

Frequently Asked Questions on Singapore Red Cross' Response to the Earthquake in Türkiye and Syria

1. What is the Singapore Red Cross doing in response to the earthquake in Türkiye and Syria?

The Singapore Red Cross (SRC) has

- Pledged USD \$100,000 in humanitarian aid (USD\$50,000 respectively) to the Turkish Red Crescent (TRC) and the Syrian Arab Red Crescent (SARC) to directly support their ongoing relief efforts.
- Contributed a second tranche of aid, valued at S\$1 million, to directly support the ongoing relief efforts by the Turkish Red Crescent (TRC) and the Syrian Arab Red Crescent (SARC). Details on the disbursement of the tranche can be found [here](#).
- Launched a public appeal from 8 February to 31 May 2023 to help support recovery operations in both countries.
- Activated its “Restoring Family Links” (RFL) service to assist Singapore residents to locate their immediate family members who may have been affected by the disasters with whom they have difficulty in contacting. Email rfl@redcross.sg for assistance.

2. How have the Turkish Red Crescent and the Syrian Arab Red Crescent responded to the disaster?

The TRC has deployed teams to ten provinces in the south and southeast regions of Türkiye which the earthquake has impacted. The teams are equipped with stocks of food and basic aid items such as tents and blankets to support those who have been injured and evacuated. In addition, they are providing psychological support, distributing hot meals, and sending their national stock of blood and plasma to the affected regions. In Syria, the SARC has been responding to the communities since the earthquake occurred. They are supporting search and rescue operations, providing first aid, performing emergency medical evacuations, and transporting injured individuals to hospitals.

3. How can the public donate to the earthquake in Türkiye and Syria?

The public can make donations via online portals such as [Giving.sg](#), [Give.asia](#) or [SRC's Donation Portal](#); or PayNow, Funds Transfer, cheque and walk-in-donations. Check out the full [list of donation channels](#).

4. How can I make a walk-in donation?

For walk-in donations, kindly visit the Singapore Red Cross finance department office located at “**6 Fort Canning Road #02-01 YWCA Singapore 179494**” on weekdays (excluding public holidays) from **10am - 12pm** and **2pm - 5pm**.

To reach the finance department, kindly proceed to the second level of the building and turn left from the staircase. Head towards the end of the corridor as seen in the image below.



From there, walk towards the right corner to see the entrance of the Singapore Red Cross finance department.



Kindly proceed into the office and let our staff members know that you wish to make a donation.

5. How can the people organise a fundraiser in aid of survivors of the earthquake in Türkiye and Syria?

Aside from donating directly to SRC's fundraising appeal for Türkiye and Syria, you can raise funds for the SRC's Türkiye and Syria relief and recovery efforts by [registering](#) as a third party fundraiser and emailing us (to: fundraising@redcross.sg) the completed form.

You can also set up an online fundraising campaign on [Giving.sg](#) by following [this guide](#).

Advisory to Donors/Fundraisers

- *Donations to overseas efforts are not tax-deductible.*
- *In the event that donations exceed the expenses incurred by Singapore Red Cross in this specific disaster response, any surplus or unspent money, after three years from the date of inception of the fund, can be used to prepare for and serve communities affected by other disasters or may be used to complement or to sustain projects undertaken by SRC in helping the vulnerable in areas affected by disasters.*

DISBURSEMENT OF FUNDS

6. How will the funds raised from the public appeal be allocated to support the humanitarian response in Syria and Türkiye?

The funds raised from the public appeal will be allocated to support the humanitarian response in both countries. The Singapore Red Cross is working closely with the Turkish Red Crescent (TRC), Syrian Arab Red Crescent (SARC) and the International Federation of Red Cross and Red Crescent Societies (IFRC) to support ongoing emergency relief and recovery operations, and continually assess the ground situation. We truly appreciate your support, which will go toward:

- provision of dried, non-perishable food items
- emergency shelter (tarpaulins / heaters); household kits; thermal clothing and blankets
- safe drinking water; sanitation solutions; hygiene items
- health services, medical relief

Please note that the needs on the ground may change as the situation evolves, figures and amounts are estimated based on the initial needs. More accurate figures of the impact of your contribution will be reflected in the donor update report that we will share in the near future.

We will continue to closely assess the situation with our sister national societies in the two countries, and stand ready to further support the relief efforts.

7. How will the Red Cross disburse the funds raised in Syria?

SRC is working with our Red Cross Red Crescent Movement Partners (Syrian Arab Red Crescent and the International Federation of the Red Cross Red Crescent Societies) who have a physical presence in Syria. Our Red Cross Red Crescent Movement Partners have access to all areas affected by the earthquake, and have deployed search and rescue teams, emergency medical assistance, and provided relief items including tarpaulins, food items, hygiene kits etc. Funds will be directly managed by the Red Cross to provide timely humanitarian assistance to vulnerable communities affected by this devastating disaster.

