Things to keep in mind…
The role of the Red Cross is to provide an emergency communication service to the service member and their family. It can also provide to the service member and his/her command, information which may assist in a leave decision. The Red Cross does not make leave decisions -- this is a military Command decision.

_The Red Cross must respect the confidentiality of all messages_ and may need to speak directly with the service member concerning certain types of messages. _Military Regulations_ support this policy and we request that all commanders and senior NCOs assist us in ensuring direct access to all service members.

The most common reasons for Red Cross messages:
1. The death or illness of an immediate family member* or grandparent.
2. Request for an extension of leave.
3. Birth notification. (We are not able to pass a message advising that labor has begun unless serious complications exist.)
4. Pre-birth announcement (should be requested 45 days prior to birth).
5. Financial Problems/Request for concurrence with AER loan.
6. A verified personal or family problem that is causing hardship on the service member or family.

* Immediate family member: Parents (-In law/Steps), Spouse, Children (Steps), siblings of the affected member, i.e., soldier is soldier’s brother NOT soldier’s brother in law

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**Important Phone Numbers**

<table>
<thead>
<tr>
<th>Service</th>
<th>Address</th>
<th>Hours</th>
<th>Phone numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>The American Red Cross, Ansbach Station</td>
<td>Serves all USAG Ansbach communities Office located on Katterbach Kaserne, 2nd floor Building 5817, Hours: M-F 0800 – 1630</td>
<td>During Duty Hours: 0980-283-1760 or 2136 DSN 467-1760 or 2136 After Hours: Mil phone: 877-272-7337 Comm: 001-877-272-7337</td>
<td></td>
</tr>
<tr>
<td>Red Cross Emergency Service Center (US)</td>
<td>Red Cross Emergency Service Center (OCONUS)</td>
<td>1-877-272-7337 001-877-272-7337</td>
<td>During Duty Hours: 09802-832-469 OR DSN 467-3469 24-Hour Duty Cell: 0162-270-4586</td>
</tr>
<tr>
<td>510th PSB (For emergency leave FUNDED Orders)</td>
<td>Katterbach Kaserne Bldg 5817 3rd floor Hours: M-W,F 0900-1130; 1300-1700, Thursdays 1300-1500;</td>
<td>During Duty Hours: 09802-832-469 OR DSN 467-3469 24-Hour Duty Cell: 0162-270-4586</td>
<td></td>
</tr>
<tr>
<td>SATO Travel</td>
<td>Katterbach Kaserne, Bldg. 5818 Illesheim Kaserne, Bldg. 6525 (next to Launderette)</td>
<td>09802-95020 OR DSN 467-2633 09841-689-721 OR DSN 467-4875 After Hours (In US): 001-800-826-8960</td>
<td></td>
</tr>
<tr>
<td>Ramstein AFB Space A Passenger Travel</td>
<td></td>
<td>06371-46-4440/4299 DSN 479-4440/4299</td>
<td>During Duty Hours: primary: 0980-283-2064 DSN 467-2064 After Hours : American Red Cross covers for AER at : 001-877-272-7337</td>
</tr>
<tr>
<td>Army Emergency Relief</td>
<td>Katterbach Kaserne Bldg 5817 (ACS Office) Hours: M-TH 0730-1630 hours F 1130-1630 hours ACS: 0980-283-2883/467-2883</td>
<td>During Duty Hours: primary: 0980-283-2064 DSN 467-2064 After Hours : American Red Cross covers for AER at : 001-877-272-7337</td>
<td></td>
</tr>
</tbody>
</table>
Dear Service Member or Family Member:

Please contact our office at DSN 467-1760 or commercial 0980-268-1760 if you have an Emergency. You or your family will need the information below in order to initiate an emergency communication through the American Red Cross. WE ENCOURAGE YOU TO PROVIDE AS MUCH AS THE BELOW INFORMATION AS POSSIBLE.

You encourage you to information below to a family member at your home that you trust.

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**FAMILY CONTACT CARD**

*****COMPLETE THIS CARD WITH YOUR CURRENT INFORMATION AND MAIL IT HOME TO YOUR FAMILY. FAMILY SHOULD CONTACT THEIR LOCAL RED CROSS OR CALL TOLL FREE: 1-877-272-7337*****

<table>
<thead>
<tr>
<th>LAST NAME</th>
<th>FIRST NAME</th>
<th>MIDDLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRANCH OF SERVICE</td>
<td>RANK</td>
<td></td>
</tr>
<tr>
<td>BIRTHDAY:</td>
<td></td>
<td>(mm/dd/yyyy)</td>
</tr>
</tbody>
</table>

SOCIAL SECURITY NUMBER ___________ - _______ - ___________ 
( NOTE: FULL SSN IS THE EASIEST METHOD TO LOCATE THE SERVICE MEMBER THROUGH THE DOD DATA BASE, BUT IF YOU FEEL UNCOMFORTABLE RELEASING YOUR SSN TO A FAMILY MEMBER, PROVIDE YOUR LAST 4 AND YOUR BIRTHDAY)

Military Unit/Military Address (include APO/FPO if applicable) AND ZIP CODE//DEPLOYED UNIT AND ZIP CODE  all military addresses need to contain- Co/Sqdn, BN BDE APO AE Zip Code, and complete unit identifier, i.e., B Co 3 BN 4th INF APO AE 09121

CURRENTLY ASSIGNED UNIT AND APO:

__________________________________________________________

__________________________________________________________

DEPLOYED UNIT AND APO:

__________________________________________________________

__________________________________________________________

Staff Duty Phone: _______________________________________________

Service Member’s Phone OR CELL: ______________________________________

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*Please mail this to your family members as soon as possible.*

1/23/2013