

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.

In Portugal, you shall contact **Associação Portuguesa de Apoio à Vítima (APAV)**.



[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.

APAV offers you legal advice and psychological support, as well as referral to other entities appropriate to assist the victim with other problems that might emerge from the victimization.

Leaflet developed under:



CABVIS

Capacity building for EU crime victim support



Victim Support Europe

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VICTIM OF CRIME IN ANOTHER EU COUNTRY?

WHAT YOU NEED TO KNOW

HAVE YOU BEEN A VICTIM OF CRIME WHILST IN PORTUGAL?

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

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BULGARIA
SVCCC Foundation [Support victims of crime and combating corruption] Victim Support - Bulgaria
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Irish Tourist Assistance Service [Associate member]
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