8. How much of my donation will go towards the disaster response? How much will a specific contribution help the people?

We assure you that 100 percent of your donation (less administrative fees) would be used to support the affected communities in Türkiye and Syria.

Administrative fees are charged at 5 percent of the total amount collected (first S\$5 million). Thereafter, the admin fees will fall between 2 percent to 1 percent for amounts collected above the first S\$5 million.

9. Will you distribute the funds equally between the two countries ie. 50-50?

We adopt a needs-based approach in our relief and recovery operations, and will deploy humanitarian aid to best address the needs on the ground.

10. Can I donate to a specific country - Türkiye or Syria only?

Yes, you may indicate that on the back of your cheque or as a remark when you make an online donation, and we will honour your wishes.

11. Do you have a fundraising target for the Türkiye and Syria Crisis?

The combination of the earthquake and cold weather means that for children, women and men across the region, today and the days ahead are now a struggle for survival. While we do not have a fundraising target, we hope our community will give generously to support the ongoing humanitarian operations.

12. Will I receive tax exemption for donation to the Türkiye and Syria crisis?

No, tax deduction is not applicable for donations to overseas causes.

13. Will donations be accepted in foreign currency?

Monetary — Cash donations can be made in foreign currency, but only notes are accepted. Please do not donate foreign coins.

Cheque — We do not accept cheques from overseas banks.

Online — We are unable to accept online donations in foreign currency at this point.

14. Will receipts be given to individual donors?

We are thankful for all donations. Receipts are issued for donations via cash and cheques.

However, we will only issue receipts upon request for online donations, fund transfers and donations via PayNow.

15. How am I assured the funds will go directly towards relief efforts in Türkiye and Syria? How will the relief supplies reach the people in need?

Through the International Federation of Red Cross and Red Crescent Societies (IFRC), the Singapore Red Cross works closely with the Turkish Red Crescent (TRC) and Syrian Arab Red Crescent (SARC), who have a physical presence in Türkiye and Syria respectively, to ensure that the funds raised are distributed effectively and transparently, to provide the most appropriate and timely emergency relief and recovery response on the ground.

The teams are equipped with stocks of food and basic aid items such as tents and blankets to support those who have been injured and evacuated. In addition, they are providing psychological support, distributing hot meals, and sending their national stock of blood and plasma to the affected regions. In Syria, the SARC has been responding to the communities since the earthquake occurred. They are supporting search and rescue operations, providing first aid, performing emergency medical evacuations, and transporting injured individuals to hospitals.

IN-KIND DONATIONS

16. Can I donate food for the affected communities in Türkiye and Syria?

We do not encourage food donations as there are many considerations to take into account; the dietary preferences of the disaster-hit country, the expiry dates, storage conditions, the manpower and time required for the inspection, organisation, repackaging and the distribution.

The Singapore Red Cross is not in a position to accept immediately pre-used items, ad-hoc items, new and bulk donations-in-kind as we cannot ensure the timely and appropriate transportation and distribution of these items to the communities in Turkey and Syria.

17. Can I donate medicines for the survivors in Türkiye and Syria?

We do not accept donations of medicines/pharmaceutical products. Donated medicines may not be relevant to the emergency situation, to the disease pattern or to the level of care that is targeted. Medicines donated may be unknown to local health professionals and patients or may not comply with locally agreed policies and standard treatment guidelines. Some donated medicines come under trade names that are not registered for use in the recipient country and without a generic name on the label. There is also a need to consider the remaining shelf life of the medicines and the required documentation.

Disaster relief agencies and first responder units are usually well-stocked with the provisions to manage a medical crisis. When there is a need, they will work directly with drug companies and medical suppliers to get the right supplies to the right place.

18. Can I donate clothes / make in-kind donations?

We do not accept in-kind donations like clothes as we cannot ensure the timely and appropriate transportation and distribution of these items to the communities in Türkiye and Syria.

We advocate monetary donations because cash can be used to purchase items more quickly at other unaffected areas within the country, thereby enhancing flexibility in the Red Cross response coordination at this critical time of need.

If you are keen to make a monetary donation, please refer to the [list of donation channels](#).

VOLUNTEERING

19. I would like to volunteer in Singapore to help with the appeal. How can I go about this?

Thank you for your interest in helping with the earthquakes in Türkiye and Syria. While we have enough help at this time, we welcome you to [register to volunteer](#) for future opportunities. You can also email volunteer@redcross.sg if you have any questions.

20. I am keen to volunteer in Türkiye and Syria. How can I do so?

To be considered for overseas deployment, volunteers have to be specially trained, and have undergone our Overseas Disaster Deployment Training, to ensure the success of the missions. Please register in our [Volunteer Portal](#) if you are interested in attending this training or to view available volunteering opportunities.

Find out more about volunteering at volunteer.redcross.sg.