

# To Victims of Traffic Accidents and Their Families



**Hokkaido Prefectural Police**

# Introduction

This brochure is designed to inform victims of traffic accidents and their families of the following:

- Outline of support provided by the police
- What the police request of the victims and their families
- Criminal procedures for the person who is responsible for the accident
- Outline of vehicle insurance

We hope that this information will be useful for you.

If you make inquiries or ask for consultations, please have someone who speaks Japanese to assist you.

The officer in charge

\_\_\_\_\_ **Section,** \_\_\_\_\_ **Police Station**

**Name:** \_\_\_\_\_

**Telephone number:** \_\_\_\_\_

Please feel free to contact us.



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## 1. Can I expect any support from the police?

To support victims of traffic accidents and their families, the police provide them with necessary information or consultation, or assign police personnel to take care of them.

### Support program for victims

Besides an investigator, the police assign personnel who take care of victims and/or their families who are shaken just after a traffic accident. If necessary, the police provide consultations.

### System for Contacting Victims

We assume that the victims of traffic accidents and/or their families take great interest in the progress of the investigation, whether the person responsible for the accident was arrested and what his/her criminal disposition was.

In consideration of their interest, the police have introduced a system where the investigator of a serious traffic accident provides the victim and/or their family with the following information:

#### ■ Information about the other party in the accident

- Personal particulars of the person responsible for the accident, such as address, name and age
- Time and place of the traffic accident
- Status of investigation

#### ■ Information about criminal disposition of the other party in the accident

- Whether the person responsible for the accident was arrested
- His/her criminal disposition
- The name of the public prosecutor's office where the case was



sent, status of disposition, such as indicted or not indicted, and the name of the presiding court

■ **Other**

If you are a victim of a traffic accident and/or his/her family and do not wish to receive any information concerning the investigation and proceedings, for fear of being reminded of the accident, please tell this to the investigator in charge of your case.

**Information about administrative disposition**

Besides criminal disposition, the person responsible for the accident will face administrative disposition determined by the Public Safety Commission. If the administrative disposition is to be a cancellation or suspension (90 days or more) of the driver's license, a public hearing will be held before deciding the administrative disposition. A proxy for the person responsible for the accident can attend the hearing instead of him/her. If neither of them attend the hearing, the administrative disposition will be decided without a hearing.

**For details of administrative disposition and the date of hearing, please contact the following:**

- License Administration Division, Hokkaido Prefectural Police Headquarters  
Phone: 011-251-0110
- Driver's License Examination Center, Hokkaido Hakodate Area Police Headquarters  
Phone: 0138-46-2007
- Driver's License Examination Center, Hokkaido Asahikawa Area Police Headquarters  
Phone: 0166-51-2489
- Driver's License Examination Center, Hokkaido Kushiro Area Police Headquarters  
Phone: 0154-57-5913
- Driver's License Examination Center, Hokkaido Kitami Area Police Headquarters  
Phone: 0157-36-7700
- The nearest police station

**Contact points for consultations at the police**

The police provide victims of traffic accidents and their families with support, such as consultations. The following are contact points at the police for consultations.

### ① General consultation on the phone

- Consultation Center  
Hokkaido Prefectural Police Headquarters      **Phone: 011-241-9110**  
(Kita 2-jo Nishi 7-chome, Chuo-ku, Sapporo-shi)
- Consultation Center  
Hakodate Area Police Headquarters      **Phone: 0138-51-9110**  
(15-5, Goryokaku-cho, Hakodate-shi)
- Consultation Center  
Asahikawa Area Police Headquarters      **Phone: 0166-34-9110**  
(487, 1-jodori 25-chome, Asahikawa-shi)
- Consultation Center  
Kushiro Area Police Headquarters      **Phone: 0154-23-9110**  
(10-chome 5, Kurogane-cho, Kushiro-shi)
- Consultation Center  
Kitami Area Police Headquarters      **Phone: 0157-24-9110**  
(6-1, Aoba-cho, Kitami-shi)

### ② Consultation about traffic accidents

- Traffic Investigation Division, Hokkaido Prefectural Police Headquarters  
**Phone: 011-251-0110** Kita 2-jo Nishi 7-chome, Chuo-ku, Sapporo-shi
- Traffic Division, Hakodate Area Police Headquarters  
**Phone: 0138-31-0110** 16-1, Goryokaku-cho, Hakodate-shi
- Traffic Division, Asahikawa Area Police Headquarters  
**Phone: 0166-35-0110** 6-jodori 10-chome, Asahikawa-shi
- Traffic Division, Kushiro Area Police Headquarters  
**Phone: 0154-25-0110** 10-chome 5, Kurogane-cho, Kushiro-shi

○ Traffic Division, Kitami Area Police Headquarters

Phone : 0157-24-0110 6-1, Aoba-cho, Kitami-shi

○ Traffic section of the nearest police station

○ For the contact points of other prefectural police, please refer to the Website of the National Police Agency:

<http://www.npa.go.jp/higaisya/home.htm>

### ③ Please tell me about other organizations for support and notification system

Other organizations offer the following support:

#### ■ Victim support system of the public prosecutor's office

In order to ease as far as possible the worries and burdens which might affect victims, the public prosecutor's office has posted victim support officers throughout Japan.

