

**Help and Support for Victims of
Traffic Crimes or Accidents**



Shimane Prefectural Police Headquarter

Preface

This leaflet has been produced for any victim of a traffic accident or their surrounding family members.

It discusses:

- What support system is provided by the Police?
- What requests could the Police make to the victims and their family members?
- How are the traffic accident perpetrators punished?
- What type of motor insurance is available?

We hope the leaflet will be helpful for you and your family members.

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1. Do the police provide any support?

The police can support and help the victims of traffic accidents and their families (hereinafter written as “the victims” in this leaflet) by offering escort by a police officer, provision of information and providing a consultation service.

Designated Victim Support Personnel System

This system designates, besides investigators, a police officer as “Victim Support Personnel” to support the victims that are emotionally upset not long after the traffic accident. The “Victim Support Personnel” will offer escort and accept consultation on various issues.

Victim Information System

The police understand that the victims have a vested interest in how the investigation of the traffic accident proceeds, whether the traffic accident perpetrators are caught or not, and what punishment is imposed on the perpetrators.

In response to such interest, the police investigator in charge of the traffic will provide the victims with the following information concerning serious traffic accidents etc.

Information about the Traffic Accident Perpetrator

- Address, name/age etc. of the perpetrator
- The time and date and place of the traffic accident
- Progress of the investigation

Information about the criminal disposition for the party responsible for the accident

- Arrest of the perpetrator
- Information regarding disposition of the perpetrator
- The public prosecutor’s office where the suspect was sent, whether the suspect was indicted or not, the court where the perpetrator was indicted.

Others

Some people simply want to forget about a traffic accident and do not want to be contacted.

In this case the victims should inform the police investigators of that effect.

Provision of information on administrative disposition

The perpetrator who has caused a traffic accident is subject to administrative disposition such as revocation or suspension of their driver's licenses sanctioned by the public safety commission. Prior to the administrative penalties (revocation and suspension of more than 90 days), the perpetrator will be subject to a hearing open to the public. A representative may attend the hearing, however when both the perpetrator and representative cannot attend, disposition may be rendered without any hearing.

The police will provide information on the administrative disposition and hearing upon your request.

Details of the administrative disposition

We will provide information regarding the administrative disposition offered to the perpetrator (revocation, suspension and the duration of suspension).

The date of hearing etc.

We will inform you of the date and place of the hearing.

Police Consultation Services

The police offer support such as expert counseling services for victims. The following services are available.

Using Japanese would be appreciated when calling.

① Police Consultation Dedicated Telephone (Consultation about police affairs)

○ . . . TEL #9110 or 0852-31-9110

② Traffic Accidents Consultation Services

○ . . . Traffic Enforcement Division, Shimane Prefectural Police Headquarters

TEL 0852-26-0110

○ . . . The nearest Traffic Police Station

Police Station		TEL
Shimane Prefectural Headquarters		0852-26-0110
Express Way Patrol	Matsue	0862-62-3110
	Hamada	0855-22-1377
	Muikaiti	0856-77-0110
Matsue Police Station		0852-28-0110
Yasugi Police Station		0854-22-0110
Unnan Police Station		0854-45-0110
Izumo Police Station		0853-24-0110

Oda Police Station	0854-82-0110
Kawamoto Police Station	0855-72-0110
Goutsu Police Station	0855-52-0110
Hamada Police Station	0855-22-0110
Masuda Police Station	0856-22-0110
Tsuwano Police Station	0856-72-0110
Okinoshima Police Station	08512-2-0110
Uragou Police Station	08514-6-0121

- . . . To find out your nearest Prefectural Police Consultation Service please visit the Police Crime Victim Support Office website URL: <http://www.npa.go.jp/higaisya/home.htm>.

③ Consultation Services for Counselling

To reduce the mental burden of victims suffering from shock after the traffic accident, staff with specialized knowledge and skills on counseling are available. Consultation and counseling service for the victims are available through collaboration with psychiatrists and private counselors.

Concerning this counseling system, ask and request the contact person for victims or the administration section of a police station.

Please let us know about non-police support and information systems.

The following information systems are provided by organizations other than the police.

The “Victim Support Personnel System” Established within the Public Prosecutors Office

Public Prosecutors Offices nationwide designates a “Victim Support Personnel” to support victims and help ease the burden and anxiety of these victims.

The Victim Support Personnel offers support in the form of consultation to the victims on various issues, escorting them to a court, assistance in viewing of dossiers, return of evidence and other procedures. They will also introduce relevant organizations and groups that offer mental, everyday living and financial support depending on the condition of the victim.

The “Victims of Crime Notification System” established within each organization of the Ministry of Justice

The “Victims of Crime Notification System” provides victims with information related to the proceedings and outcome of the case, outcome of the criminal trial, and treatment of the perpetrator when found guilty. The information is provided by the Public Prosecutors Office, the regional parole board or the probation office.

These notifications will be sent to the Public Prosecutors Office handling the case.

Upon the victims’ request, notification on the perpetrator put on probation (notification after the juvenile trial) will be made by the juvenile reformatory, the regional parole board or the probation office.

