



Restoring Family Links Services

<u>Country</u>	<u>Tracing Services</u>	<u>Message Services</u>	<u>Other Comments</u>
AFGHANISTAN	- Accepted when loss of contact happened after 2002	- Accepted - Precise address requested - Some geographical restrictions	- If possible, tracing forms and Messages should have contact info translated into English
BHUTAN	- Limited Service - Only accepted for people arrested for political reasons	- Limited Service - Only available to families with relatives who are security detainees in Chamgang Central Jail	- No national society in Bhutan
BURUNDI	- Accepted	- Limited Service - Should NOT contain Bible verses or request for financial assistance	
CAMBODIA	- Accepted	- Accepted when other means of communication are not available.	- Khmer tracing forms are available from International Family Tracing Services
COLD WAR	- Accepted	- Not Accepted	
COLOMBIA	- Accepted	- Accepted	- When direct access to the persons in the hand of the guerrilla groups is not possible, Messages are transmitted through ICRC's contact persons within the groups
CÔTE D'IVOIRE (IVORY COAST)	- Limited Service - Accepted only when the loss of contact due to postelection violence in 2010	- Limited Service - Contact lost due to the 2002-2004 conflict in Ivory Coast OR the postelection violence in 2010 - Detailed address required	- Messages with only a P.O. Box address are not accepted
CUBA	- Accepted	- Accepted - Accepted when contact loss due to political tension between US and Cuba. - Address necessary	- Unable to assist with requests related to travel to Cuba or shipment of goods
DEMOCRATIC REP- UBLIC OF CONGO	- Accepted	- Accepted - Address must be specific	
DJIBOUTI	- Accepted	- Accepted	
ERITREA	- Accepted for Civilians only - The loss of contact must be due to the border war between Ethiopia and Eritrea - Members of the Eritrean or Ethiopian military who are detained are not accepted	- Accepted	- Please note that the postal service is functioning
ETHIOPIA	- Accepted for Civilians only - Loss of contact must be due to the border war between Ethiopia and Eritrea	- Accepted - Addresses must contain Kifle Ketema, Kebele and House # in order to be accepted	
	- Only for those proving to have	- Only Messages in French or	- For tracing cases, very detailed

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- Families have been separated as a result of armed conflict or disaster.
- Families have already tried normal channels of communication, to the extent possible.
- The family member making the inquiry provides sufficient essential information on the sought person.
- The person making the inquiry is a close family relative, who has been in contact with the sought person before the conflict or disaster occurred.

GUINEA	already unsuccessfully searched for relatives and have fear of their relative being arrested or a separated child	English - Detailed address	information must be provided (possible contacts)
HAITI	- Limited Service - Accepted for unaccompanied children, the sick and elderly	- Not Accepted	- All requests must be written in French and Creole
HUNGARY	- Accepted - Separation due to wars, political conflicts and natural disasters - including WW II, Hungarian revolution (1956), Cold War and recent conflicts	- Limited - To and from asylum seekers coming from war stricken areas and staying in Hungary	- The term "family" is applied in the widest possible sense (excludes school friends, pen pals)
IRAN	- Limited Service	- Limited Service - Messages for Iranian nationals detained in Iran are not accepted	- Please note that mail is functioning normally
IRAQ	- Limited Service - accepted for persons believed to have been arrested by coalition forces in relation to the conflict that began in March 2003 - Not Accepted: persons who went missing due to the Persian Gulf war in or the Iran-Iraq war and kidnapping cases and arrests by Iraqi authorities	- Limited Service - Please check with National headquarters for accessible areas of Iraq - The address on the Messages should be as detailed as possible	- REQUESTS FOR ICRC - DOCUMENTATION: Chapters may be contacted by Iraqi clients seeking documentation to prove that they resided in Artawiyah or Rafha refugee camps in Saudi Arabia following the first Gulf War.
KENYA	- Accepted	- Accepted	
LIBERIA	- Accepted - Separated family members because of Liberian Crises, Regional Conflicts and other Disturbances. - Requests must include: precise address, circumstances of separation, possible contacts	- Accepted with Limitations - Accepted for: separated children living with non-family, vulnerable persons - Only Messages in French or English are accepted. - Messages without precise address will not be accepted. - No requests for money	- All Tracing cases must clearly state the circumstances for the loss of contact and, if applicable, the vulnerability of the client
LIBYA	- Limited Service - Loss of contact has to have occurred after Feb. 2011 - Allegations of Arrest or Detention related to events occurring BEFORE Feb. 2011 are not Accepted	- Accepted - Detailed address is required including names of the parents, grandparents, tribe	
MYANMAR (BURMA)	- Limited Service - Able to check if any unaccounted for persons were registered during detention visits carried out prior to Dec.2005	- Limited Service - 8 Regions are available for delivery: Bago, Magway, Mandalay, Mon, Rakhine, Eastern Shan, Taninthayi, Yangon	- Unable to carry out detention visits - Only available for those detainees who have been seen and registered individually by the ICRC before 2005.
NEPAL	- Accepted only after an unsuccessful Messages delivery attempt or families separated by conflict or disaster	- Accepted	- For Messages to be delivered, very detailed information is necessary
NIGERIA	- Accepted	- Accepted	- Messages should include phone numbers and specific address

