

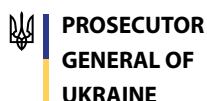
My loved one was forcibly moved to the temporarily occupied territory or deported outside of Ukraine. What should I do?

1. First of all, try to master your emotions - this will help you react more effectively to the situation. Remember that the state, in cooperation with international organizations and partners, is taking all necessary measures to record such cases, register deported persons, and also to return Ukrainian citizens home.
2. Before contacting the state authorities, try to collect as much information as possible about the circumstances of the forced relocation / deportation and data about the deportees from any sources available to you.
3. Record all the collected information as soon as you receive it, so that you do not forget the details due to stress, and also preserve the chronology of events.
4. To notify the authorities about the forced relocation or deportation of persons, provide information about their full name, date of birth, contacts, address of residence (registration) and the last known place of residence from where the person was forcibly transferred. Indicate the last time a close one contacted you and how they did it. Other people might have seen or interacted with the person before she/he was forcibly relocated.
5. If another person informed you about the deportation, record their details: name, current place of stay, contact phone number, e-mail address.
6. If there is a photo of a person, a photo/video confirming the deportation of your close one, please immediately report this to the National Information Bureau via email: nib.uncp.info@gmail.com or by using other means of communication indicated on the website: <https://nib.gov.ua/>
7. If the deported person contacted you, find out as much information as possible about her/his whereabouts, state of health, availability of documents, availability of means of communication.
8. Advise, if possible, to make electronic copies of all the documents they have with them in the form of scans/photocopies and save them on some electronic device or email them (to you or themselves). Even if the phone is removed, access to email and files in it can be restored from any device and regardless of location.
9. If the person is already on her/his way to other countries, find out exactly where the person is heading and what route she / he is taking.
10. Advise the forcibly displaced/deported person to contact diplomatic and consular missions of partner countries, international missions such as the International Organization for Migration (IOM), the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), UNICEF, the International Committee of the Red Cross, UNHCR (UN Refugee Agency) or to the embassy or diplomatic institutions of Ukraine (if they work in the territory of the host country).
11. Citizens who have faced or are at risk of forced displacement and deportation may find useful the recommendations prepared by the Ukrainian Helsinki Human Rights Union : <https://bit.ly/3dKfasA>

Where to report the forced transfer of a person to the temporarily occupied territory or deportation to the territory of the aggressor state?



National
Information
Bureau



PROSECUTOR
GENERAL OF
UKRAINE



SECURITY
SERVICE OF
UKRAINE



National Information Bureau

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

- using Telegram or Viber chatbots
[@nib_uncp_bot](https://t.me/nib_uncp_bot)

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

In addition to the application, if you have a portrait photo of the person you are looking for and/or a photo/video, send it to the NIB mail:
nib.uncp.info@gmail.com **with the full name and date of birth of the wanted person.**



- Office of the Prosecutor General of Ukraine
<https://warcrimes.gov.ua>

- Security Service of Ukraine
tel.: 0 800 501 482, e-mail:
[e-mail: callcenter@ssu.gov.ua](mailto:callcenter@ssu.gov.ua)

- National police
tel.: 102,
<https://www.npu.gov.ua/podati-zvernennya.html>

* What happens next? Who is responsible for the return of deported persons?

As soon as the information is received by the National Information Bureau (NIB) and the Ministry of Reintegration, the data of individuals are entered into the relevant register of the bureau. The NIB and the Ministry of Reintegration coordinate their activities with other central executive bodies, local self-government bodies, state agencies and services, public and international organizations, law enforcement agencies, including relevant units of the National Police.

The Ministry of Reintegration may contact you in case it is necessary to find out additional information.

* I have already called the NIB Hotline, the Ministry of Reintegration, the National Police and other services several times - and got no answer

The NIB, the Security Service of Ukraine, the National Police, employees of ministries and other bodies and services are constantly working to find information about all the people who could be deported or forcibly moved to the occupied territories.

If you are not contacted, this does not mean that the request is being ignored or forgotten about. As a respective authority receives updated information about the deported person, close relatives are immediately informed.

* When can I expect information about a person who has been deported to the territory of the aggressor state?

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 have additional information about her/him, they will contact you immediately!