Application office for the notification is the Public Prosecutors Office where the case was dealt.

When the perpetrator has been committed to a juvenile reformatory, application for these notifications should be made to the nearest juvenile classification centre. When the perpetrator has been placed under probation, the application of these notifications should be made to the probation office of the victim’s local prefecture.

2. How are the traffic accident perpetrators punished?

The following is the punishment procedures when a traffic accident occurs.

Investigation

Investigation is an activity whereby the perpetrator is identified through collecting evidence, the case is solved by investigating the facts and imposing punishment on the perpetrator.

The following investigations are carried out by the police when a traffic accident occurs.

Police Questioning

The police investigator in charge will ask you in detail about the situation where the accident occurred and the situation where the report of the traffic accident was filed.

We may take a deposition.

It may be difficult for the victims to revisit the accident, when all a person wants to do is to forget or not mention about things. However police questioning is an indispensable step in determining the cause of the accident and identifying the perpetrator. The more details are discovered, the faster and smoother the investigation will proceed. We appreciate your cooperation.

On-the-spot Investigation

On-the-spot Investigation involves the police officer investigating the following in detail in order to identify the situation and the cause of the accident:

- The scene of the traffic accident
- Clothes the victim was wearing at the time of the accident or the vehicle involved in the accident

Victims may be asked to revisit the scene of the accident. Furthermore, victims may be asked to submit the clothes the victim was wearing at the time of the accident as evidence that may lead to the resolution of the accident.

The evidence may have a large impact on the outcome of the trial.

Sending suspects to the public prosecutors office

A perpetrator suspected to be the criminal by the police (the perpetrator is called the “Suspect”) must be sent to the public prosecutor with evidence using the following procedures. This is called sending suspects to the public prosecutors office.

When the suspect is arrested	When the suspect is not arrested
<ul style="list-style-type: none"><input type="radio"/> If it is deemed necessary for investigation, the suspect will be arrested and sent to the public prosecutor with relevant documents and evidence within 48 hours after the arrest.<input type="radio"/> If the public prosecutor decides it is necessary to detain the suspect, he or she will ask the judge to issue a detainment order within 24 hours after the suspect has been sent.<input type="radio"/> When there is a need to detain the suspect for a longer period, the suspect may be detained for a maximum of 20 days.	<ul style="list-style-type: none"><input type="radio"/> When the suspect is not arrested and is investigated on a voluntary basis, the relevant documents and evidence will be sent to the public prosecutor after the police have collected evidence.

Indictment

The prosecutor will decide whether or not to bring the suspect to trial on the basis of the evidence sent.

- Bringing the suspect to trial is called “Indictment”.
- Choosing no to bring the suspect to trial is called “Non-indictment”.

There are two types of requests available to a prosecutor seeking indictment.

- “Demand for a Trial” that request for a public trial.
- “Summary indictment” which requests a judicial trial where fines or minor fines are ordered through written proceedings. (After the suspect is indicted, he or she is referred to as the “Defendant.”)
- ✳ The prosecutor may question the victim in order to decide whether to proceed with an indictment or not. We appreciate your cooperation.
- ✳ If the prosecutor has decided not to indict a suspect, an application for review may be made to the district court and the Committee for Inquest of Prosecution of main district courts branches. For more details please contact the Executive Office of the Committee for Inquest of Prosecution.

Trial

At the trial, the judge will conduct a trial based on evidence and give a decision.

Victims may sometimes be asked to testify during the criminal trial as a witness. The following measures have been introduced by the court to protect the victims.

- A witness should be accompanied with a person deemed to be appropriate by the court.
- A physical shield to hide the witness’s identity from the defendant and court spectators should be set.
- To provide a system where the witness can testify from a different location via a video monitor

In addition, the following measures have also been introduced:

- After the first court day, in principle, the victims may inspect and photocopy the dossier of the criminal case.
- Victims will be given an opportunity to express their feelings about the harm they suffered or give their opinion concerning the crime.
- Victims are given consideration to have priority, upon their request, in observing the court proceedings.
- When a out-of-court settlement is reached between the victim and the defendant, the details of

the out-of-court settlement may be written down in the record of investigation to avoid civil suit.

○Victims may receive a paper copy of the summary of the opening statement made at the Public Prosecutors Office.

○Victim participation system

Victims of dangerous driving resulting in injury or death or the non-compliance of the Negligent Driving Manslaughter's Laws concerning the punishment of acts that cause injury or death as a result of driving a vehicle, are allowed to join in criminal trials with court permission as "victim participants," a status in the proceedings.

To be specific, a victim can attend trials on the court day and under certain conditions he/she can question the witnesses or the defendant, or give his/her opinion about the fact or the application of the law.

○Court-appointed lawyer system for victims

Victim participants can entrust a lawyer with the appearance on court day and questioning to the defendant. If the amount of money the victim possesses (total amount of cash and savings etc.) excluding the essentials (the combination of medical costs which is recognized to be spent within 6 months after claim for injuries caused by the criminal activity, and other expenses) is under the criterion (2.0 million yen), the victim can request a court-appointed lawyer (victim participant lawyer). The government shall bear the pay and expense for the lawyer.

