

My close one has been in an active combat zone or on temporarily occupied territory and there is no contact with him/her for a long time. What should I do?

1. Remember that in active war zones, there may not be cell phone coverage or electricity, and a person may not always be able to charge their phone, and the phone itself may be damaged or lost.
2. Master you panic. Try to contact relatives, neighbors or colleagues who may be there along with your close one - in order to find out the circumstances known to them related to the circumstances of losing contact with the wanted person.
3. Before contacting the state authorities, try to collect as much information as possible about the wanted person and the circumstances of the disappearance.
4. Record all the collected information immediately after receiving it, so that you do not forget the details due to excitement, but also to keep a timeline of events.

If you have lost contact with a civilian - collect information about her/his full name, date of birth, contacts, special signs and last known place of residence. Indicate the last time a close one contacted you and how they did it. Maybe other people saw or communicated with the person before her/his disappearance.

If it is a military person - it is important to know her/his last name, first name and patronymic, date of birth, and contact information data, military unit or unit of service, position and rank (special rank), number of military ticket or badge number, special signs that a person has (scars, tattoos, birthmarks, etc.), last known whereabouts and other information.

If you do not have such information and a close one has recently started service, contact the Military Service Center (<https://www.mil.gov.ua/kontakti/oblasni-vijskomati.html>). Also, ask for the contact details of the military unit and unit in which the wanted person with whom contact has been lost is serving.

Where to report the capture of a person?

The capture of a person should be reported to the National Information Bureau, the Ministry of Internal Affairs, and the National Police.



- 24/7 hotline 1648
(free of charge within Ukraine)
+380 44 287 81 65
(for calls from abroad);

- via Telegram and Viber chatbots
[@nib_uncp_bot](https://t.me/nib_uncp_bot);

- by filling out the form,
posted on the website of the
Bureau: <https://nib.gov.ua>



Add a portrait photo of the wanted person and/or photo/video confirmation of capture

One can report missing children and adults to the Ministry of Internal Affairs of Ukraine via special form



- цілодобова гаряча лінія
- 24/7 hotline
+380 89 420 18 67;
- Email:
rozshuk_znyklyh@police.gov.ua;

- Telegram chatbot
t.me/poshuk_znyklyh;

Report the disappearance of a person to the closest unit of the National Police by your place of stay.

When submitting an application you might be requested, if necessary, to supply biomaterial samples.

This may be required for identification of bodies of the dead in cases where recognition is impossible. In this regard the investigator will appoint the relevant DNA expertise.

* What happens next? Who is involved in searching for missing persons?

The search for missing persons is carried out by the National Police and special search groups created in accordance with the Law of Ukraine "On the Legal Status of Missing Persons".

* How can the National Information Bureau help with tracing a person?

The NIB coordinates its activities with various ministries, governmental bodies and services, including the National Police.

When NIB receives the information, the wanted person's data is entered into the register. If at the moment of your application, the NIB has information about the location of the person you are looking for, or his/her captivity/hostage - you will be informed immediately.

In order to find a person, the NIB transmits information to international law enforcement agencies monitoring missions and organizations, the Coordination Headquarters for the Search and Release of Prisoners of War for conducting negotiations regarding release (if there is information about her/his stay in captivity / kept hostages).

When the NIB receives updated information about the person you are looking for, you will be contacted immediately. Also, NIB may contact you in case it is necessary to find out additional data.

* I have already called several times to the hotlines of the NIB, the National Security Service, and the National Police - and got no answer

The NIB, the SBU, the National Police, employees of ministries and other bodies and services are constantly working to find information about all the people with whom contact has been lost.

If you are not contacted, this does not mean that the request is being ignored or forgotten about. As soon as the state authority receives updated information about the person, close relatives will be immediately informed.

* When can I expect information about the person I am looking for?

Considering the constantly changing and uncertain situation in the combat zone, it is, unfortunately, impossible to indicate the exact time of the response. As soon as those to whom you applied with an application about the disappearance of a person have additional information about her/him, they will contact you anyway!