Victim support officers carry out many kinds of support activities:

- Providing victims and/or their families with consultation
- Guiding and accompanying them at court
- Helping them with various kinds of procedures, including the inspection of case records and the return of evidence
- If necessary, referral to organizations that can provide them with psychological, lifestyle, economic and other forms of support

#### ■ Victim notification systems of organizations under the Ministry of Justice

Upon the request of victims or their families, the public prosecutor's office, regional parole board or probation office will notify them of the results of the investigation and the trial, and the situation of the person responsible for the accident after the conviction.

You can request the prosecutor's office in charge of your case for such notifications.

If the person responsible for the accident is a juvenile, the juvenile

training school, regional parole board or probation office will notify victims or their families, upon their request, of his/her protective measures. You can request the nearest juvenile classification center for such notification, if the person responsible for the accident was sent to a juvenile training school, and the probation office in your prefecture for such notification, if he/she was placed under probationary supervision.



## 2. How will the person responsible for the accident be punished?

The person responsible for a traffic accident will be punished according to the following procedures:

### Investigation

Investigations are activities to identify an offender by collecting evidence and to solve a case by identifying the facts needed for punishment of the offender.

The police conduct the following investigation for a traffic accident.

#### Interview

The police officer in charge of your case asks you in detail about how the accident happened and its circumstances when you report the accident to the police. It is possible that the officer will document your statement to make a written statement.

There may be things which you or your family do not want to recall or to tell others. However, the interviews are indispensable to identify the cause of the accident and the person responsible for the accident. The more details we obtain, the sooner we can solve the case. Therefore, we ask for your cooperation.

#### On-the-spot inspection

An on-the-spot inspection is an investigation to determine the cause of the accident and how it happened, through thorough inspection of the scene of the accident, evidence such as the clothing of the victim, and the vehicles involved in the accident.

We may ask you or your family to be present at an on-the-spot inspection.  
We may also ask you to submit as evidence the clothing which the victim was wearing at the time of the accident.  
It will be important evidence at trial.

### Case sent to the public prosecutor's office

When the police have identified in their investigation that a person committed a crime (thereafter, this person is referred to as "suspect"), they transfer the suspect to a public prosecutor with evidence.

- Cases where a suspect is arrested**
- If it is necessary for an investigation, the police will arrest a suspect and transfer the suspect with evidence and required documents to a public prosecutor within 48 hours.
  - If the prosecutor deems it is necessary to further detain the suspect, he/she will request the detention from a judge within 24 hours after he/she received the suspect.
  - If necessary, the suspect can be detained for a maximum duration of 20 days.

- Cases where a suspect is not arrested**
- If the police do not arrest a suspect, they will send required documents and evidence to a public prosecutor, after completing their investigation.



### Indictment

Based on the documents and evidence sent from the police, the public prosecutor will decide whether to put the suspect on trial.

- Indictment means putting a suspect on trial.
- No indictment means not to put a suspect on trial.

There are two types of indictment:

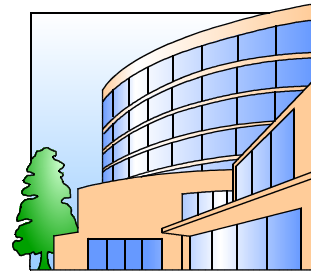
- Request for a public trial
- Request for a simplified trial to order payment of a fine, after examining documents

When the suspect has been indicted, he/she is referred to as "defendant.")

**\* It is possible that the public prosecutor will interview a victim and/or his/her family, if the prosecutor deems it is necessary for the decision about whether to indict the suspect. We would like to ask for your cooperation in such a case.**

\* You can raise an objection against a decision of no indictment with the Committee for the Inquest of Prosecution at a district court or its major branch.

For details, please contact the nearest office of the Committee for the Inquest of Prosecution.



## Trial

The judge passes judgement after examining evidence presented at trial.