○Compensation order system

Victims of intentional criminal activities such as dangerous driving causing death or injury can petition the court in charge, requesting an order to the defendant for compensation for the damage caused by the crime in which the accused has been indicted for in the case where the criminal case is pending at the district court.

Immediately after the defendant has been rendered a guilty verdict, the trial for the case of a compensation order for damages will commence. In principle, this trial will be carried out within four days in a simple and rapid manner. The court that dealt with the criminal case will, by its own authority, conduct an investigation and therefore simplify the process of the victims having to prove his/her damages.

Furthermore, in the instance the trial takes longer than the four day period, or if an objection is raised against the petition for an order to the defendant concerning compensation for the damage caused by the crime, the action will be transferred to ordinary civil proceedings.

For more details please consult the prosecutor in charge or the Public Prosecutors Office or court handling the case.

In consideration for the victims of juvenile crime and their families the following measures have been introduced.

- After a decision on commencement of hearing has been made, the victims may, in principle, peruse and photocopy the dossier of the juvenile criminal case stored in the court (excluding so-called social records which reports surveys concerning the necessity of protection of the juvenile).
- Victims will be given an opportunity to express their feelings about the harm they suffered or give their opinion about the crime to the judge(s) and to the investigators of Family Court.
- With regard to cases where the perpetrator has killed or injured a victim in an intentional criminal act such as automobile driving manslaughter (Excludes juvenile cases when the perpetrators was younger than twelve years old at the time of the crime.
Furthermore, with regard to cases of injury, the victim is allowed to attend the hearing only when the victim's life was seriously endangered due to the injury), the victims are allowed to attend the juvenile hearing upon request.
- The victims can receive explanation about the circumstance of the hearing from the Family Court.
- The victims can receive notifications of the result of the hearing from the Family Court.

For more details please consult the Family Court dealing with the case.

Main systems available in rehabilitation service for perpetrators

The following systems are put into place where victims can express their opinions on the rehabilitation service for perpetrators:

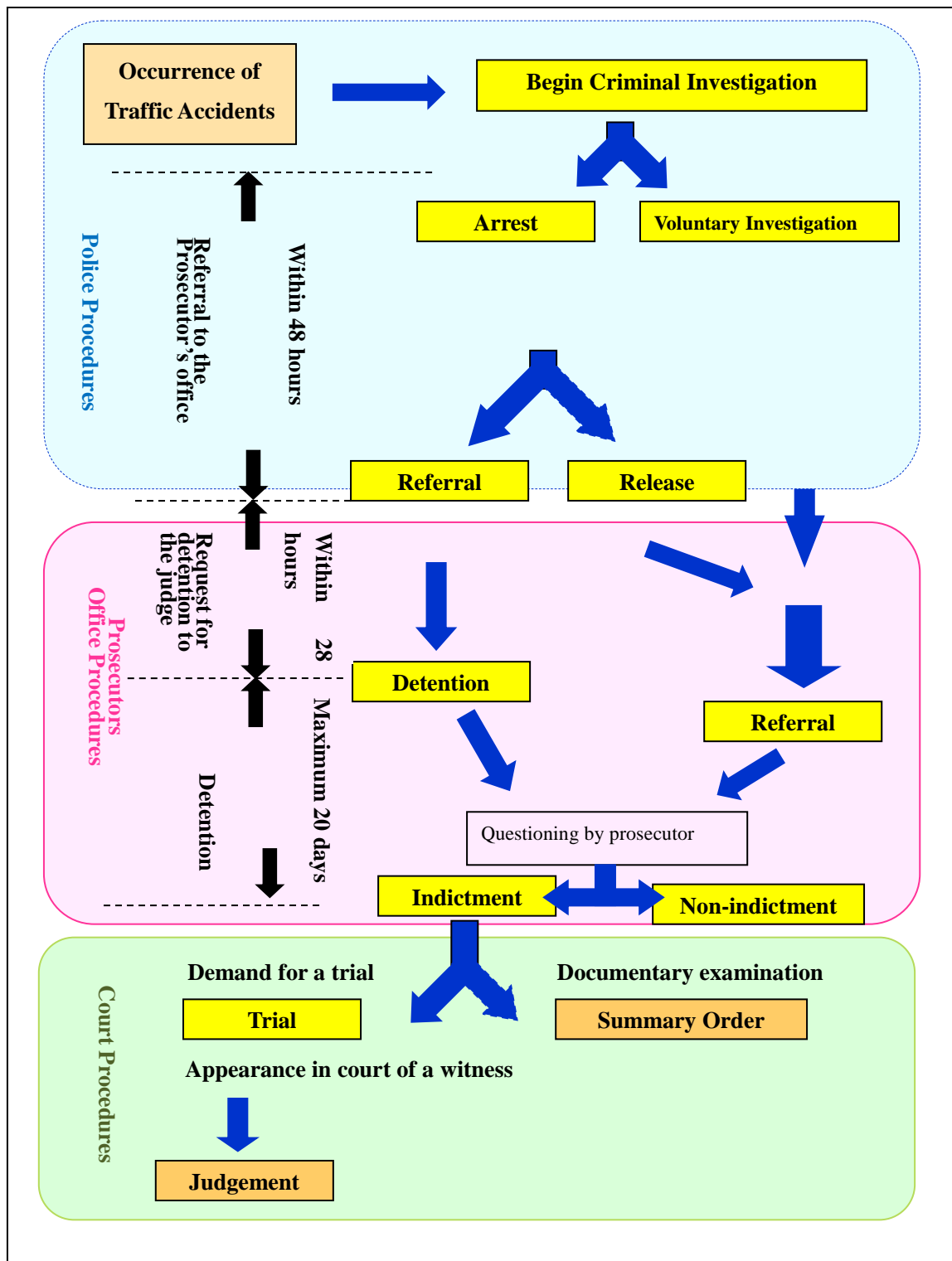
○Victims can express their opinions or feelings on parole of perpetrators or release on parole from juvenile training school at the hearings held by the regional parole board to determine whether an perpetrator should be granted parole from prison or reform school. Victims' opinions can be considered by the regional parole board to decide if the parole is appropriate. If parole is granted, victims' opinions are considered to decide if special conditions should be put on the parolee.

