

# VICTIM'S CHARTER

## OF THE **GUARANTEE FUND**

### **FOR VICTIMS**

JUNE 2020



# OUR MISSION

Through its missions, the Guarantee Fund for Victims is the benchmark for public interest compensation. Established in 1951, the Fund compensates victims of traffic accidents caused by uninsured or unidentified individuals.

Its missions were expanded in 1986 to include compensation for victims of acts of terrorism and, in 1990, to include compensation for victims of other criminal offences.

The purpose of the Fund is to provide compensation to victims by listening to them and supporting their efforts.

Since 2008, the Fund has been tasked with helping victims of crimes to whom it cannot provide compensation to recover the compensation awarded by the criminal court.

Under this charter, the Guarantee Fund for Victims intends to assure the commitments it makes to victims within the framework of the values to which it is attached in connection with its approach to social responsibility.

# OUR VALUES

## A right information

Each victim can be informed of the essential phases of the investigation of their claim and have clear and detailed information on the progress of the procedure and their rights.

## Confidentiality and security

The Fund undertakes to ensure the strict confidentiality and security of personal data collected in the course of the investigation of a victim's claim.

Each victim may, at any time, request access to the data concerning them and exercise their right of rectification or opposition by contacting the data protection correspondent.

# THE FUND'S COMMITMENTS REGARDING COMPENSATION

## 1. Personalised service

Each victim has a dedicated compensation professional as a contact person, who can be reached on a direct line.

## 2. Compliance with compensation deadlines

Each victim eligible for compensation receives an offer and a payment within the time limits set by law.

## 3. An amicable approach, whenever possible

For each victim, the Guarantee Fund for Victims favours the constant search for a mutual agreement with a view to fair compensation. The Fund undertakes to resort to legal recourse sparingly.

## 4. Medical Examination

Each victim shall be assured, when a medical examination is arranged, that the medical doctor appointed by the Fund is qualified to assess the injury in accordance with general law and completely independently.

## 5. A severely disabled victim

Every victim experiencing a significant disability can have a meeting at their place of residence with the inspector-adjuster in charge of ensuring full and personalised compensation for the injury, through listening to the victim and their family. The inspector-adjuster carries out the compensation process in full cooperation and transparency with the agent representing the victim.

Each of these victims can benefit from the advice of a team of professionals capable of providing concrete responses to the needs of the seriously injured (architect, prosthetic engineer, specialist doctor, rehabilitation specialist, etc.) in order to take into account the impact of the disability on their environment to facilitate their return home and, as far as possible, to support their social and professional reintegration.

Each victim is assured that the Fund will take action, either amicably or legally, to reimburse the compensation paid to them, against the person responsible for their loss.

# THE FUND'S COMMITMENTS REGARDING RECOVERY ASSISTANCE (SARVI)

- Each victim with a complete claim receives a financial advance in the amount and within the time limit set by law.
- Each victim is assured that the Fund will take amicable or legal action to recover the sums still owed to them by the at-fault party.

# LEVEL OF SERVICE PROVIDED TO VICTIMS

The Fund regularly interviews victims to learn their expectations and how they perceive the service provided by this organisation in order to identify areas for improvement.

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