**Victims and/or their families (hereinafter referred to as "victims and others") may be asked to testify as witnesses at court.**

**The following measures can be taken to protect victims and others.**

- Being attended by someone who the court has acknowledged as being appropriate

- Putting up a screen to prevent victims and others from being seen by a defendant or spectators
- Testifying over a monitor from a separate room which is connected by a cable to the courtroom

**Additionally, the following programs and systems are available:**

- Inspecting and photocopying records of criminal cases kept in court, after the first trial has begun
- Stating their sentiments and opinions about their sufferings in court
- Giving victims and others priority attendance at trials if requested in advance
- Requesting the contents of out-of-court settlements to be entered into protocols of the public trials so that victims and others do not have to start a civil action separately
- Obtaining a summary of the public prosecutor's opening statement from the public prosecutor's office
- Victim participation system

If the court agrees, victims and others of dangerous driving resulting in death or bodily injury, or death or bodily injury through negligence while driving, can obtain a status as 'victim participant' prescribed in the Code of Criminal Procedure, and they can participate in criminal trial.

Specifically, a victim participant can attend at trial and ask the defendant or witnesses questions and express his/her opinion about the facts and application of laws to his/her case, under the specific conditions.

- Court-appointed lawyer system for victims

Victims and others with a status of victim participant can entrust their lawyers to attend at trial and to ask the defendant questions. If the monetary assets (cash and savings) of victims and others are less than 2 million yen after deducting expenses for medical treatment and other

expenses (the sum of medical treatment and other expenses due to a crime, which they will have to pay within six months from the date of request for a court-appointed lawyer), they can request the court to appoint a lawyer (lawyer for a victim participant) so that they can obtain a lawyer's assistance. The expenses for the lawyer will be borne by the state.

#### ○ Restitution order system

During the period between indictment and the completion of arguments at trial, victims and others of an intentional criminal act, such as dangerous driving resulting in death or bodily injury, can make a request to the criminal court in charge of their case to issue a restitution order against the defendant for damages caused by the act.

Under this system, restitution proceedings will be started as soon as a guilty verdict has been handed down to the defendant. In principle, the proceedings will be finalized within four examinations. The court in charge of the criminal case will examine trial records of the case. Therefore, victims and others will be able to prove their damages more easily.

If the restitution proceedings cannot be finalized within four examinations, or if an objection is filed against the court's ruling, civil action procedures will commence instead of the restitution proceedings.

For further details, please contact the public prosecutor, the public prosecutor's office or the court in charge of your case.

### **The following services are available for victims and others of juvenile crimes:**

- After it is decided to hold a hearing, victims and others are, as a general rule, allowed to inspect and photocopy the records of the case kept at court (excluding the "shakai kiroku," which gives the results of a survey concerning the necessity of protecting the juvenile).

- Victims and others can state their feelings and opinions about the case to the judges and the investigators of family court.
- With regard to a case where the offender has killed or injured a victim in an intentional criminal act, such as murder or bodily injury, or to a case of death or bodily injury through negligence while driving, victims and others are allowed to attend the juvenile hearing if the court so permits. (For cases where the victim was injured, the right of victims and others to attend the hearing is limited to those with life-threatening injuries.)
- Victims and others can receive an explanation about the circumstances of the hearing from the family court.
- Victims and others can receive notifications about the case, such as the results of the hearing, from the family court.

\* For details, please contact the family court in charge of your case.

## **Systems for rehabilitation and protection of juvenile offenders**

There are systems where victims and others can state their opinion about a juvenile offender's rehabilitation and protection.

- In cases where a juvenile offender was committed to a prison or a juvenile training school, victims and others, upon request, can state their sentiments about their sufferings and their opinion about the offender's parole at the hearing held by the regional parole board. Their opinion will be taken into consideration by the regional parole board in deciding whether

