

## Information for victims or their surviving families of traffic accidents



This leaflet provides victims and their surviving families with the following information in order to alleviate their anxieties as much as possible:

- Types of victim support services offered by the police.
- Requests to victims and/or surviving families from the police.
- Procedures through which offenders of traffic accidents are punished.
- Where to go for advice on traffic accidents.
- Automobile insurance system.

Please feel free to ask any questions or ask for advice on any of your concerns.

(Investigator-in-charge 担当捜査員)

Police Station 警察署/ Unit 隊

Telephone number 電話:

(ext.内線 )



IBARAKI PREFECTURAL POLICE

## Victim support services offered by the police

The police assist and provide information to victims and their surviving families of traffic accidents.

- Designated victim support personnel system

In order to support victims and/or their surviving families who are emotionally affected by traffic accidents, the police personnel, who are designated specifically for this task and separate from investigators, are engaged in victim support activities including escorting victims and giving advice of various kinds.

- Victim contact system

Victims and/or their surviving families may be considerably concerned about what is the result of the investigation of the traffic accident, such as whether the offender was arrested, which criminal punishment was imposed on the offender, etc.

In order to respond those concerns, the police provide victims and concerned parties with information regarding serious traffic accidents through the investigators in charge of the traffic accidents.

- ※ Some victims and/or their surviving families may not want to remember the traffic accident and may not want to be contacted and informed by the police. Such people are requested to tell the investigator-in-charge not to contact them or provide information.



## Requests to victims and/or surviving families

Sometimes we make various requests to victims and/or their surviving families that are necessary for criminal procedure.

- Interview and questioning

Despite the fact that there are some things victims and their surviving families may not want to talk about, we ask you questions that are necessary for the investigation and we would appreciate your cooperation.

At times, you may be interviewed by a public prosecutor as well as the police. Later on, when the trial begins, you may be asked to testify in court.

You may wonder why they ask the same questions repeatedly. However, those questions are very important for the public prosecutor to determine whether or not to indict the offender and for the judge to find facts. Therefore, your understanding and cooperation would be appreciated.

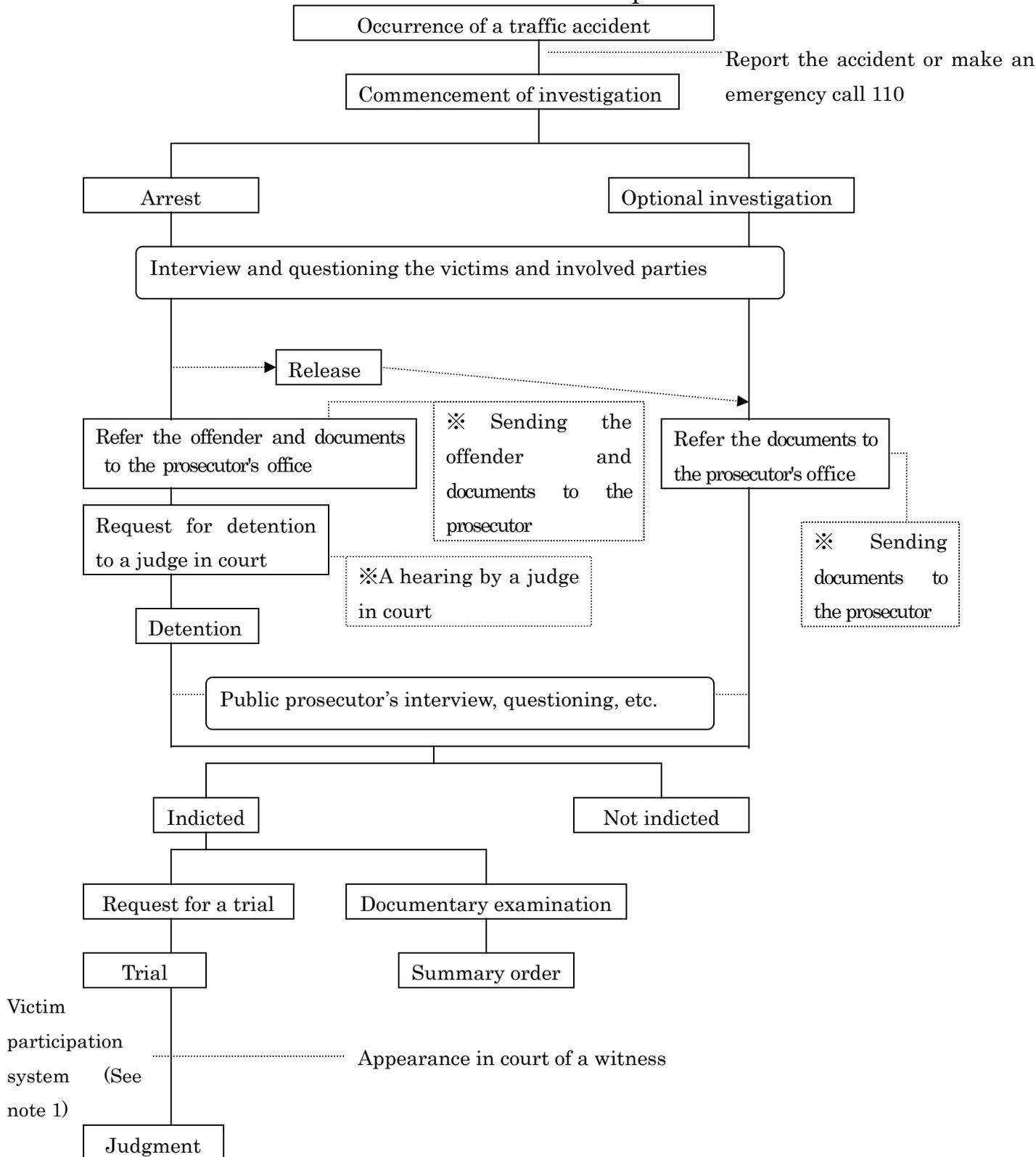
- Presentation of evidence

To prove circumstances of the traffic accident, we will request you to present the following as evidences when it is necessary:

- The vehicle operated by the victim at the time of the accident.
- The clothes worn by the victim at the time of the accident.