○Victims' feelings conveyance system

If a perpetrator is released on probation, at the victim's request, the perpetrator will be informed by the probation office of the victim's feelings, the plight the victim is placed in, and victim's opinions on the living and action of the perpetrator in probation. The perpetrator will be supervised and guided so that his/her actions can be realised and reform can be made by looking straight the actual condition of the harm.

For more information please contact your local probation office.

Criminal Procedure Chart



* If the suspect is a juvenile (less than 20 years of age), a juvenile trial proceeding etc., may be followed. A juvenile trial follows a different set of procedures than listed here.

3. What type of motor insurance is available?

The security system for the victim of traffic accidents is as described below.

Automobile Liability Insurance and Voluntary Insurance

Automobile insurance is operated under two systems, automobile liability insurance, also called compulsory insurance (includes mutual aid) and voluntary insurance (includes mutual aid).

○ Every automobile has an obligation to be insured by automobile liability insurance which is designed to provide relief to victims of traffic accidents.

○ Voluntary insurance includes liability coverage not covered by automobile liability insurance.

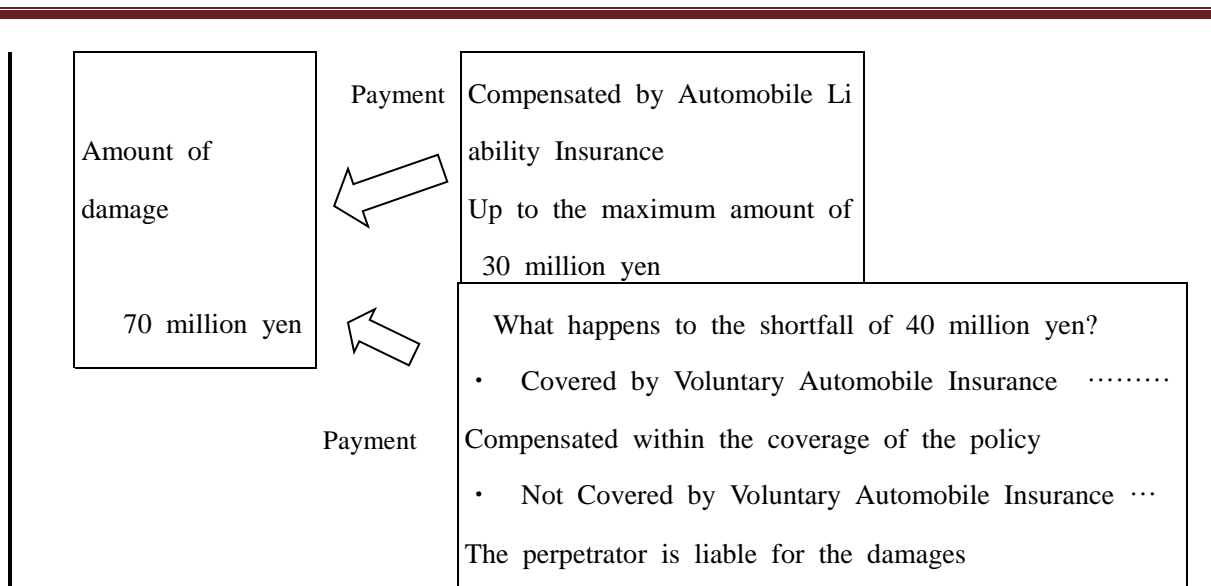
The following is a comparison of the two systems:

Automobile Liability Insurance			Voluntary Automobile Insurance						
Compulsory (obligation)		Membership	Voluntary						
Physical injury only		Coverage	Physical Injury and Property Damage						
<table border="1"> <tr> <td>Death</td> <td>30 million yen</td> </tr> <tr> <td>Injury</td> <td>1.2 million yen</td> </tr> <tr> <td>Physical impediment</td> <td>750,000 – 40 million yen (Based on the Grade of Disabilities 1 -14)</td> </tr> </table>		Death	30 million yen	Injury	1.2 million yen	Physical impediment	750,000 – 40 million yen (Based on the Grade of Disabilities 1 -14)	Max. amount of benefit Paid	Maximum amount of compensation based on the insurance policy
Death	30 million yen								
Injury	1.2 million yen								
Physical impediment	750,000 – 40 million yen (Based on the Grade of Disabilities 1 -14)								

Fundamentally, physical injury is covered by Automobile Liability Insurance. However when the amount of damage exceeds the limits of coverage, the exceeding amount is to be covered by Voluntary Automobile Insurance.

