



American Red Cross

**Emergency assistance and critical community services
24/7/365**

www.redcross.org

1-877-272-7337

download FREE Hero Care App

The Red Cross provides global emergency communication services and support around the world. Red Cross messages may be about the family of the service member or spouse to include:

- ⇒ Father/Mother (to include step-parents and legally adoptive parents)
- ⇒ Brother/Sister (to include step and half siblings)
- ⇒ Children (to include step-children)
- ⇒ Person standing in place of parent
- ⇒ Undeclared family member (fiancé, domestic partner, common-law spouse)
- ⇒ All other relationships require extraordinary circumstances

Caller MUST know:

- ⇒ Soldier's Full Legal Name
- ⇒ Rank
- ⇒ Branch of Service (Army)
- ⇒ Social Security Number, Date of Birth
- ⇒ Soldier's Military Unit Address (CO, BN, BDE, DIV), location and APO if applicable
- ⇒ Name and contact for the immediate Family member experiencing the emergency
- ⇒ Nature of the emergency