



RD4U-Board(2024)52-EN

**REGISTER OF DAMAGE
CAUSED BY THE AGGRESSION OF THE RUSSIAN
FEDERATION
AGAINST UKRAINE**

**CLAIM FORM AND RULES
Claims category A4.1
Loss of access to healthcare**

The Hague

www.RD4U.claims

CLAIM FORM AND RULES

Claims category A4.1. Loss of access to healthcare

Adopted by the Board of the Register of Damage Caused by the Aggression of the Russian Federation Against Ukraine at its 5th meeting on 11 December 2024.

Approved by the Conference of Participants of the Register of Damage Caused by the Aggression of the Russian Federation Against Ukraine on 28 February 2025.

Capitalised terms in this Claim Form shall have the meaning ascribed to them in Article 1 of the Rules Governing the Submission, Processing and Recording of Claims of the Register of Damage Caused by the Aggression of the Russian Federation Against Ukraine.

1. This Claim Form shall be used by Claimants to submit Claims in category of Claims **A4.1 – Loss of access to healthcare**. It contains specific rules applicable to the category in question and a description of the information and Evidence Claimants are required to submit, as well as of the additional information and Evidence that may be submitted to support the Claim.
2. In accordance with Article 10 of the Claims Rules, this Claim Form shall be available in digital form in *Dii*. The Secretariat shall ensure that this Claim Form is reproduced in *Dii* in an efficient, flexible and user-friendly way, bearing in mind peculiarities of digital forms in general.
3. For Claims in category A4.1, the following rules shall apply in addition to the Claims Rules:
 - 3.1. Category A4.1 is for Claims by or on behalf of individuals who lost or were prevented from obtaining access to healthcare in the territory of Ukraine within its internationally recognised borders, extending to its territorial waters, on or after 24 February 2022 as a result of the Russian Federation’s internationally wrongful acts in or against Ukraine.
 - 3.2. For the purposes of this Claim Form, “healthcare” is the improvement of health via the prevention, diagnosis, treatment, amelioration or cure of disease, illness, injury, and other physical and mental impairments in people.
 - 3.3. “Access to healthcare” is the ability to obtain such services and includes the right for everyone to use relevant services, institutions, and items without discrimination.
 - 3.4. “Loss of access” is defined as the inability to obtain healthcare services over a sustained period of time due to damage or destruction of healthcare facilities, physical separation from such facilities, unavailability of medical personnel, or any other reason resulting from the Russian Federation’s aggression against Ukraine.
 - 3.5. Claims in this category can be submitted for the loss of access to healthcare which led to a serious, rapid or irreversible decline in the Claimant’s state of health resulting in intense suffering or to a significant reduction in life expectancy, and for expenses that a Claimant had to make to mitigate the risk of their occurrence (such as additional travel costs and higher costs of treatment).

- 3.6. Claims related to other pecuniary consequences of the loss of access to healthcare, such as the loss of income or gainful employment, shall be submitted in other relevant categories.
- 3.7. Claims for serious personal injury (including expenses directly related to the serious personal injury) which are a direct result of an internationally wrongful act of the Russian Federation shall be submitted in category A2.3 – Serious personal injury. Claims for the death of an immediate family member shall be submitted in category A2.1 – Death of an immediate family member. Claims for other violations of international human rights law, international humanitarian law or laws and customs of war shall be submitted in category A2.10 – Other violations of international human rights law, international humanitarian law or laws and customs of war.
- 3.8. Claims by the State of Ukraine for the damage or destruction of hospitals or medical facilities (including pharmacies) shall be submitted in category B1.1 – Damage or destruction of critical infrastructure. Claims by legal entities other than the State of Ukraine for the damage or destruction of hospitals or medical facilities (including pharmacies) shall be submitted in category C1.1 – Damage or destruction of critical infrastructure.
- 3.9. Claims on behalf of minor children or persons under guardianship shall be submitted in accordance with the Rules on the Use of Representatives.
4. **“Disclaimer, Information and Instructions for the Claimants for category A4.1”** contained in this Claim Form shall be reproduced verbatim in digital form in *Diia*. The Secretariat shall also publish it on the Register’s website.

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Disclaimer, Information, and Instructions for the Claimants for category A4.1

- (1) This Claim Form is for the submission of a Claim to the Register of Damage Caused by the Aggression of the Russian Federation Against Ukraine **in category A4.1 – Loss of access to healthcare**.
- (2) The determination of whether your Claim is eligible to be recorded in the Register is made by the Board of the Register. Such a determination does not mean that the substance of the Claim or its valuation has been examined, any compensation has been awarded, or any payment to you is due. Examination of your Claim and award of any compensation will be carried out by a future compensation mechanism (within the meaning of the Statute of the Register) that is yet to be established.
- (3) Before submitting the Claim, you are encouraged to consult the information about the Register on its website at www.RD4U.claims or www.RD4U.coe.int and the various rules and instructions related to the submission of the Claims, in particular – Rules Governing the Submission, Processing and Recording of Claims, Claim Form and Rules: Claims category A4.1 – Loss of access to healthcare, as well as Frequently Asked Questions.
- (4) All Claims must be submitted by using Claim Forms approved by the Register for each category of Claims. This Claim Form is to be used for submission of Claims by natural persons who lost or were prevented from obtaining access to healthcare in the territory of Ukraine

within its internationally recognised borders on or after 24 February 2022, as a result of the Russian Federation's internationally wrongful acts in or against Ukraine – **Claims category A4.1**. If you wish to submit a Claim for a different type of loss, damage or injury, you should use the Claim Form for the relevant Claims category.

