

1. How does the Singapore Red Cross (SRC) assist individuals to locate family members?

If the lost family member resides in Singapore:

- As there is no residential telephone directory in Singapore, we will review and make contact with individuals bearing the same name as the lost family member via available resources;
- Visit the last known residential address of the lost family member;
- Send letters to the relevant government departments or public and private organisations for assistance to access and review their records and to forward the tracing letter to the lost family member;
- Publish tracing notices on the SRC homepage
- Conduct ground enquiries where possible

If the lost family member resides overseas, the SRC will contact the relevant National Society for assistance.

2. How long does it take to trace a lost family member after submitting the Tracing Enquiry Form?

- The length of time needed to locate the lost family member successfully depends on the nature of the case, the amount of information provided by the enquirer, the possible ways of tracing etc. Cases may take anywhere from one month up to several years.
- If the organisation cannot successfully locate the lost family member in Singapore after 1.5 years, the case will be closed and placed in the SRC tracing database. For overseas tracing requests, the maximum time for tracing is fixed at 2.5 years.

3. I live overseas and wish to trace a family member who lives in Singapore. Can I register a tracing enquiry with the Singapore Red Cross (SRC)?

If you reside overseas, you will be required to contact your local Red Cross or Red Crescent Society. They will then refer your case to our tracing service.

4. Are there any charges for the Tracing Service?

The Tracing Service is free of charge and runs entirely by professional volunteers. If you have expertise and experience in investigation and would like to volunteer your services, please contact us at rfl@redcross.sg.