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Get Help

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Emergency Communication Services

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## Emergency Communications

### How to Contact the Red Cross for Assistance

The American Red Cross Hero Care Center is available 7 days a week, 24 hours a day, 365 days a year, with two options for requesting assistance: online and by phone.

If you are experiencing an immediate life-threatening emergency, call 911.



Call Toll Free

To speak to a Red Cross Emergency Communications Specialist call **1-877-272-7337**.





## Submit a Request Online

You can initiate a request for Red Cross emergency assistance for members of the military currently serving on active duty by using the online self-service tool. Using a computer, smart phone or tablet, you can start a request for services and track its progress from anywhere in the world.

To speak to a Red Cross Emergency Communications Specialist call: 1-877-272-7337.

[Submit a Request »](#)



How to Submit Online Request for Military Emergency Assistance

## **Information to Have Ready**

When contacting the Red Cross, be prepared to provide the following information (if you do not have all of the information, please use the phone option):

### **Service member information**

- Full legal name
- Rank/rating
- Branch of service (Army, Navy, Air Force, Marines, Coast Guard)
- Social Security number or Date of Birth
- Military unit address
- Information about the deployed unit and home base unit (for deployed service members only)

### **Information about the emergency**

- Name and contact for the immediate family member experiencing the emergency (could be spouse, parent, child/grandchild, or grandparent)
- Nature of the emergency
- Where the emergency can be verified (hospital, doctors office, funeral home)

## **Eligibility Requirements**

Service members eligible to receive emergency communications regarding an immediate family member include:

- 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. Armed Forces
- A civilian employed by or under contract to the Department of Defense and stationed outside the Continental United States
- A cadet or midshipman at a service academy; ROTC cadet on orders for training
- A Merchant Marine aboard a U.S. Naval Ship

**Things to Know:**

- The American Red Cross does not authorize emergency leave for members of the United States military. The Red Cross role is to independently verify the emergency, enabling the service member's commander to make an educated decision regarding emergency leave and then to provide transportation assistance and/or financial assistance if needed.
- The American Red Cross facilitates emergency financial assistance on behalf of Military Aid Societies. These Aid Societies determine the financial assistance package that will be offered – a grant or a loan. The Red Cross is the mechanism to expedite access to these financial resources 24/7.





## Download the FREE Hero Care App

Access vital emergency and non-emergency resources for military members, veterans and military families.



Or text: "GETHEROCARE" to 90999

## Related Links

[Services for Veterans](#)

[Information Referral](#)

[Deployment Services](#)

[Financial Assistance](#)



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