

Instructions for claiming damages

To determine whether the city is liable for compensation in your case, please complete the damage claim form, including detailed information about the damage, and accurately mark the location on **a map**. You can print a map extract from the following website: <https://kartta.hel.fi/>. If necessary, you can also include a clarifying sketch.

The processing of your case will be easier if the claim contains as much accurate information as possible about the incident and if you have attached photos of the damage site and the damage itself.

You can complete your claim later if, for example, the final costs are not yet known. In such cases, tick "The amount of the claim itemized later entirely/partly" in section 3.1 of the claim for damages. However, a claim with an entirely unspecified amount does not interrupt the limitation period for liability for damages.

First pay the expenses caused by the damage and then submit the receipts to the city. Please note that you are obliged to limit the extent of damages incurred.

In cases of personal injury, compensation for medical expenses is generally provided according to public healthcare fees. Travel expenses are compensated based on the most affordable means of transport.

In cases of vehicle damage, the amount of the claim can also be determined based on the repair cost estimate.

Send the claim for damages and its appendices to the City of Helsinki Registrar's Office either by email at helsinki.kirjaamo@hel.fi or by post at PO Box 10, 00099 City of Helsinki.

We process claims for damages in order of arrival. Inquiries will not expedite the process.

Once the claim has been processed, you will receive a written decision in Finnish explaining on what basis and to what extent the claim has been accepted or rejected. If your accident occurred in an area not under the City of Helsinki's maintenance responsibility, we will inform you about it.

The best way to reach us is by e-mail at kymp.korvausasiat@hel.fi or by calling our service number 09 310 40708 Mon–Thurs between 10.00 and 14.00.

Contact information for the City of Helsinki Registrar's Office:
helsinki.kirjaamo@hel.fi or PO Box 10, 00099 City of Helsinki.