

EMERGENCY COMMUNICATIONS and FINANCIAL ASSISTANCE

One of the fundamental missions of the American Red Cross is to keep family members in touch with their loved ones in the Armed Forces during times of family crisis. By utilizing the latest technology, the Red Cross assists more than 1,000 military families daily with urgent messages.

Red Cross Messages may be initiated by ANYONE. The emergency situation MUST BE EMERGENT in nature, time sensitive, and require action by the service member. Urgent messages include: illness/injury, birth, death, financial issues, child care, crime, etc. Pre-birth messages are authorized for high risk pregnancies or personnel deployed in the CENTCOM AOR with upcoming R&R that is within 45 days of expected delivery date. Emergencies outside of the U.S. may not be verified due to geographical location. ALL messages are verified by the Red Cross.

Information **REQUIRED** to initiate a Red Cross Message:

- Service Member's Information: Name, Rank, SSN, DOB, and Military Unit Address
- Verifying Official Information
- Local Point of Contact

Medical Personnel

If you have a patient with a medical emergency, you may contact our office directly during business hours to initiate a Red Cross Message on behalf of your patient. The information above is required. As medical personnel, you may be asked to verify emergencies and provide: diagnosis, prognosis, current condition, life expectancy (if an issue), and recommendation for presence of service member.

Stop by our office on the Ground Level of WAMC Monday thru Friday from 8:00 a.m. - 4:30 p.m. or call 1-877-272-7337 (toll free) 24 hours 7 days a week.

Financial Assistance

Service Members seeking emergency financial assistance during duty hours should contact Army Emergency Relief (AER) at (910)396-2507-7289 or Air Force Aid Society (AFAS) at (910)394-2538. If financial assistance is needed for emergency travel on nights, holidays, or week-ends, service members should contact the Red Cross Service to the Armed Center at 1-877-272-7337.

Contact Information

Red Cross Message services are available Monday-Friday at our office locations on Fort Bragg, NC. Walk-in service is welcomed. Please ask to speak with a Caseworker.

WAMC ARC Office, ground level, room CG 1209-A, phone (910)907-7124.

Macomb St. ARC Office, corner of Macomb St & Hamilton St, Fort Bragg, NC, phone (910)396-1231x3.

24 hour 7 day assistance available through Service to the Armed Forces Center, phone 1-877-272-7337.