For example, if the amount of damage of a death accident is calculated at 70 million yen, the maximum coverage amount of 30 million yen is compensated by Automobile Liability Insurance, and the whole or partial amount of the shortfall of 40 million yen is recovered by Voluntary Automobile Insurance insuring the perpetrator or physical Injury Insurance insuring

The victim. If the compensation amount does not cover the amount of damage, or the parties involved are not insured, the perpetrator will become liable for the damages.



Automobile Liability Insurance

1 Claiming for Automobile Liability Insurance

The perpetrator and victim are able to claim against the motor insurance companies (including unions) by recovering the amount of damages from the insurer by submitting the traffic accident certificate, diagnosis certificate and other necessary documents.

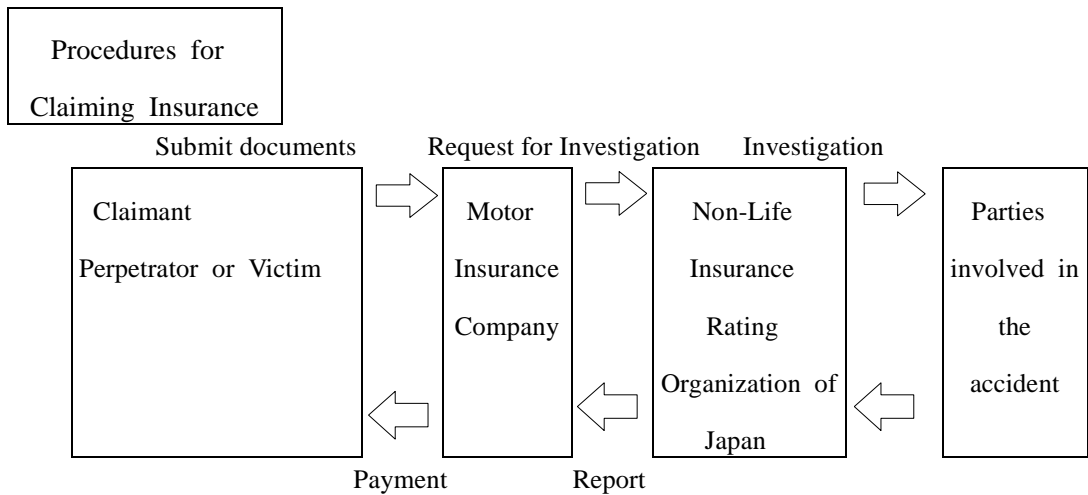
(1) Making a claim as a victim

Victims are able to claim directly against the motor insurance company insuring the car that caused the accident for the amount of damages.

(2) Making a claim as an perpetrator

The driver or the owner of the vehicle, who has paid the compensation to the victim, can claim against the casualty insurance company for the amount of damages.

Even before reaching settlement of the amount of damage, the victim is able to claim against the motor insurance company each time the victim pays the medical bills to the medical institutions, and the perpetrator is able to claim against the motor insurance company each time the perpetrator pays the amount of damages to the victim. They are able to claim any number of times as long as the total amount is within the allowable limit.



2 Suspense Payment System

Prior to reaching an out-of-court settlement, the victim is able to claim suspense payment against the casualty insurance companies for use in paying for immediate expenses, in order to avoid running into difficulty maintaining his/her daily life due to the accident.

※ For details on how to make a claim please contact the casualty insurance companies.

3 Time limit for making a claim

Claim Type	Since when	Till when
Injury	Date when treatment ended	Within two years after the accident
Physical Impediment	Date of symptom stabilization	Within two years after the date of symptom stabilization
Death	Date of death	Within two years after the date of death

※ Date of symptom stabilization is determined by a doctor, and points to a certain time when the symptoms have stabilized, and widely accepted medical treatment will have no further medical effectiveness.

