



**POLIZEI**  
Nordrhein-Westfalen

**ROAD ACCIDENT?**  
WE WILL NOT LEAVE YOU ALONE!



**PROFESSIONAL  
HELP ON OFFER**



**YOUR CLAIMS**

**YOUR RIGHTS**



**POLICE ASSISTANCE**



# TALKING HELPS! PSYCHOLOGICAL SUPPORT OPTIONS



Feeling stressed, overwhelmed, helpless and vulnerable? Talk about it. Reach out to family members, relatives or others who care about you to let them know how you are feeling.

If that is not enough, extra professional help may be necessary – do not hesitate to talk to specialists from the medical, psychological or mental health professions.

Where can I get advice and help quickly? If you need someone to talk to, the telephone counselling service is available free of charge 24 hours a day:

0800 1110111 or 0800 1110222.

At designated trauma outpatient clinics throughout North Rhine-Westphalia, you will receive prompt and free initial care from medical and psychological specialists.

## SCAN QR CODE

Visit our website for more information.



[polizei.nrw/en/police-dont-leave-traffic-accident-victims-alone](https://polizei.nrw/en/police-dont-leave-traffic-accident-victims-alone)

# YOU ARE ENTITLED TO COMPENSATION!



After a road traffic collision, report your claim to your own or the other party's insurer. This includes your non-compulsory vehicle insurance or automobile club car cover, but also life, health, accident, disability or legal expenses insurance. Inform your own as well as the other party's insurer about the road traffic collision.

You can claim these and other costs through the other party's third-party insurance):

- for personal injury: medical treatment costs, loss of earnings, compensation for pain and suffering
- for vehicle damage: expert assessment, repair costs, depreciation, loss of use or rental car costs, accident-related expenses, recovery and towing costs
- In the event of death: funeral costs, maintenance claims, household management costs

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## TOP TIP – GET LEGAL ADVICE!



In the wake of a serious road crash, it is important to report any claims you might have. It would therefore make sense to consult a lawyer where claiming liability, compensation for pain and suffering and damages are concerned.

Your lawyer should specialise in traffic or civil law. In most cases, the person who caused the collision will have to pick up all or part of your legal expenses.

### **Where to find legal assistance?**

Free information and addresses of law firms specialising in particular areas, including traffic, civil and criminal law as well as and medical law, can be found on the web pages of

- the nationwide official directory of lawyers or your local bar association,
- the legal portal of the German Bar Association,
- the yellow pages.

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# WE WILL NOT LEAVE YOU IN THE LURCH! CONTACT YOUR LOCAL POLICE STATION



After a serious road crash, nothing is ever the same again. When it happens, you need swift and competent help, with a minimum of bureaucratic hassle. If you are involved in or otherwise affected by a crash, or if you are a family member, we are happy to offer assistance from our police victim support service.

## Where can I get help from the police?

Visit our website for the contact details of your local police road traffic victim support centres.

Their officers are there to advise and help you deal with other parties.

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**Published by:**

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North Rhine-Westphalia

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Current to November 2024