

# VICTIM SUPPORT HELPLINE

06 80 225 225

Baranya county	06-72/ 512-770
Bács-Kiskun county	06-76/ 501-740
Békés county	06-66/ 540-364
Borsod-Abaúj-Zemplén county	06-46/ 514-400
Csongrád county	06-62/ 680-520
Fejér county	06-22/ 512-110
Budapest (Capital)	06-1/ 896-21-74
Győr-Moson-Sopron county	06-96/ 514-761
Hajdú-Bihar county	06-52/ 503-166
Heves county	06-36/ 510-697
Jász-Nagykun-Szolnok county	06-56/ 511-570
Komárom-Esztergom county	06-34/ 512-790
Nógrád county	06-32/ 513-157
Pest county	06-1/ 7000-950
Somogy county	06-82/ 527-760
Szabolcs-Szatmár-Bereg county	06-42/ 597-678
Tolna county	06-74/ 529-287
Vas county	06-94/ 512-625
Veszprém county	06-88/ 579-458
Zala county	06-92/ 549-103



OFFICE OF JUSTICE

AFFECTED BY CRIME?  
HAVE BEEN VICTIMISED?



HELP IS AVAILABLE!

VICTIM SUPPORT SERVICE

## WHAT IS OUR PURPOSE?

Everyone must cope with the effects of a crime if being affected by one either directly (as the injured party) or indirectly (as a witness or through a family member). Physical and psychical problems are normal human reactions and financial difficulties may also occur. Victim Support Service is offering assistance for such situations.

## WHOM CAN WE HELP?

We can primarily assist persons who have been victims of crime (either felony or misdemeanour) committed in the territory of Hungary.

## HOW CAN WE HELP?

Victim Support Service provides victims with

- advice and information;
- emotional support;
- assertion of their interests;
- legal assistance, even a solicitor, if necessary;
- instant monetary aid in crisis situations (if applied for within 5 days after the crime was committed).

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

All support is provided free of charge.

## WHAT DOES 'ASSERTION OF THE VICTIM'S INTERESTS' MEAN?

Victim Support Service helps victims, in a manner and to the extent they may require, through the legal process of enforcement of their fundamental rights and for having access to healthcare services, health insurance benefits and social welfare services. We can help with filling other authorities' forms and with contacting them, if needed. Also, we can help to get free replacements for your stolen documents. Most local victim support services provide psychological assistance too.

## WHAT IS INSTANT MONETARY AID FOR?

After suffering a crime, it is the need of victims to have their basic living conditions secured. To ensure these, they can apply for instant monetary aid at the Victim Support Service to cover extraordinary expenses concerning housing, clothing, nutrition, travelling, medical and funeral costs, respectively. It is not compensation for the damages, it is not for replacing 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 been a victim of crime, call our 24/7, **free** of charge helpline on **06-80-225-225** or contact the local victim support service on the phone numbers displayed on the back of this leaflet. Our staff inform all callers on the available options and the procedures. Some local victim support services have trained volunteers too, who can visit callers personally to provide further practical assistance.

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

If you tell us about the circumstances, our staff can explain over the phone what documents might be needed to get access to the services provided by Victim Support Service. To get access, you need to provide a certificate verifying that a criminal procedure has been in progress. In case you have not yet reported the crime to the police, our staff can assist you with that as well. If asked for, police must issue the certificate immediately, but latest within a day; all victims have right to that.

## CONTACT US WITH CONFIDENCE!