(5) Category A4.1 covers Claims for the loss of access to healthcare. "Healthcare" means the improvement of health via the prevention, diagnosis, treatment, amelioration or cure of disease, illness, injury, and other physical and mental impairments in people. "Access" to healthcare means the ability to obtain such services and includes the right for everyone to use relevant services, institutions, and items without discrimination. "Loss of access" is defined as the inability to obtain healthcare services over a sustained period of time due to damage or destruction of healthcare facilities, physical separation from such facilities, unavailability of medical personnel, or any other reason resulting from the Russian Federation's aggression against Ukraine.

(6) Claims in this category can be submitted for the loss of access to healthcare which led to a serious, rapid or irreversible decline in the Claimant's state of health resulting in intense suffering or to a significant reduction in life expectancy, and for expenses that a Claimant had to make to mitigate the risk of their occurrence (such as additional travel costs and higher costs of treatment).

(7) Claims related to other pecuniary consequences of the loss of access to healthcare, such as the loss of income or gainful employment, shall be submitted in other relevant categories.

(8) Claims for serious personal injury (including expenses directly related to the serious personal injury) which are a direct result of an internationally wrongful act of the Russian Federation shall be submitted in category A2.3 – Serious personal injury. Claims for the death of an immediate family member shall be submitted in category A2.1 – Death of an immediate family member. Claims for other violations of international human rights law, international humanitarian law or laws and customs of war shall be submitted in category A2.10 – Other violations of international human rights law, international humanitarian law or laws and customs of war.

(9) Claims by the State of Ukraine for the damage or destruction of hospitals or medical facilities (including pharmacies) shall be submitted in category B1.1 – Damage or destruction of critical infrastructure. Claims by legal entities other than the State of Ukraine for the damage or destruction of hospitals or medical facilities (including pharmacies) shall be submitted in category C1.1 – Damage or destruction of critical infrastructure.

(10) Your Claim must be submitted to the Register through *Diia* web portal at www.dia.gov.ua/services/RD4U. The Register will process and review the Claim and the supporting Evidence and decide whether your Claim is eligible for recording in the Register. You will be informed of the Register's decision in due course through *Diia*.

(11) You will be required to submit certain information and Evidence in support of your Claim, including information concerning the events related to the loss of access to healthcare. Some information will be drawn from various existing electronic sources.

(12) You will be able to submit additional information and upload files with Evidence to support your Claim consistent with the technical requirements of the Register. You will have a chance to check all information before it is submitted to the Register.

(13) You do not need to complete your Claim all at once, and you will be able to save the draft Claim and complete it at a later stage. However, it is advisable to ensure that all the necessary information is prepared and available to you.

(14) You should ensure that the files submitted as part of your Claim are accessible, readable and not infected with computer viruses or any form of malicious software. If the Register identifies any files submitted by you as inaccessible, unreadable or infected, your Claim may not be recorded in the Register.

(15) By submitting your Claim and the supporting Evidence and information, you agree to transfer personal data to the Register and authorise the Register to store, process and transfer such personal data in accordance with the Register's Principles on the Protection of Personal Data.

(16) Claims by Russian nationals are not eligible to be recorded in the Register. However, Claims by Russian nationals may be recorded in the Register if they can establish that they also hold another nationality.

(17) By submitting your Claim and the supporting Evidence and information, you confirm that they are a truthful representation of your identity as a Claimant, your nationality, your right to make a Claim and the content of the Claim. You understand that submitting an untruthful or false Claim may result in your Claim being considered as manifestly unfounded and not recorded in the Register.

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Preliminary Questions
1. Language of Claim submission (Ukrainian or English)
2. Category of Claim
I. Claimant Identification
3. Full name
4. Gender
5. Date of Birth
6. Nationality
7. ID document/Passport number
8. Ukrainian Tax ID number
9. Ukrainian Demographic Register Entry number
10. Claimant's Registered Address
11. Claimant's Current Address
12. Contact phone number(s)
13. Email address
14. Claimant Sub-Group (<i>such as member of the military, territorial defence, law enforcement, emergency/utilities/critical infrastructure worker, medical personnel</i>)
15. Has the Claimant been convicted of a crime in relation to Russian aggression against Ukraine
16. Is the Claimant subject to sanctions or other equivalent restrictive measures imposed by a government or an international organisation

17. If the Claim is submitted through a Representative, equivalent ID information about such Representative
18. If the Claim is submitted through a Centre for Provision of Administrative Services in Ukraine, information required under Article 7 of the Rules on the Use of Representatives
II. Event that Caused the Loss of Access to Healthcare
19. Type of event
20. Date of event
21. Location of event
22. Description of event
III. Loss of Access to Healthcare
23. Type of healthcare lost
24. Location of healthcare facility
25. Description of healthcare lost and consequences thereof
26. Date(s) of loss of access to healthcare
27. Relevant medical documentation and records (if any)
28. End date of loss of access to healthcare (if applicable)
IV. Expenses for Mitigating the Loss of Access to Healthcare (if applicable)
29. Amount of expenses borne by the Claimant
30. Itemisation of the amount of expenses
V. Other Legal Proceedings
31. Information about relevant court cases or law enforcement investigations (if applicable)
VI. Additional Evidence
32. Additional evidence with respect to Claimant's identity
33. Additional evidence with respect to the event
34. Additional evidence with respect to the loss of access to healthcare
35. Additional evidence with respect to expenses for mitigating the loss of access to healthcare
36. Additional evidence with respect to other aspects of the Claim
VII. Check and submission
37. Check and confirmation of data
38. Verification of identity prior to submission
39. Agreement to transmit personal data
40. Submission of the Claim

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