**List of Documents Required For Automobile
Liability Insurance (Mutual Aid) Payment**

Required Documents	Claim by Perpetrators			Claim by Victims				
	Death	Physical Impediment	Injury	Death	Physical Impediment	Injury	Suspension Payment	
	Death	Physical Impediment	Injury	Death	Physical Impediment	Injury	Death	Injury
Claim Form for Insurance (Mutual Aid)/ Amount of Damages/ Suspension Payment	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
Traffic Accident Certificate (Physical Injury)	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
Papers reporting the circumstances when the accident occurred	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
Diagnosis Certificate by Doctors or Post-mortem Examination Report	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙
Medical Practitioner's Receipt for Medical Insurance Claim	⊙	○	⊙	⊙	○	⊙		
Receipt for Transportation Expenses for Hospital Visits	⊙		⊙	⊙		⊙		
Nurse Attendance Acknowledgement or Receipts of Nursing Care Fees	○		○	○		○		
Certificate of Work Suspension Damage or Tax Return (Copy)	○	○	○	○	○	○		
Receipt that proves the payment from the perpetrator	⊙	⊙	⊙					
Settlement Documents (in case of out-of-court Settlement)	○	○	○					
Seal Registration Certificate of the Claimant	⊙	⊙	⊙	⊙	⊙	⊙	⊙	⊙

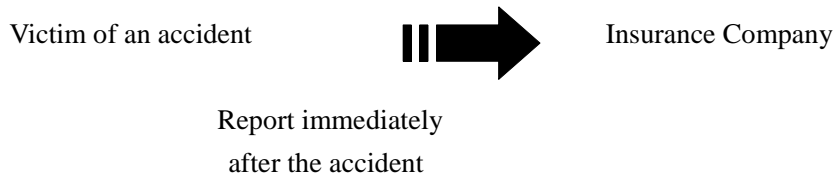
Power of Attorney or Seal Registration Certificate of the Mandator (In the case of a third party is mandated)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attested Copy of Family Register	<input checked="" type="radio"/>			<input checked="" type="radio"/>			<input checked="" type="radio"/>	
Medical Certificate of Sequelae		<input checked="" type="radio"/>			<input checked="" type="radio"/>			
X-rays etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

Documents with ☉ are mandatory, documents with ○ are to be submitted case by case depending on the type of accident.

There may be other documents to be submitted depending on the situation.

Voluntary Insurance (Mutual Aid)

Since the method of claiming differs per insurance company, for details on how to make a claim please contact the casualty insurance company that you are insured with.



Automobile Liability Insurance Security Project

The victim is unable to make a claim for Automobile Liability Insurance for the following types of accidents causing physical injury:

- The hit-and – run driver of the automobile is unidentified
- The driver that caused the accident is not insured under Automobile Liability Insurance

To protect the victims in these circumstances, the government has put into place a system called Automobile Liability Security project that covers any deficiency for the amount of damages.

Please ask your casualty insurance company on how to make a claim, and what documents are required.

Other Liability Claims

In accordance with Article 3 of the Automobile Liability Security Act, victims are able to make a claim for automobile accidents causing injury or death against not only the perpetrator but also against the owner of the vehicle for economic and non-economic damages.

4. Are there any systems of aid and support?

The following systems of aid and support are available for victims of traffic accidents.

1 Financial Assistance and various support/ welfare system

(1) Carried out by Public Offices

Name	Description
Alleviating the burdens for Victims	<ul style="list-style-type: none">• There is a counselling support system aimed toward victims of hit and run accidents, fatal traffic accidents, severe injuries that takes more than 3 months to heal, serious injury or death resulting from dangerous driving manslaughter, as well as the deceased's family.• Regarding death as a result of cases such as hit and run accidents, legally-ordered autopsy regarding dangerous driving manslaughter, transportation of the dead body, and restoration of the dead body, there is a public financial assistance system. <p>Contact: Police Station or Police Headquarter that is in charge of the case.</p>
Welfare system	<p>There is a welfare loan system for single-mother households that have lost the father due to a traffic accident. Available loans include Child Raising Allowance and Welfare Funds for Mothers with Dependable Children.</p> <p>The Livelihood Protection System provides for those who due to loss of income, or low income, have trouble making a living with necessary protection such as maintenance allowance, education allowance, housing allowance, and medical assistance corresponding to their needs.</p> <p>Contact: Your Local Government and Welfare Office.</p>

Priority Access to Public Housing	<p>This system provides those who due to a traffic accident are experiencing reduction in income and are having trouble making a living, or those who due to a traffic accident that occurred at or close to the current residence are having difficulties residing at the property and will offer priority access to public housing.</p> <p>Contact: Department in charge of public housing at the local prefectural government or municipal government</p>
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※ Please contact the relevant organizations for more information.

