Contact cards

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VICTIMS OF ROAD TRAFFIC OFFENCES
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# Legend contact cards

**Where to find help after a road traffic offence?**

*Rondpunt guides you with these contactcards, funded by the Justice Programme of the European Union.*

**Explanatory symbols**

- ? psychosocial support  
- = legal and insurance assistance  
- ⚪ contact with fellow-sufferers  
- + medical care  
- ✗ free services
Local police

Offers first assistance after the crash by:
- Drawing up the statement and report
- Offering basic information on further steps or support

Victim Support Service

Information, advice and support in relation to:
- Coping process
- Judicial and insurance questions
- Referral

Victim Support Europe

European umbrella organisation working on:
- Strengthening victims’ rights and victim support services
- Advocating and promoting development of victim rights and services

Visit their website for info on victim support in your country:
www.victimsupport.eu

Judicial assistance

Offers:
- Judicial advice
- Defence counsel during judicial and court proceedings

Do you have a legal assistance insurance? Contact your insurance.
How to find a lawyer? Visit website below.
http://e-justice.europa.eu
Council of Bureaux*

* When you are a victim of a road traffic crash caused by a foreign vehicle or in another country than your own.

Guarantee Fund

Provides information and compensation for road traffic victims when the crash is caused by:

- An unidentified vehicle
- An uninsured vehicle

For contact info of the Guarantee Fund in your country:

www.cobx.org

Insurance Europe

European insurance and reinsurance federation

Insurance

- Third Party Liability insurance in case of motor vehicles
- Other insurance for vulnerable road users

Assistance with:

- Communication with the insurance of the other party involved
- Establishing liability and compensation
- Handling a claim settlement

Tip: Always fill in the European Accident Statement!

www.cobx.org

Organisation which can assist:

- To find the representative of the other party’s insurance company in your country
- With information when the crash is caused by an unidentified or uninsured vehicle,...

www.cobx.org

Provides information on:

- Pursuing a damage claim
- National contact points
- Frequently asked questions from cross-border road traffic victims on insurance

www.insurance-europe.eu/cross-border-road-traffic-accidents
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Family doctor

Offers:
- Medical advice and support
- Referral to local (aid) services (e.g. psychologist, health services,...)

Hospital Social Service

In case of hospitalisation, they offer:
- Psychosocial support
- Discharge care
- Referral to other social services

Ask your medical practitioner for a referral or visit the website of the hospital

Rehabilitation Centre

Ambulant rehabilitation
- ...

Residential rehabilitation:
- Rehabilitation Centre
- Rehabilitation Hospital

Contact health services or social service hospital

Medical Health Service

Offers:
- Financial and social benefits (e.g. regarding medical costs, resources,...)
- Referral to other social services
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**Psychologist**

Emotional support and assistance with:
- Talking about what happened
- The coping process

*You can choose an independent psychologist or a group practice.*

**Restorative Justice Service**

Offers support which:
- Is oriented towards repairing, as far as possible, the harm caused by the road traffic crash
- Expects active participation by the victim, the offender and possible other parties

**European Forum for Restorative Justice**

European organisation which:
- Focuses on the application of restorative justice to criminal matters
- Works on development and establishment of victim-offender mediation and other restorative justice practices

[www.euforumrj.org](http://www.euforumrj.org)

**European Federation of Road Traffic Victims**

Federation that consists of different road victim associations from different countries, which:
- Protects the interests of road traffic victims (e.g. advocating)
- Aims to reduce road danger
- Strengthens contacts between road victim associations

[www.fevr.org](http://www.fevr.org) | info@fevr.org
Peer Support Group

Offers:

• ...
• ...
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Project partners
Moderator vzw, Forum for restorative justice and mediation
Leuven Institute of Criminology, Catholic University of Leuven
Rondpunt vzw, Centre of expertise and ally after a road traffic crash

Associate partners
Victim Support Europe
European Federation of Road Traffic Victims
European Forum for Restorative Justice

Information on the project: www.rondpunt.be

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