

INFORMATION LEAFLET

Rights of Passengers Involved in a Railway Accident and Their Families

In the event of a serious railway accident, protecting the life, health and dignity of passengers and their families is a matter of the highest priority.

This leaflet provides basic information on:

- the rights of victims and their families;
- the liability of the railway undertaking;
- the advance payments provided for by law;
- the procedure for claiming compensation;
- the main time limits for exercising rights;
- the procedures for submitting complaints, requests and claims.

1. Who May Be Entitled

Persons who may be entitled include:

- passengers injured in an accident;
- passengers who have suffered property damage;
- the lawful heirs of passengers who have died;
- persons entitled to compensation as a result of the death or injury of a relative, in accordance with applicable law.

2. Basic Rights Following an Accident

In the event of a railway accident, passengers and their families are entitled to:

- prompt and reliable information about the incident;
- information on the condition of injured persons, in accordance with applicable personal data protection legislation;
- support in dealing with the immediate consequences of the accident;
- information on the procedure for claiming compensation;
- equal treatment and respect for their dignity, privacy and personal data;
- access to complaint and claims procedures.

3. Liability of the Railway Undertaking

Under the applicable European and national legal framework governing rail transport, the railway undertaking may be liable for:

- the death of a passenger;
- personal injury;
- loss, destruction of or damage to luggage;
- other damage connected with the accident and provided for by law.

Each incident is assessed on the basis of the specific facts of the case and the applicable provisions of law.

More specifically, the liability of the railway undertaking in the event of an accident is governed by:

- a) Regulation (EU) 2021/782 on rail passengers' rights and obligations;
- b) the CIV Uniform Rules (Appendix A to the COTIF Convention, ratified by Law 3646/2008);
- c) Greek law, including the relevant provisions of the Civil Code.

4. Advance Payment in the Event of Death or Serious Injury

In the event of the death or serious injury of a passenger, an advance payment may be made to the persons entitled, in accordance with Article 15 of Regulation 2021/782.

More specifically:

- in the event of death or injury, the railway undertaking shall, without delay and in any event no later than fifteen (15) days after the identification of the person entitled, make the advance payments required to cover immediate financial needs, in proportion to the damage suffered;
- in the event of death, the advance payment shall not be less than €21,000;
- the advance payment does not constitute recognition of liability on the part of the company;
- it may be offset against any other amount subsequently paid under Regulation 2021/782, but it is not repayable unless the damage was caused by the negligence or fault of the passenger, or the recipient of the advance payment was not the person entitled to compensation.

For information on the required steps and supporting documentation, interested parties may contact the company using the contact details provided at the end of this leaflet.

5. Right to Compensation

Persons entitled may claim compensation in accordance with applicable European and Greek law.

In the Event of Injury

Compensation may include:

- medical, hospital and pharmaceutical expenses;
- rehabilitation and recovery expenses;
- loss of income due to temporary or permanent incapacity for work;
- any other recoverable pecuniary loss, including actual loss or loss of profit.

In the Event of Death

Compensation may include:

- expenses related to the passenger's death;
- funeral expenses, where provided for under the applicable law;
- compensation for the financial loss suffered by persons who were entitled to maintenance or financial support from the deceased;
- monetary compensation and any other claims provided for under applicable law.

Luggage and Personal Belongings

In the event of loss, destruction of or damage to luggage or personal belongings, passengers may be entitled to compensation, subject to the conditions and limits laid down by applicable law.

6. Submitting a Claim for Compensation

Passengers or persons legally entitled on their behalf may submit a claim for compensation, providing, as applicable:

- proof of identity;
- contact details;
- the ticket or other proof of carriage;

- medical reports;
- family status certificates;
- civil registry certificates;
- receipts or other proof of expenses;
- any other relevant supporting documentation.

The company examines each claim in accordance with the applicable legal framework and informs the claimant of the progress of the procedure.

Submitting a claim for compensation to the railway undertaking neither limits nor excludes the right of the passenger or the persons legally entitled on their behalf to exercise their rights before the competent judicial authorities.

7. Time Limits for Bringing Claims

Claims for compensation arising from a railway accident are subject to different limitation periods, as provided for under the applicable law.

Under the CIV Uniform Rules (which form an Annex to Regulation 782/2021), claims against the railway carrier arising from the contract of carriage and relating to the death or personal injury of passengers are, as a general rule, subject to a limitation period of three (3) years.

Under Greek law, claims for compensation based on the provisions of the Civil Code concerning tortious liability (Articles 914 et seq. of the Civil Code) are, in principle, subject to a five-year limitation period.

Different time limits may apply to other claims. Interested parties are therefore advised to act without delay and, where they consider it necessary, to seek independent legal advice.

8. Support for Victims and Their Families

The company is committed to providing:

- timely and clear information;
- assistance in dealing with the immediate consequences of the accident;
- support with communication procedures and the submission of requests and claims;
- respect for the personal data and privacy of victims and their families;
- assistance in exercising the rights provided for under applicable law.

9. Investigation of the Accident and Your Rights

The investigation into the causes of an accident, the compensation procedure and any potential judicial proceedings are separate and independent processes.

The exercise of the rights of passengers and their families does not affect the progress of the investigation, nor does it limit or exclude any other rights provided for by law.

Contact

HELLENIC TRAIN S.A.

Passenger Service / Compensation Claims Handling Department

Telephone: +30 2106241943

Email: claims@hellenictrain.gr

Postal Address: 41 Syngrou Ave. & 13 Petmeza St.

Website: www.hellenictrain.gr

Important Notice

This leaflet is provided for information purposes only and does not replace the provisions of applicable Greek and European legislation. In the event of any discrepancy, the relevant statutory and regulatory provisions shall prevail.

This leaflet does not constitute legal advice and does not limit any rights of passengers or persons legally entitled on their behalf.