

Establishment of “Hotline for NASVA Traffic Accident Victims”

In the “Meeting Regarding How the Automobile Liability Security System Should Be in the Future”, where assessment for the car accident victims' compensation measures and automobile accident occurrence prevention measures in Automobile Liability Security System was conducted, it was suggested in the report collected in June 2006 that “the victim and their family should have access to the consultation services and should be aware of the places to obtain necessary information” and further enhancement of the provision of information to victims is required.

Meanwhile, from October 1st, 2007, a telephonic integrated inquiry counter “Hotline for NASVA Traffic Accident Victims” (hereafter mentioned as “Hotline”) was established to provide and strengthen support to the victims of car accidents with the independent administrative agency, National Agency for Automotive Safety & Victims' Aid (NASVA).

NASVA is planning to enhance the provision of information to the victims in NASVA by considering the status of inquiries to the hotline.

1. Role of Hotline Services

- (1) Introduction to various consultation organizations nationwide including local governments according to the contents of consultation for people who need to consult about problems resulting from a car accident such as legal and financial concerns, and nursing-care after a car accident.
- (2) Guidance for loans (without interest), economic support for receiving nursing services, mental support and medical care centers for the traffic orphans, etc.

2. Inquiry Status to Hotline

The number of inquiries from October 2007 to the end of March 2008 was 1,126.

Outline of the inquiry details is as follows.