(2) Carried out by various support organizations and aid organizations

Name	Description
<p>National Agency for Automotive Safety and Victim's Aid TEL03-5276-4451</p> <p>※ Headquarter in Tokyo, and branch offices in each prefecture</p> <p>Shimane office TEL0852-25-4880</p> <p>※ Please use Japanese when calling.</p> <p>Hotline for Victims of Traffic Accidents 0570-000738 ※9:00~17:00</p> <p>Excluding Saturdays and Sundays, Public Holidays and End-of-year and the New Year</p>	<p>The Group offers the following victim assistance business such as loan for living expenses for orphans of traffic accidents or children of a traffic accident victim with severe residual disabilities until the orphans or the children graduate junior high school.</p> <p>① Care payment for a traffic accident victim with severe physical i mpediment that requires full-time or part-time care.</p> <p>② Grant to cover costs for a short term admission into a hospital, or short-term entry into a nursing home for traffic accident victims with severe residual disability.</p> <p>③ Setting up and operating Nursing Care facilities to treat and nurse patients with persistent disturbance of consciousness due to traffic accidents.</p> <p>④ Loan for living expenses for orphans of traffic accidents or children of a traffic accident victim with severe residual disabilities.</p> <p>⑤ Consultation on care and consultation on every-day life for orpha ns of Traffic accidents.</p> <p>Website: http://www.nasva.go.jp</p>
<p>Foundation for Orphans from Automobile Accidents TEL03-5212-4511 Free Dial 0120-16-3611 ※ Please use Japanese when calling.</p>	<p>Orphans from a traffic accident under 16 years old and who make contributions from some of the payment they have received as traffic accident damages are eligible to join the “Foundation for Orphans from Automobile Accidents.” Combining the contributions with the aid money from the government and private cooperation groups, the Foundation will manage the funds and pay out a certain amount as benefit to the orphans, 4 times a year (March, June, September, December) until they are 19 years old.</p>

	<p>If the victim is a financial provider for one's livelihood and either dies as a result of an automobile accident, or suffers a severe physical impediment (vehicle liability insurance class 1~3) and experiences difficulty continuing their support as a result of the accident, the victim that is currently providing for young persons who have not yet completed their compulsory education can receive the: "Year-end Allowance", "Support Money for College Entrance Preparation and Arrangements," "Support Money for Entering a Higher-Level School or Job Searching," and "Support Money for visiting those with urgent circumstances".</p> <p>Please contact the Head Office of the Foundation for membership details. Website: http://www.kotsuiji.or.jp</p>
<p>Road Public Welfare Association TEL 03-6674-1761 ※ Please use Japanese when calling.</p>	<p>The Foundation offers financial aid for high school students, who cannot receive schooling due to financial difficulties and who are orphans of traffic accidents that have occurred on roads managed by East Nippon Expressway Company Limited, Central Nippon Expressway Company Limited, and West Nippon Expressway Company Limited. Website: http://www.douro-kouseikai.org/</p>
<p>Japan Legal Support Center TEL03-6745-5600 Houterasu Shimane TEL050-3383-5500 General Law Consultation TEL0570-078374 (English is available) Crime Victims Support Telephone Number 0570-079714</p>	<p>The Center provides free information on lawyers who are knowledgeable about the aid of victims and crime victim support organizations. The Center also provides legal consultations at no charge and advances fees for court representation and document preparation fees for people with financial difficulties</p> <p>Furthermore, commissioned by the Center Japan Federation of Bar Associations, the Center also assists in attorney fees for victims of certain crimes, from a human rights standpoint. Website: http://www.houterasu.or.jp</p>

※ Please contact the relevant organization for more information.

2 Support system in terms of tax regulations

“Tax deduction and allowances” that reduces income tax may be available for victims, who have paid medical fees for injuries, suffered physical injuries or have been separated from their spouse by death due to traffic accidents.

The following are examples of the tax deduction and allowances available.

Name	Description
Medical Expenses Deduction	Tax deduction for the amount (only for the sum that exceeds a certain amount) of paid medical bills (excludes insurance coverage received to compensate for the said medical bill).
Allowance for disabled persons	Tax deduction of 270,000 yen to a disabled person (400,000 yen when the disability is severe. Same shall apply hereafter), and 270,000 yen per one disabled person if the disabled person is a dependant.
Widow's (Widower's) exemption	In general, tax deduction of 270,000 yen to the wife (widow) separated from her husband, or the husband (widower) separated from his wife.

※ Please contact the nearest tax office for more details.


5. Excluding the police, which other organizations can you seek advice from?

Excluding the police, public offices, public institutions and various organizations offer the following advisory centers and counseling services.

Various Consultation Services

Name	Description
Public Prosecutors Office Victim Support Hotline	<p>Consultation about the harms and affairs is possible.</p> <p>◇ Matsue District Public Prosecutors Office Consultation Office for Victims</p> <p>TEL : 0852-32-6701</p> <p>Office hours : Monday through Friday (except national holidays) 8:30~17:15</p> <p>Please use Japanese when calling.</p>

