



Client Self Service FAQs

Q: What are Red Cross Emergency Communications services?

A: When a military family experiences a crisis, the American Red Cross is there to help. Wherever their military service takes them, military members can rest assured that the Red Cross will deliver notification of an emergency such as the death or serious illness of an immediate family member, as well as the good news of the birth of a military member's child or grandchild.

Q: When can I make a request for Red Cross services?

A: Twenty-four hours a day, 365 days a year, the Red Cross relays urgent messages containing accurate, factual, complete and verified descriptions of the emergency to service members stationed anywhere in the world, including on ships at sea and at embassies and remote locations. To get emergency help from the Red Cross visit us online at redcross.org/militaryhelp or by calling 877-272-7337.

Q: Military families are in constant contact through emails and text message exchanging information about issues at home, why do I need the Red Cross?

A: Even if the military member receives an email or phone call from home, Red Cross-verified information assists the member and his/her commanding officers with making a decision regarding emergency leave.

Q: Who is eligible to initiate a request for a Red Cross Emergency Communication message?

A: Anyone calling on behalf of a military member or their family can initiate a request for a Red Cross Emergency Communication message,

Q: Who is eligible to receive a Red Cross Emergency Communication message?

A: The following are eligible to receive Red Cross Emergency Communication messages:

- Anyone on active duty in the Army, Marines, Navy, Air Force or Coast Guard
- An activated member of the Guard and Reserve of all branches of the U.S. Military
- An immediate family member or dependent of anyone in the above categories
- A civilian employed by or under contract to the Department of Defense and stationed outside the Continental United States and any family residing with them at that location
- A military retiree or the retiree's spouse or widow(er)
- A Cadet or midshipman at a service academy; ROTC cadet on orders for training
- A Merchant Marine aboard a U.S. Naval Ship

Q: Is there any way to access Red Cross military service without having to make a telephone call?

A: Yes, people can request Red Cross services online at [redcross.org/militaryhelp](https://www.redcross.org/militaryhelp). The online emergency communications option is easy to use and can be accessed from computers, tablets or smartphones. And just like the toll free number, the online option is available 7 days a week, 24 hours a day, 365 days a year, from anywhere in the world. In addition to starting an emergency message, online users can monitor the status of their message as it goes through the verification and delivery process.

Q: **How can I find out the progress of my online request?**

A: The online tool will prompt you to identify your preferred method of notification – email, text or phone call. Then, at each stage of the process you will get an alert informing you of the change in status of your request. You can also log-on to your account to see the status of your request.

Q: **Can I use this online service on a mobile device?**

A: Yes, you can use a smartphone, tablet or personal computer to access the new online tool to generate a request for Red Cross services.

Q: **Can I still use the toll free phone number?**

A: Yes, you can call 877-272-7337 to speak with a Red Cross Emergency Communications specialist to assist you with a request for services.

Q: **What information do I need to start an emergency message?**

A: When calling the Red Cross, be prepared to provide as much of the following information about the military member, their family and the emergency as is known:

- Full Name
- Rank/rating
- Branch of service (Army, Navy, Air Force, Marines, Coast Guard)
- Social Security number
- Date of birth
- Military unit address Information about the deployed unit and home base unit (for deployed service members only)
- Information about the emergency:
 - The family member experiencing the emergency
 - How to verify the emergency (such as name of medical facility)

Q: **How fast will the Red Cross approve emergency leave for the military member?**

A: The Red Cross does not approve emergency leave for military members. The military member's commander makes that decision.

Q: **Is my personal information secure?**

A: Yes. The Red Cross has taken multiple steps to insure the safety and security of your personal information.

Q: **Can I use services for non-emergencies?**

A: If you have a need but it is not an emergency, please call your local Red Cross office during normal duty hours. You can find your office by going to [redcross.org](https://www.redcross.org) and entering your zip code in "Find My Office".

Q: **Will my personal information be put on a Red Cross donor prospect list?**

A: No.