

War? Disaster? Lost contact with your family abroad?

Are you unable to contact your family?

When families are separated by armed conflict, political upheaval, or natural disaster, the Red Cross tries to keep families in touch.

The International Tracing and Message service is:

- Free and confidential
- Run by neutral intermediaries of the International Committee of the Red Cross (ICRC) together with Red Cross and Red Crescent Societies.

The International Tracing and Message Services

There are three services that we offer:

1. Red Cross Message – helps you exchange family news or re-establish contact with your family when conflict, internal disturbances or disaster stops your normal means of communication.
2. Tracing – enquiries can be made to find your relative. Again this service is available to those who have lost contact with their family due to conflict, internal disturbances or disaster.
3. Certification of detention – if you were visited by the International Committee of the Red Cross (ICRC) while imprisoned, we may be able to provide confirmation of that detention.

You will be given a form to fill in, which asks many questions. We need all this information. We can help you fill in the form.

Our commitment

The British Red Cross is a humanitarian organisation which is impartial and neutral.

The International Tracing and Message services are free and confidential.

Although we cannot guarantee success, we will keep working until we have tried everything. If we are unable to help you, we will tell you why and give you some advice on other organisations that might help.

If you want to use or have more information on these services, **contact your local Red Cross Office**. You can find the address and contacts through:

- our website at www.redcross.org.uk
- calling Free Phone 0800 169 2030
- your local telephone directory – look under 'British Red Cross'
- your local library



The British Red Cross, as a neutral organisation cannot endorse or take responsibility for any other organisation or individuals or their services