- Your presence at the non-compulsory or compulsory investigation at the scene of the accident  
Sometimes we ask you to be present during the non-compulsory or compulsory investigation at the scene of the accident in order to reveal circumstances of the traffic accident.

# Flowchart of criminal procedures



Note 1 Victim participation system: a system that enables victims or their surviving families to participate in a trial as a "Victim participant" with the permission of a court.

※ Different procedures may be applied according to the juvenile hearing system in the case of a juvenile offender under the age of 20.

## Traffic accident consultation services

### 【Consultation services offered by the police】

Contact	Phone number
Ibaraki Prefectural Police General Consultation Center	#9110 or 029-301-9110
Planning and Supervising Section of the Traffic Enforcement Division, Traffic Department, Ibaraki Prefectural Police Headquarters	029-301-0110 (ext. 5112)

### 【Traffic accident consultation services offered by Ibaraki Prefecture】

Contact	Phone number
Ibaraki Prefectural Traffic Accident Consultation Office (Central Ibaraki)	029-233-5621
Ibaraki Prefectural Traffic Accident Consultation Office (Rokko District)	0291-33-6222
Ibaraki Prefectural Traffic Accident Consultation Office (Southern Ibaraki)	029-823-1123
Ibaraki Prefectural Traffic Accident Consultation Office (Western Ibaraki)	0296-24-9112

### 【Consultation services offered by traffic related organization】

Contact	Phone number
Traffic Accident Consultation Office, Ibaraki Prefectural Traffic Safety Association	029-247-3566

### 【Traffic accident consultation services offered by lawyers and general insurance associations】

Contact	Phone number
Traffic Accident Consultation Center, Japan Federation of Bar Associations	029-227-1133
Mito Automobile Insurance Claims Counseling Center, Kanto Branch of the General Insurance Association of Japan	029-226-1693
Toll-free call for Insurance Claims Consultation Center, Compulsory Automobile Liability Insurance Claims Survey Office of Non-Life Insurance Rating Organization of Japan	0120-9-11281

※ The traffic accident consultation services mentioned above are able to respond only in Japanese language. If you do not speak Japanese, you are required to consult through an interpreter.

## Insurance claims procedures

Indemnification system for victims of traffic accidents are as follows:

- **Compulsory Automobile Liability Insurance (including Compulsory Automobile Liability Mutual Aid)**

This is a compulsory insurance that every automobile is obliged to carry in order to protect victims of traffic accidents.

- **Claims made by the victim**

The victim or his/her surviving family is eligible to make a claim for damage directly to the insurance company which forms a contract with the Compulsory Automobile Liability Insurance of the automobile which caused the accident.

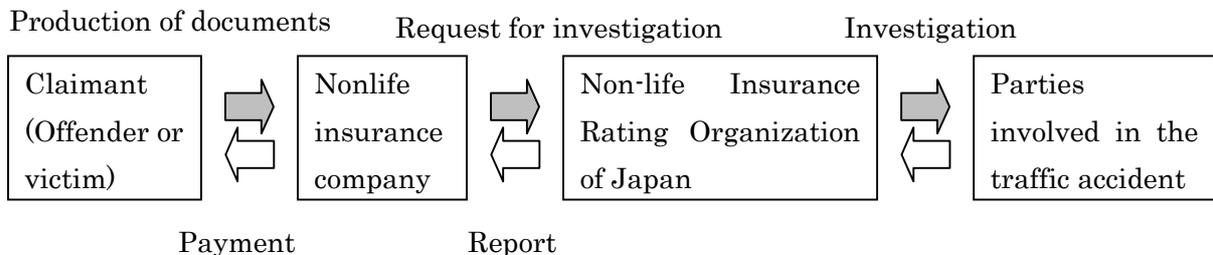
- **Claims made by the offender**

The driver or the owner of the automobile who paid indemnification claims to the company of Compulsory Automobile Liability Insurance with which he/she has a contract.

- **Legal indemnity limit of Compulsory Automobile Liability Insurance.**

- For death: Up to 30,000,000 yen
- For bodily injury: Up to 1,200,000 yen
- For permanent disability: From 750,000 yen to 40,000,000 yen

Flowchart of insurance claims



- **Voluntary insurance**

Voluntary insurance indemnifies the damage that the compulsory automobile liability insurance is not able to cover. It indemnifies the damage within the limit of an insurance contract like Compulsory Automobile Liability Insurance.

- **Government's Automobile Liability Compensation Business**

In case of a hit and run accident (when the other party is unidentified) or when the other party who caused the accident is not insured by Compulsory Automobile Liability Insurance, you are not able to get relief from Compulsory Automobile Liability Insurance.

However, in order to relieve victims who face such circumstances, there is a government system to compensate the damage in accordance with the Automobile Liability Security Law. For further information, such as how to make a claim and what are the required documents, please contact a nonlife insurance company.