

Frequently Asked Questions on Singapore Red Cross' Response to the Ukraine Humanitarian Crisis

What is the Singapore Red Cross doing in response to the Ukraine Crisis?

The Singapore Red Cross (SRC) has

- Pledged to contribute US\$100,000 in support of the ongoing humanitarian operations mounted by Ukrainian Red Cross Society (URCS) and the International Federation of Red Cross and Red Crescent Societies (IFRC). The contributions will go towards the provision of relief supplies such as hygiene kits, family kits and household kits for the vulnerable who are displaced by the conflict.
- Launched a public fundraising appeal (25 February to 31 May). The public can make donations via PayNow / fund transfer, credit card or cheque. (See [Ways to Donate](#)) Organisations looking to fundraise can email fundraising@redcross.sg for guidance. Likewise, the contributions will go towards the provision of relief supplies such as hygiene kits, family kits and household kits for the vulnerable who are displaced by the conflict.
- 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.

Advisory to Donors

- *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.*

FUNDRAISING/DISBURSEMENT

Will the funds raised through the appeal, on top of SRC's original pledge of US\$100,000 in humanitarian aid, go towards relief efforts in Ukraine?

Yes, the funds raised from the appeal, in addition to SRC's initial pledge of US\$100,000, will go towards supporting the ongoing humanitarian operations mounted by the Ukrainian Red Cross Society (URCS) and the International Federation of Red Cross and Red Crescent Societies (IFRC).

The number of internally displaced persons and humanitarian needs is expected to increase massively as the conflict continues to intensify. We are in close contact with the Ukrainian Red Cross Society and the IFRC to ascertain the evolving needs on the ground and to continue responding in an appropriate manner.

How much of my donation will go towards the disaster response?

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

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.

Do you have a fundraising target for the Ukraine Crisis?

The combination of active conflict, extreme cold and Covid-19 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.

Will I receive tax exemption for donation to the Ukraine crisis?

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

Will donations be accepted in foreign currency?

Monetary - 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.

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.

How are funds collected to be allocated?

The funds collected will be channelled towards SRC's response to the Ukraine crisis. This includes procuring relief supplies to the affected communities, providing emergency services and supplies such as medical and water and sanitation, and supporting recovery and reconstruction efforts in the later stages.

**How am I assured the funds will go directly towards relief efforts in Ukraine?
How will the relief supplies reach Ukrainians?**

SRC works directly with the Ukrainian Red Cross Society (URCS) and the International Federation of Red Cross and Red Crescent Societies (IFRC). Our contributions will go directly to these operations, specifically earmarked for the provision of relief supplies such as hygiene kits, family kits and household kits for the vulnerable who are displaced by the conflict. We will share updates with our donors as more information becomes available.

IN-KIND DONATIONS

Can I donate food / medications / clothes / make in-kind donations?

The key challenges in delivering humanitarian aid include logistical limitations and disrupted supply chains. Unsolicited in-kind donations for Ukraine remain a challenge for the Red Cross Societies on the ground to handle, exacerbating capacity to store, transport and distribute it. Red Cross encourages monetary donations as cash can be used to purchase items more quickly at nearby unaffected regions, thereby enhancing flexibility in the Red Cross response coordination at this time of need.

If you are keen to make a monetary donation, please refer to [Ways to Give](#).

VOLUNTEERING

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 Ukraine crisis response. 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.

I am keen to volunteer in Ukraine. How can I do so?

We appreciate your interest, but we are not deploying a relief team to Ukraine at this time.

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 register to view available volunteering opportunities.

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