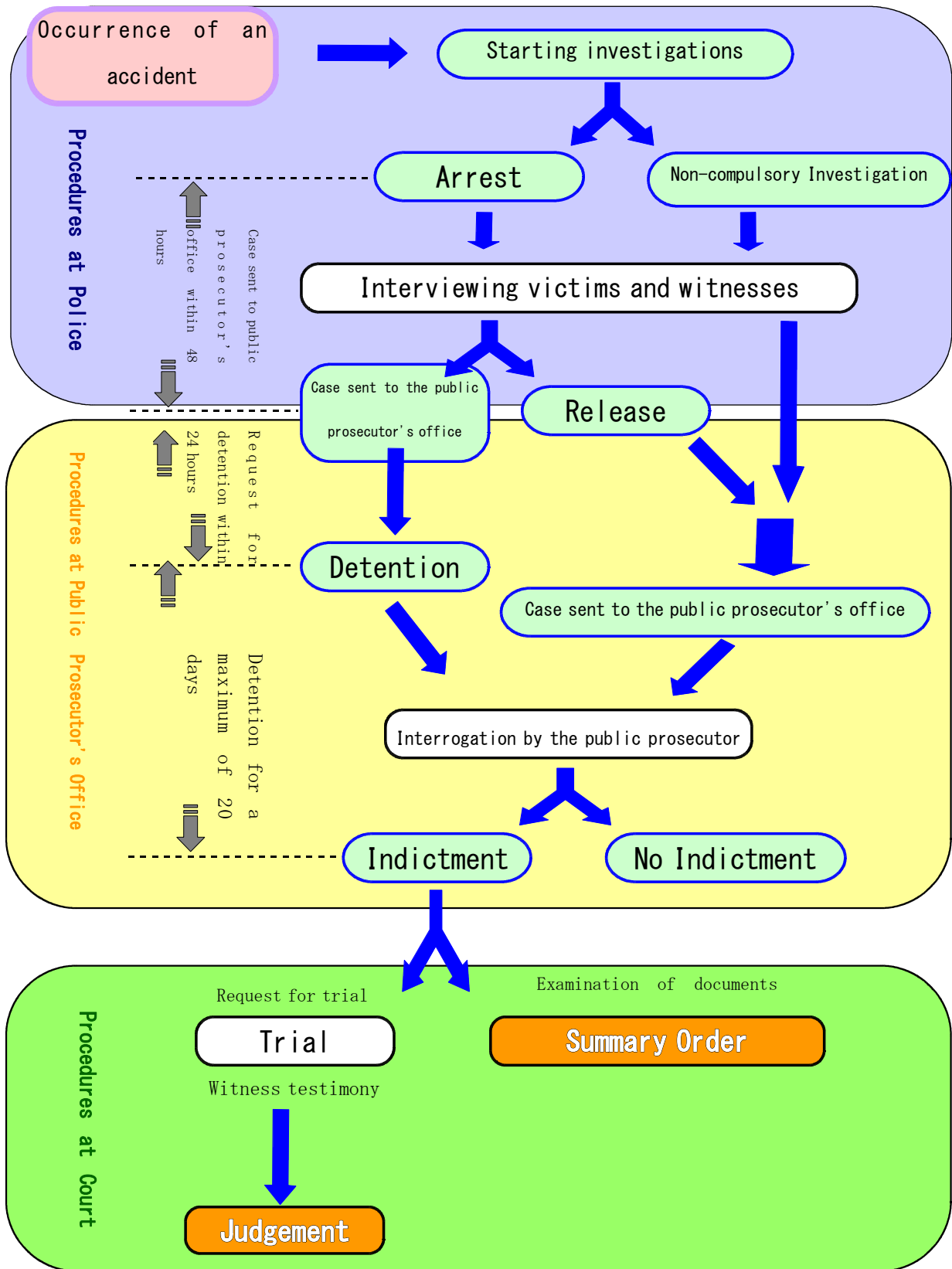
to give parole to the offender, and to set special conditions for the offender if parole is given.

○ Conveyance of victims' sentiments

In cases where the offender was placed under probationary supervision, the probation office conveys to the offender, on the request of victims and others, their sentiments about their sufferings, their current situation and their opinion about the lifestyle and behavior of the offender under probation. The probation office guides and supervises the offender to face the situation of the victim and others, and have the offender deepen his/her regrets or remorse.

\* For details, please contact the nearest probation office.

# Flow of Criminal Procedures



\* If the suspect is juvenile (under the age of 20), different procedures, such as a hearing, will be taken.



### 3. Please tell me about vehicle insurance.

Compensational systems for victims and others of traffic accidents are as follows:

#### Automobile liability insurance and voluntary vehicle insurance

There are two types of vehicle insurance. One is automobile liability insurance (including automobile liability insurance of mutual-aid associations), which is compulsory insurance. The other is voluntary vehicle insurance (including voluntary vehicle insurance of mutual-aid associations).

- The purpose of automobile liability insurance is to protect victims and others of traffic accidents, and every car must be covered by this insurance.
- Voluntary vehicle insurance covers the portion of damage which exceeds the coverage of automobile liability insurance.

