



**ARE YOU LOOKING FOR
A FAMILY MEMBER?**

**familylinks.icrc.org
CAN HELP YOU**



ICRC

IN BRIEF



Robin Waudo/ICRC

WE HELP RESTORE CONTACT BETWEEN FAMILY MEMBERS

Every year, thousands of family members are separated by conflicts, disasters or migration. People suffer terribly when they lose contact with their loved ones and don't know where they are or whether they are safe.

If you are looking for a family member, visit our new website familylinks.icrc.org

You will have access to the trusted services of Red Cross and Red Crescent specialists around the world. Helping separated people is a key priority for us.

We follow up with you personally and treat your information confidentially. Our services are available to all and are free of charge.

WHAT OUR WEBSITE OFFERS

With a few clicks on familylinks.icrc.org you can find out:

- how we look for separated family members
- how we help restore contact between them
- how we help reunite families

The website also tells you how you can contact the right people at the Red Cross or Red Crescent in your country to receive help. In large-scale emergencies, we may launch an online tracing service where:

- you can find names of people who are safe and people who are missing
- you can register to let others know that you are safe
- you can register the names of relatives with whom you have lost contact





HOW THE WEBSITE WORKS

It's easy to use – follow these steps:

- Visit the website familylinks.icrc.org
- Simply enter the country in which you are and the country in which your family member might be.

The website will tell you:

- under what circumstances you can make a request and what services are offered in a specific country
- who will be able to help you in the country where you are
- who will look for your family member in the country where that person might be

It will give you the address and phone numbers of the Red Cross or Red Crescent Society in your country.

If you want help, you can contact the Red Cross or Red Crescent Society or the International Committee of the Red Cross (ICRC) in the country where you live by phone or mail or by filling out a contact form on the website.

The Red Cross or Red Crescent Society in your country or the ICRC will help you personally.

THE RED CROSS AND RED CRESCENT FAMILY LINKS NETWORK

Who we are and what we do:

- The ICRC and 189 National Red Cross and Red Crescent Societies together form a humanitarian network that endeavours to restore family links across the world in order to alleviate human suffering.
- We are strictly impartial, neutral and independent.
- The ICRC supports, guides, and coordinates the efforts of National Societies to help separated families.
- For more than 100 years, we have been helping people find family members and restoring contact between them and their loved ones.

- To help put family members dispersed by the violence in South Sudan back in touch with one another, in 2014 the ICRC and the South Sudan Red Cross Society facilitated over 14,700 phone calls between relatives, and the exchange of some 1,200 Red Cross messages. They reunited more than 50 unaccompanied children and vulnerable individuals with their families.
- In the context of the typhoon in the Philippines in 2013, over 4,300 people were registered on familylinks.icrc.org.
- Between 2013 and 2014 the ICRC facilitated more than 16,000 phone calls from refugee camps in Jordan, in connection with the conflict in Syria.

National Societies and the ICRC increasingly provide family-links services in the context of migration, for instance in the Americas and between Africa and Europe.

One section of the familylinks.icrc.org website is devoted to migrants who disappeared on their way to Europe. The website contains photos of people worried about what has happened to their missing relatives, and it was consulted almost 40,000 times in 2014.

WE ARE HERE TO HELP YOU

The new website familylinks.icrc.org gives you key information on how we can help find a member of your family. It enables you to access the trusted services of the Red Cross and Red Crescent wherever you are.

It is a reliable website, backed by specialists from the Red Cross and Red Crescent around the world who will help you on a personal basis.



Thierry Gassman/ICRC

In 2014, together with National Societies, the ICRC distributed nearly 100,000 family messages and facilitated over 465,000 phone calls between relatives, helping them to get in touch with each other or to remain in contact. It also reunited 1,531 children with their families.

In 2013 and 2014, familylinks.icrc.org was visited almost 180,000 times, and more than 660,000 pages were consulted.



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