Probation Office	<p>Offering telephone consultation and face-to-face consultation for victims, counseling on distress and anxieties, explanation on various measures and introduction of authorities concerned.</p> <p>◇ Matsue Probation Office</p> <p>TEL : 0852-21-2250</p> <p>Please use Japanese when calling.</p>
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Human Rights Organs of the Ministry of Justice  Mobile Website	<p>The Human Rights Commission conduct human rights counseling for Victims.</p> <p>For suspected cases of human rights violation, the Commission will investigate the case as a case of infringement of human rights, and carry out appropriate measures as to each case.</p> <p>◇ Matsue District Legal Affairs Bureau Human Rights Protection Division</p> <p>TEL : 0852-32-4260</p> <p>Please use Japanese when calling.</p> <p>◇ Standing Human Rights Counseling Office of the Legal Affairs Bureau and The District Legal Affairs Bureau</p> <p>Website: http://www.moj.go.jp/JINKEN/jinken66.html</p> <p>◇ Online Human Rights Counseling Service (SOS-e-mail)</p> <p>PC website: http://www.moj.go.jp/JINKEN/jinken113.html</p> <p>Mobile website: http://www.jinken.go.jp/soudan/mobile/001.html</p>
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Prefectural and Civic Consultation Office for Traffic Accidents	<p>◇ Consultation Office of Shimane Prefecture</p> <p>Shimane Prefectural Traffic Accident Consultation Office (Main Office)</p> <p>TEL : 0852-21-5102</p> <p>Office hours : Monday through Friday (except national holidays)</p> <p>9:00~12:00 13:00~16:00</p> <p>Shimane Prefectural Traffic Accident Consultation Office (Hamada consultation room)</p> <p>TEL : 0855-21-5563</p> <p>Office hours : Wednesdays</p> <p>9:00~12:00 13:00~16:00</p> <p>Please use Japanese when calling.</p>
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<p>The Early Stage Support Organization for Crime Victims</p>	<p>In partnership with the relevant organizations such as the police, The Early Stage Support Organization for Crime Victims designated by the Prefectural Public Safety Commission and Private victim support groups that are members of the “National Network for Victim Support” offer support to victims by conducting telephone/email/face-to-face counseling and escort the victims to court, hospital and the police.</p> <p>◇ Shimane Victim Support Center</p> <p>TEL : 0120-556-491</p> <p>Office hours : Monday through Friday (except national holidays)</p> <p>10:00~16:00</p> <p>(except weekends, national holidays, from December 29 to January 3 and from August 13 to 15)</p> <p>Please use Japanese when calling.</p>
<p>The Japan Center For Settlement of Traffic Accident Disputes</p>	<p>Part-time lawyers offer mediation of amicable settlements and legal consultations to aid the victims of traffic accidents.</p> <p>Contact: Headquarter is based in Tokyo, branch offices are in Sapporo, Sendai, Nagoya, Osaka, Hiroshima, Takamatsu and Fukuoka.</p> <p>Website: http://www.jcstad.or.jp/</p> <p>◇ The Japan Center for Settlement of Traffic Accident Disputes Hiroshima Branch</p> <p>TEL : 082-249-5421</p> <p>Office hours : Monday through Friday (except national holidays)</p> <p>9:00~17:00</p> <p>Consultation hours : Monday through Friday(except national holidays)</p> <p>13:00~16:00</p> <p>Please use Japanese when calling.</p>
<p>Nichibenren Traffic Accident Consultation Center</p>	<p>Offers free legal consultation on the percentage of negligence or any troubles with the insurance payout, mediation of out-of-court settlements regarding negotiation of damages, and higher brain dysfunction due to traumatic brain injury.</p> <p>For consultation hours, please contact the office in advance.</p> <p>Contact: Headquarter is based in Tokyo.</p> <p>152 consultation offices nationwide.</p> <p>Website: http://www.n-tacc.or.jp</p> <p>◇ Nichibenren Traffic Accident Consultation Center Shimane Prefecture Branch (Shimane)</p> <p>TEL : 0852-21-3450</p> <p>Office hours : The first Tuesday of every month</p>

	<p>10:00~12:00、13:00~16:00 Nichibenren Traffic Accident Consultation Center Shimane Prefecture Branch Office (Iwami) TEL : 0855-22-4514 Office hours : Every Friday 10:00~12:00、13:00~16:00 Please use Japanese when calling.</p>
Consultation Office for Traffic Accidents of Casualty Insurance Companies	<p>Situated inside the main office, branch offices, business offices of each Casualty Insurance Company.</p>
Shimane International Center	<p>In order to better assist non-Japanese residents living in Shimane Prefecture, the Shimane International Center provides a variety of services via a foreign language consultation desk. The consultants can be contacted by telephone or in person in 3 foreign languages (Chinese, English, and Tagalog).</p> <p>◇ Shimane International Center Foreign Language Consultation Services (Matsue) TEL : 0852-31-5056 Japanese (Weekdays) 8:30-18:30 English(Wed),Chinese(Thurs),Tagalog(Fri),13:00-17:00 Shimane international Center Western Branch Office (Hamada) TEL: 0555-28-7990 Japanese (Weekdays) 8:30-17:15</p>

※ Please ask relevant organizations for more details.

Other Counseling

Victims suffering from severe shock after the accident may exhibit symptoms such as deep anxiety, and uncontrollable emotions.

The following organizations offering phone and face to face counseling services are available to support such victims.

Consultation of heat trouble

- ◇ Shimane Prefectural Consultation Center for Mental and Physical Health

TEL : 0852-21-2885

Consultation hours : Monday through Friday 8:30~17:15

- ◇ Shimane Life Line

TEL : 0852-26-7575

Consultation hours : Mon-Fri 9:00-22:00 (All year round)、

Sat 9:00-the following Sun 22:00

※ Please use Japanese when calling.

※ These facilities are closed on national holidays, year-end and new year's holidays.