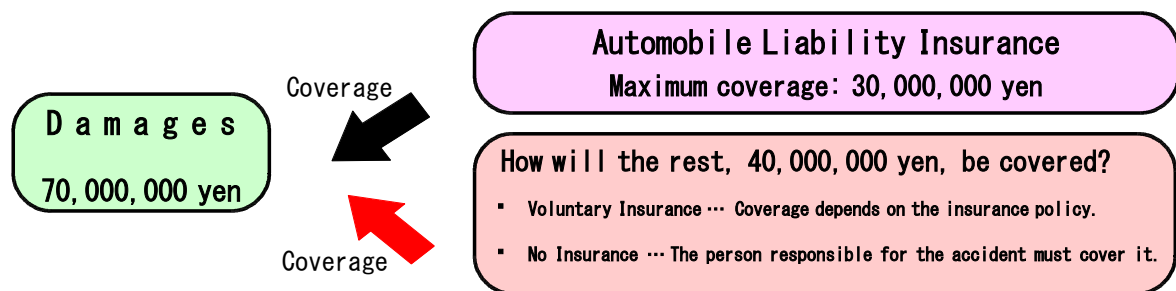
Automobile Liability Insurance			Voluntary Vehicle Insurance						
Compulsory		Contract	Voluntary						
Bodily Injury Only		Covers	Bodily Injury and Property Damage						
<table border="1"> <tr> <td>Death</td> <td>30,000,000 Yen</td> </tr> <tr> <td>Bodily Injury</td> <td>1,200,000 Yen</td> </tr> <tr> <td>Residual Disability</td> <td>750,000 ~ 40,000,000 Yen (Depending on disability levels ranging from 1 to 14)</td> </tr> </table>		Death	30,000,000 Yen	Bodily Injury	1,200,000 Yen	Residual Disability	750,000 ~ 40,000,000 Yen (Depending on disability levels ranging from 1 to 14)	Maximum Coverage	Depending on the insurance policy
Death	30,000,000 Yen								
Bodily Injury	1,200,000 Yen								
Residual Disability	750,000 ~ 40,000,000 Yen (Depending on disability levels ranging from 1 to 14)								

In the case of bodily injury, automobile liability insurance, as a general rule, covers damages. However, if the damages exceed the maximum coverage, voluntary insurance will cover the exceeding amount.

For example, if the damages caused by a fatal traffic accident are 70,000,000 yen, automobile liability insurance will cover 30,000,000 yen, which is the

maximum coverage of the insurance, and the rest, 40,000,000 yen, will be covered fully or partly by other voluntary insurance, such as voluntary vehicle insurance of the person responsible for the accident and/or the victim's casualty insurance.

If such insurance does not cover the damages fully, or if both parties do not have any voluntary insurance, the person responsible for the accident must cover the damages.



## ■ Automobile Liability Insurance (including the insurance of mutual-aid associations)

### 1. Claiming for damages on automobile liability insurance

The person responsible for an accident, or the victim, should claim for damages to an insurance company by submitting necessary documents, such as a certificate of traffic accident and a medical certificate.

#### (1) Claim by the victim

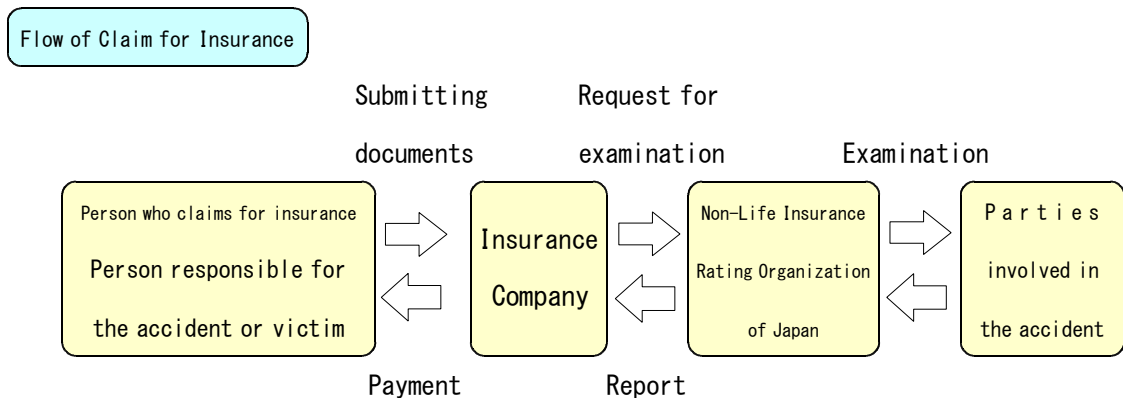
Victims and others can directly claim for damages to the insurance company which the vehicle causing the accident is insured with.

#### (2) Claim by the person responsible for the accident

The owner of the vehicle, or the driver responsible for the accident, who has paid for damages can claim for insurance to the insurance company which the vehicle causing the accident is insured with.

