 27 96 - 10 82
E-mail: huk@soziales.hamburg.de

Orthopaedic distribution centre

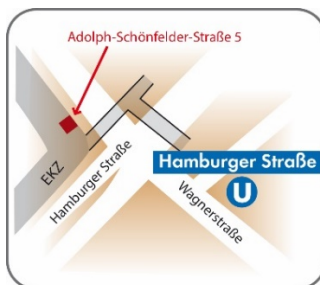
Telephone: 4 28 63 - 72 12
Fax: 4 27 96 - 10 83
E-mail: ovst@soziales.hamburg.de

Social welfare office

Telephone: 4 28 63 - 72 12
Fax: 4 27 96 - 11 97
E-mail: kof@soziales.hamburg.de

How to find us

Public transport: Hamburger Straße bus stop, U 3, 37 and 261 buses



You can also find all information online at: www.hamburg.de/versorgungsamt