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NORTH KOREA	- Not Accepted	- Limited availability	
PHILIPPINES	- Accepted	- Limited Service - Accepted only from families of detained foreign nationals - Postal services functioning	- The ARC is unable to assist with requests related to visas for persons to travel from the Philippines to the US
REPUBLIC OF CONGO (Congo-Brazzaville)	- Accepted only after a first attempt at contact through Messages has been unsuccessful - Cases must meet the following criteria: separation related to armed conflict/ political tensions, inquirer has no close relatives in the Republic of Congo, inquirer must know the sought person's complete last known address	- Accepted only in the following circumstances: separation related to armed conflict/ political tension, sender does not have any other close relatives in the Republic of Congo, sender must know the recipient's complete last known address, and that address must be in an area currently accessible to the ICRC	
RWANDA	- Accepted - Contact must have been lost prior to 1996	- Accepted - Messages must include a complete address for the recipient	- Postal Service is functioning in Rwanda
SIERRA LEONE	- Accepted - Tracing Requests should include: photo of person initiating request, detailed information about the separation, and last contact or others who may have contact	- Accepted - Only Messages written in English or French - Full names of the addressee and sender, and respective fathers' and mothers' full names are required	- Specific address information is required
SOMALIA	- Limited Service - No service in: Wardigley, Yakshid, Bondera and Karan Town of Buhodle - Somaliland region is inaccessible - Loss of contact must be due to conflict, in Somaliland from 1987 on or in Somalia from 1991 on	- Limited Service	- The BBC Tracing Program may be utilized to locate family as a last resort if contact is not restored through tracing or Messages
SRI LANKA	- Accepted in some locations - Accepted includes: families of people arrested, abducted or detained, families of soldiers/fighters missing in action, people forcibly recruited by armed group, people taken as hostage and forcibly recruited, families of civilians who went missing in conflict between the Sri Lanka Security Forces and the LTTE	- Accepted in some locations - For people arrested or detained, or separated by conflict, for residents, returnees, and IDPs where the national postal service is not functioning - Precise address information is needed	- The national postal service, telephone and internet are functioning throughout the island for residents and IDP's - They increasingly extended to areas of the Vanni where returnees resettle to the Mulaitivu, and Kilinochchi areas.
SOUTH SUDAN	- Limited Service - Some inaccessible areas - Cases related to the conflict between North and South Sudan, separation must have occurred prior to 2005 - Cases involving sought persons who are originally from South Kordofan or Blue Nile states in Sudan separation must have occurred after Jan 2011 - Tracing Request for Sudanese	- Limited Service - Please contact national headquarters for accessible areas. - Specific address	- Requests involving allegations of kidnapping, arrest, or abduction cannot be accepted

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	separated following Tribal clashes after July 2005 are generally not accepted		
SUDAN	- Limited Service - Some areas inaccessible - Accepted cases: related to the violence in South Kordofan and Blue Nile, separation occurred after Jan. 2011, conflict between North and South Sudan, separation occurred before 2005 - Not accepted: Tracing Request for Sudanese separated following Tribal clashes after July 2005 and allegations of kidnapping, arrest, or abduction	- Limited Service - Some areas may be temporarily inaccessible.	- If sought person/ addressee is of Ethiopian or Eritrean origin, both the inquirer/sender and sought person/ addressee's names should be written in both English and the language of origin
SUDAN-DARFUR CONFLICT (INCLUDING CHAD)	- Accepted - Some areas inaccessible - allegations of kidnapping, arrest, or abduction cannot be accepted	- Accepted - Some areas inaccessible - Contact national headquarters to determine accessibility	
TANZANIA	- Accepted	- Accepted	
THAILAND	- Accepted - Exact address required	- Accepted	- Tracing is available in 9 Burmese refugee camps located along the border between Thailand and Myanmar
UGANDA	- Accepted	- Accepted	
VIETNAM	- Accepted - Requests for persons disappeared at sea cannot be accepted	- Accepted when other means of communication is not available	- Amerasian tracing requests are not accepted (Vietnamese Americans who are searching for birth parents)
WORLD WAR II AND THE HOLOCAUST	- Accepted - Requirements: sought person is known to have survived the war, communication was broken between the inquirer and the sought person between 1945-1957, request is for a family member or a close friend. - Persons sought must be under 100 years of age	- Accepted. - Requirements: Unknown whether the person survived the war or it is known or suspected that the person did not survive, communication broken due to events related to WWII (1933-1957), inquirer must be born in or before 1957 - Must have been a civilian during war with the following exceptions: All requests regarding Jews and Soviet military are accepted	- WWII and Holocaust cases, unlike all other casework, are handled by the Holocaust and War Victims Center in Baltimore, Maryland - Younger family member can search on behalf of an elderly inquirer
YEMEN	- Accepted	- Accepted	
CONFLICTS IN THE FORMER YUGOSLAVIA (BOSNIA-HERZEGOVINA, CROATIA, KOSOVO,	- Accepted - Bosnia-Herzegovina: Families of persons missing in relation to the conflict 1992-1995 - Contact must have been lost between Feb 1, 1992 and Dec 14, 1995 and the sought person was last seen in Bosnia-Herzegovina	- Accepted when other means of communication are not available	- Requests for certificates of detention are accepted for former POWs visited by the ICRC

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**American
Red Cross**
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SERBIA)			
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