

ISO: DE

COUNTRY: Germany

GENERAL VICTIM EMERGENCY CALL NUMBER: 112

RELATIVE-TRACING HELPDESK – a central point of information

PHONE: It will be announced when needed.

MINISTRY: Federal Ministry of the Interior, Building and Community (Bundesministerium des Innern, für Bau und Heimat –BMI)

OFFICE: The Federal Office of Civil Protection and Disaster Assistance (Bundesamt für Bevölkerungsschutz und Katastrophenhilfe – BBK) with its coordination office of the Federal Government for Aftercare, Support for Victims and their Relatives (Koordinierungsstelle Nachsorge, Opfer- und Angehörigenhilfe - NOAH) is part of the subordinate area of the Federal Ministry of the Interior, Building and Community

NOTES: The coordination office NOAH deals with the psychosocial care of Germans who were affected by terrorist attacks abroad – after returning home

PHONE: 0800 18 88 433 (toll free within Germany – not to reach from abroad)

ADDRESS: Provinzialstrasse 93, 53127 Bonn (BBK /NOAH)

E-MAIL: noah@bbk.bund.de (Psychosocial support for German Victims)

WEB SITE: www.bbk.bund.de/noah

https://www.bbk.bund.de/DE/AufgabenundAusstattung/Krisenmanagement/PsychKM/NOAH/BetreuungNOAH/betreuungnoah_node.html

MINISTRY: Federal Ministry of Justice and Consumer Protection (Bundesministerium der Justiz und für Verbraucherschutz –BMJV)

NOTES: The Federal Government has appointed Professor Dr. Edgar Franke as the Federal Government Commissioner for the Victims and Bereaved of terrorist attacks in national territory. His office, which will be a permanent access point for victims of terrorist attacks in national territory, is set up in the BMJV.

PHONE: +49 (0) 30 18 580 – 8650 (BMJV)

ADDRESS: Mohrenstrasse 37, 10177 Berlin

E-MAIL: opferbeauftragter@bmjv.bund.de (Commissioner for Victims)

WEB SITE: www.bmjv.de/opferbeauftragter

OFFICE: The Federal Office of Justice (Bundesamt für Justiz – BfJ) is part of the subordinate area of the Federal Ministry of Justice and Consumer Protection. It is in charge of a fund specially created for victims of terrorist attacks. This fund especially provides immediate financial help

PHONE: +49 (0) 228 99 410-5288 (BfJ)

ADDRESS: Adenauerallee 99-103, 53113 Bonn

E-MAIL: opferhilfe@bfj.bund.de (Fund for Victims)

WEB SITE: https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Opferhilfe/terroristisch/Haerteleistung_node.html

MINISTRY: Federal Ministry of Labour and Social Affairs (Bundesministerium für Arbeit und Soziales –BMAS)

NOTES: The BMAS informs about addresses of the local authorities (Landesversorgungsbehörden) which are responsible for compensation of crime victims in Germany (Crime Victims Compensation Act – Opferentschädigungsgesetz - OEG). The BMAS assists victims with residence in Germany in asserting their applications for compensation in the EU Member State where the terrorist attack occurred, if it does not take place in Germany.

PHONE: +49 (0) 228 99 527-0

ADDRESS: Rochusstrasse 1, 52123 Bonn

E-MAIL: DUB@bmas.bund.de (Compensation for Victims)

WEB SITE: www.bmas.de/opferentschaedigung

<http://www.bmas.de/DE/Themen/Soziale-Sicherung/Soziale-Entschaedigung/Opferentschaedigungsrecht/anspruch-auf-entschaedigung-bei-gewalttaten.html>

<http://www.bmas.de/SharedDocs/Downloads/DE/versorgungsbehoerden-anschriften.pdf>