



## ÖSTERREICHISCHES ROTES KREUZ

### 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 the Red Cross and Red Crescent Societies.

### The International Tracing and Message Service

There are three services that we offer:

1. **Red Cross Messages** – helps you exchange family news or re-establish contact with your family when conflict, internal disturbances or disaster stops your normal means of communication. Please note: your message is an open letter that will be read and censored in order to proof the personal nature of its content.
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 while imprisoned, we may be able to provide confirmation of that detention.

### Our commitment

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

The 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: [www.rotekreuz.at](http://www.rotekreuz.at)
- calling the phone number of the Austrian Red Cross: 01/589 00 – 125
- your local telephone directory – look under "Rotes Kreuz"

*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.*

**!** *It is very important for us to have your current contact details in order to be able to deliver any messages or answers. Please contact us immediately if your contact details have changed.*

*Please note that our services may take time.*