Even before the total amount of damages is finalized, the victim can claim for insurance every time he/she has paid medical fees, and the person responsible for the accident can claim for insurance every time he/she has

paid to the victim for damages. In both cases, however, the total amount claimed for insurance must be within the maximum coverage of the insurance.



## 2. Temporary Payment System

Before an out-of-court settlement is made, victims and others can claim for temporary payment to an insurance company so that they will not have difficulties in making their living due to the traffic accident.

For detailed procedures to claim for temporary payment, please contact the relevant insurance company.

## 3. Deadline for claiming insurance settlement (Negative prescription)

After the deadline for making the claim, insurance settlement from the Automobile Liability Insurance System (including insurance settlement from mutual-aid associations) might not be paid. It is necessary to note that the first day of the period during which the settlement can be claimed differs depending on who (the victim or the offender) claims the insurance settlement.

**\* For details, please contact the relevant insurance company.**

**List of necessary documents to claim on automobile liability insurance**

Necessary document	Claim by the person responsible for the accident			Claim by the victim and others			Temporary Payment	
	Death	Residual Disability	Bodily Injury	Death	Residual Disability	Bodily injury	Death	Bodily Injury
Request Form for Insurance, Damages, and/or Temporary Payment	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
Certificate of Traffic Accident (resulting in injury)	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
List of Traveling Expenses for Medical Treatment	⊙		⊙	⊙		⊙		
Certificate of Attendant Nursing, or Nursing Fee Receipt	○		○	○		○		
Certificate of Damages Due to Cessation from Work, or copy of Final Income Tax Return	○	○	○	○	○	○		
Receipt which proves the person responsible for the accident has paid damages	⊙	⊙	⊙					
Agreement of Out-of-court Settlement (if any)	○	○	○					
Certificate of Seal of the claimant	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
Letter of Attorney, and Certificate of Seal of the delegator (in case of delegation)	○	○	○	○	○	○	○	○
Full Copy of Family Register	⊙			⊙			⊙	
Medical Certificate of Residual Disability		⊙			⊙			
X-Ray photograph	○	○	○	○	○	○		

⊙: indispensable

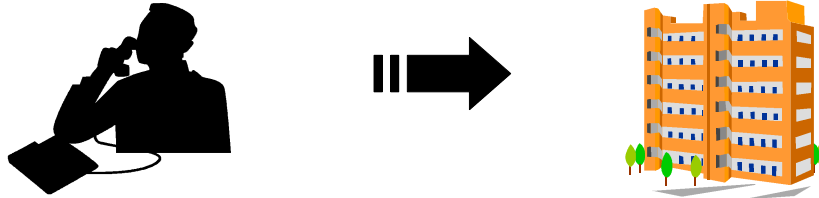
○: necessary depending on the type of traffic accident

Documents other than the above-mentioned may be necessary.

■ Voluntary insurance (including insurance of mutual-aid associations)

Procedures to claim for insurance differ with each insurance company.

Please contact your insurance company for detailed information.



Contact your insurance company immediately after a traffic accident has occurred.

### Automotive Liability Security Service

Automobile liability insurance does not cover damages in the following cases:

- The victim was injured or killed in a hit-and-run accident, and the offender is unknown.
- The other party's car is not insured with automobile liability insurance.

In automotive liability security service, the government compensates for damages to relieve victims and others in the above-mentioned cases, based on the Automotive Liability Security Act.

\* For the details of application and necessary documents, please contact your insurance company.

### Other

Based on the article 3 of the Automotive Liability Security Act, victims and others can claim compensation for property and mental damages caused by a traffic accident resulting in death or injury against the owner of the vehicle, even if other than the person responsible for the accident.

#### 4. Are there any support or relief programs?

Support and relief programs for victims and others of traffic accidents are as follows:



#### Support and welfare programs

(1) Public offices

Name	Contact
Welfare Program	Municipal office or welfare office in your area

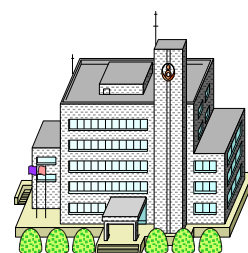
\* For further information, please contact the above-mentioned relevant office.

