





# Steps for submission of a claim


## Request a claim form:

- Download the claim form (as a PDF) from the website [www.nccpotocari.org](http://www.nccpotocari.org).
- Contact the Commission to request a form by post, fax or e-mail: **see contact details**.
- Use the request information form. See button at: [www.nccpotocari.org](http://www.nccpotocari.org) (claims).

## You will need these documents:




-  An authenticated copy of your passport or of your identity card.
-  A copy of the victim's death certificate.
-  Documents with which you can show your family relationship with the victim.

 **Option 1:**  
E-mail them to [office@nccpotocari.nl](mailto:office@nccpotocari.nl)  
*Send us an authenticated copy of your passport or of your identity card.*

 **Option 2:**  
By post to the office in Sarajevo (Bosnia) or The Hague (the Netherlands)  
*Send us an authenticated copy of your passport or of your identity card.*

 **Option 3:**  
By fax to +31 70 326 22 12  
*Send us an authenticated copy of your passport or of your identity card.*

## Fill in the following details in the form:

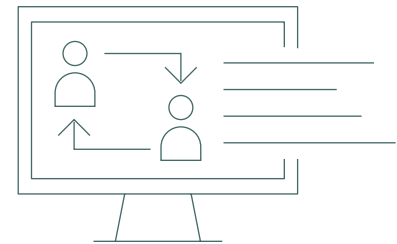
-  Who you are, where you live, how we can contact you.
-  The name of the family member who you lost.
-  Your family relationship with the deceased.

### STEP 1

Fill in the form

### STEP 2

Collect the required documents





See 'necessary documents' at [www.nccpotocari.org](http://www.nccpotocari.org) for details of the documents you need, to show your family relationship. These details are also mentioned on the claim form.

### STEP 3

Submit your claim to the Commission

There are 5 possible ways to do this

 **Option 4:**  
In person at the Commission's office in Sarajevo (Bosnia) or The Hague (the Netherlands)  
*You will be asked to show your passport or your identity card.*

 **Option 5:**  
Via ShareFile  
Request information via [office@nccpotocari.nl](mailto:office@nccpotocari.nl)  
*Send us an authenticated copy of your passport or of your identity card.*



### Your claim is complete

You will receive confirmation of receipt once we receive your claim. Your claim is complete and we have no further questions. It takes around 3 months to handle a claim.



### Your claim is incomplete

You will receive confirmation of receipt and we will also ask you to supply the information that is lacking. After receiving all the information, we aim to handle your claim within 3 months.

## STEP 4 The Commission handles your claim



### You are eligible for compensation:

- You will receive a letter from us, notifying you of our decision and providing two copies of a settlement agreement.
- Do you approve the agreement? Sign both copies and send one by post to the Commission in Sarajevo (Bosnia) or The Hague (the Netherlands). Note your bank account number in the settlement agreement.
- You will receive the compensation payment in your bank account within 4 weeks.

*If you sign the settlement agreement, you can no longer successfully file a claim with the civil court based on the liability of the Dutch State for the unlawful acts of the State, as established in the Supreme Court judgement of 19 July 2019, against the victim for whose death you receive a settlement.*



### You are not eligible for compensation:

- You will receive a letter, notifying you of the reason(s) for denying your claim.
- It is not possible to lodge an objection or seek judicial review of the Commission's decision.

## STEP 5 The Commission takes a decision

ELIGIBLE FOR COMPENSATION

NOT ELIGIBLE FOR COMPENSATION

You can submit a claim to us until 14 June 2023 at the latest.

The Commission will not handle any new claims submitted on or after 15 June 2023.

Netherlands  
\_Compensation  
Commission\_  
\_Potočari

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