

HOW HAS THE FRENCH GUARANTEE FUND FOR VICTIMS RESPONDED TO THE 2015 ATTACKS?

For 30 years, the French Guarantee Fund for Victims has been compensating the injuries suffered by victims of terrorism. The scale and nature of the events of 2015 represent a new challenge to which the Fund responded with particular mobilisation.

THE FIRST MEASURES IMPLEMENTED :

- **Emergency Unit**

The Fund set up a unit dedicated to victims and victims' families so that they can have personal contacts and know the conditions of their compensation (with a dedicated telephone number and a specific e-mail address).

This unit, composed of legal experts in the field of compensation, mobilised from Monday to Saturday (and even on Sundays in the first weeks) received hundreds of phone calls and handled a huge number of e-mails.

- **Advances**

Advances were paid on an emergency basis to enable victims to meet their initial expenses (loss of income, travel, funeral and medical expenses, etc.).

100% of the victims received an initial advance within the legal deadline of one month following the acceptance of their claim.

This first, rapid financial support is part of the more comprehensive organisation for the care of victims of terrorism set up under the interministerial instruction on the care of victims of terrorism (Memorandum No. 2025/15/SG of 12 November 2015, supplemented by a ministerial instruction of 13 April 2016).

This memorandum specifies the place of the French Guarantee Fund for Victims within the crisis mechanism set up under the aegis of the Ministries, in particular the interministerial unit for victim assistance (CIAV) within which it was present alongside the multidisciplinary teams mobilised and the associations.

- **Single point of contact**

All victims without a lawyer were contacted to explain the role of the Fund and the process for compensating their injuries.

A single point of contact was appointed to them. They are in regular contact with victims in order to explain the procedures, help them compile their claim and to forward to the legal experts who manage the claims all the information gathered or any problem they may encounter.

FOLLOWING UP ON ONGOING CASES :

- **Dedicated team**

The cases are managed by a team of about twenty experienced legal experts, specially trained to assist victims of terrorism.

This team continues to investigate individual situations in order to be able to make an offer of compensation to the victims as quickly as possible. The team moves the compensation procedure forward according to the situation of each victim, without wasting time, but trying not to rush anyone.

- **Participation in the Victim Follow-Up Committee**

The Fund participates actively in the Follow-Up Committee chaired by the Secretary of State for Victim Assistance, which closely monitors the compensation procedures and examines claims that present particular difficulties.