(2) Other relief and support organizations

Name	Details
<p><a href="#">National Agency for Automotive Safety and Victim's Aid</a></p> <p>○ Sapporo Main Branch Phone: 011-218-8155</p> <p>○ Hakodate Branch Phone: 0138-88-1007</p> <p>○ Kushiro Branch Phone: 0154-32-7021</p> <p>○ Asahikawa Branch Phone: 0166-40-0111</p> <p>○ Victim's Hotline Phone: 0570-000738</p>	<p>This organization works for the following:</p> <p>(1) Providing nursing fees for victims who suffer from severe disability caused by traffic accidents and who need nursing care all the time or occasionally</p> <p>(2) Subsidizing victims who suffer from severe disability caused by traffic accidents for short-term stay in hospital or a welfare facility</p> <p>(3) Establishing and managing treatment and nursing facilities for victims who suffer from persistent disturbance of consciousness caused by traffic accidents</p> <p>(4) Lending money for living expenses to children who have lost parents to traffic accidents (hereinafter referred to as "Orphans") or children of victims who suffer from severe disability caused by traffic accidents (hereinafter referred to as "Children") until they graduate from junior high school, and engaging in supporting activities for the Orphans and the Children</p> <p>(5) Giving consultations for nursing, or problems which the Orphans have</p> <p>URL <a href="http://www.nasva.go.jp/">http://www.nasva.go.jp/</a></p>
<p><a href="#">Foundation for Orphans from Automobile Accidents</a></p> <p>Phone: 0120-16-3611 Phone: 03-5212-4511</p>	<p>If a child under 16 years old who has lost their father or mother in a traffic accident contributes a certain amount of money to the Foundation of Orphans from Automobile Accidents, then the foundation will invest that money, together with subsidies from the government and donations from civilian support groups, and the foundation will pay the child a certain amount of money as a benefit four times a year (in March, June, September and December) until he or she has become 19 years old. For further information, please contact the foundation.</p> <p>If the families of Orphans or Children in compulsory education, whose parents suffer from disability (level 1 to 3 defined by the Automobile Liability Insurance), have financial difficulty, then the foundation provides the families with "year-end" funds, allowances to prepare for entering school, aid for higher education and starting a job, or emergency aid.</p> <p>URL <a href="http://www.kotsuiji.or.jp/">http://www.kotsuiji.or.jp/</a></p>
<p><a href="#">Scholarship</a></p>	<p>This foundation offers a repayable scholarship (without interest) to</p>

<p>Foundation for Automotive Accidents Orphans Phone: 0120-52-1286</p>	<p>orphans of traffic accidents or children of people who suffer from severe residual disability caused by traffic accidents. Eligible children are students of high school, vocational school, junior college, university and graduate school.</p>
<p>Road Public Welfare Association Phone: 03-6674-1761</p>	<p>This foundation subsidizes educational expenses for orphans of traffic accidents which occurred on the expressways managed by East, Central, and West Nippon Expressway Company Limited, if they have financial difficulties to study at high school. URL <a href="http://www.douro-kouseikai.org/">http://www.douro-kouseikai.org/</a></p>
<p>Japan Legal Support Center (Nickname: Hoterasu) Phone: 0570-079714</p>	<p>This center provides victims and others of traffic accidents with free information about lawyers experienced in victim support, and about victim support groups. If victims and others lack funds, the center will provide them with free legal consultations and lend them expenses for a judicial scrivener to be proxy for civil court, and for preparing necessary documents for civil court. By commission from the Japan Federation of Bar Associations, the center, from a human rights perspective, subsidizes legal expenses, such as those for a lawyer, for victims of certain crimes. URL <a href="http://www.houterasu.or.jp">http://www.houterasu.or.jp</a></p>
<p>Hokkaido Association of Orphans of Automobile Accidents Phone: 011-232-8688</p>	<p>This association is engaged in support activities, such as scholarships and gatherings, for children and other family members of victims who were killed or suffer from severe residual disability (level 1 to 3 defined by the Automobile Liability Insurance) due to traffic accidents, if the victims were breadwinners of the families.</p>
<p>(PIIA) Hokkaido Traffic Safety Promotion Committee Phone: 011-221-6666</p>	<p>This committee provides loans with no interest for school students who lost their parents due to traffic accident or whose parents suffered serious disabilities, and don't receive any scholarship from any other organization. If they pay back 70 % of the loan, the remains would be exempted. URL <a href="http://www.slowly.or.jp">http://www.slowly.or.jp</a> Mail <a href="mailto:safety@slowly.or.jp">safety@slowly.or.jp</a></p>

\* For further details, please contact the above-mentioned relevant organization.





## 5. Are there organizations for consultations other than the police?

There are the following organizations for victim support, such as consultations and counseling, other than the police.

### Contact points for consultations

#### ○ Traffic Accident

Hokkaido Traffic Accident Consultation Office		Phone: 011-204-5220  050-3533-4703	1st Floor, Hokkaido Government Building, Kita 3-jo Nishi 6-chome, Chuo-ku, Sapporo-shi  IP Phone (for those who live far from Sapporo)
Sapporo City Traffic Accident Consultation Office		Phone: 011-211-2075	1st Floor, Sapporo City Hall, Kita 1-jo Nishi 2-chome, Chuo-ku, Sapporo-shi
Hokkaido Traffic Safety Association	Traffic Accident Consultation Office (in Traffic Safety Promotion Center)	Phone: 011-737-8703	18-go, 4-ban, Nishi 6-chome, Kita30-jo, Kita-ku, Sapporo-shi

#### ○ Restitution

Sapporo Branch, Traffic Accident Dispute Settlement Center		Phone: 011-281-3241	4th Floor, Sapporo Bengoshi Kaikan, Kita 1-jo Nishi 10-chome, Chuo-ku, Sapporo-shi
Traffic Accident Consultation Center, Japan Federation of Bar Associations	Sapporo Branch	Phone: 011-251-7730	2nd Floor, Sapporo Bengoshi Kaikan, Kita 1-jo Nishi 10-chome, Chuo-ku, Sapporo-shi
	Hakodate Branch	Phone: 0138-41-0232	1-3, Kamishinkawa-cho, Hakodate-shi (in Hakodate Bar Association)
	Asahikawa Branch	Phone: 0166-51-9527	4, Hanasaki-cho, Asahikawa-shi (in Asahikawa Bar Association)
	Kushiro Branch	Phone: 0154-41-3444	4-3, Kashiwagi-cho, Kushiro-shi (in Kushiro Bar Association)

Sonpo ADR Center, General Insurance Association of Japan	Phone: 0570-022808	Waterras Annex 7F, Awaji-cho 2-105, Kanda, Chiyoda Ward, Tokyo
Non-Life Insurance Rating Organization of Japan (consultation about making automobile liability insurance claims for hit-and-run cases and accidents caused by uninsured drivers)	Phone: 03-6758-1300	Shinjuku Park Tower Building, 1-7-3 Nishi Shinjuku, Shinjuku Ward, Tokyo
Traffic Accident Consultation Center, Automobile Division, National Mutual Insurance Federation of Agricultural Cooperatives	Phone: 011-232-6348	JA-Hokuno Building, Kita 4-jo Nishi 1-chome, Chuo-ku, Sapporo-shi

○ Public Prosecutor's Office

Victim's Hotline, Public Prosecutor's Office	Contact points for consultations and inquiries ◇ Sapporo District Public Prosecutor's Office Phone: 011-261-9370 ◇ Hakodate District Public Prosecutor's Office Phone: 0138-41-1655 ◇ Asahikawa District Public Prosecutor's Office Phone: 0166-51-6259 ◇ Kushiro District Public Prosecutor's Office Phone: 0154-41-6133 For contact points of public prosecutor's offices across Japan: <a href="http://www.kensatsu.go.jp/higaisha/index.htm#hotline">http://www.kensatsu.go.jp/higaisha/index.htm#hotline</a>
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## ○ Civilian victim support groups

Due to extreme shock caused by a crime, some crime victims suffer from mental problems, such as strong fear and anxiety, or difficulties to control their emotions.

The following organizations provide such victims with face-to-face and telephone counseling:

### ◆ Crime Victims' Early Supporting Group

Hokkaido Family Life General Counseling Center

(Hokkaido Victim's Consultation Office, Hokkaido General Consultation Office)

Kaderu 2-7, Kita 2-jo Nishi 7-chome, Chuo-ku Sapporo-shi

Phone: 011-232-8740 Monday through Friday (excluding national holidays)

Office hours: 10:00 a.m. ~ 4:00 p.m.

### ◆ Tomakomai District Victim's Consultation Office

Phone: 0144-37-7830 Thursday (excluding national holidays)

Office hours: 10:00 a.m. ~ 4:00 p.m.

### ◆ Hakodate Victim's Consultation Office

Phone: 0138-43-8740 Wednesday (excluding national holidays)

Office hours: 10:00 a.m. ~ 3:00 p.m.

### ◆ Kita - Hokkaido Victim's Consultation Office

Phone: 0166-24-1900 Monday and Tuesday and Thursday and Friday

(excluding national holidays) Office hours: 10:00 a.m. ~ 3:00 p.m.

### ◆ Kushiro Victim's Consultation Office

Phone: 0154-24-6002 Tuesday and Friday (excluding national holidays)

Office hours: 10:30 a.m. ~ 2:30 p.m.

### ◆ Okhotsk Victim's Consultation Office

Phone: 0157-25-1137 Monday through Friday (excluding national holidays)

Office hours: 8:45 a.m. ~ 5:30 p.m.



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## Hokkaido Prefectural Police

<http://www.police.pref.hokkaido.jp>