



# ***Army Emergency Relief News Release***

*Soldiers Helping Soldiers*

## **AER Assistance will Remain Accessible during Major System Upgrade**

ALEXANDRIA, Va., Oct. 7, 2013 – Army Emergency Relief (AER) announced that emergency assistance will remain available for Soldiers and Families in need while AER conducts a major systems upgrade scheduled to occur between 1:00 p.m. EDT, Thursday, Oct. 10<sup>th</sup> through 8:00 a.m. EDT, Tuesday, Oct. 15<sup>th</sup>.

AER is conducting a major upgrade of its systems to better serve Soldiers and their Families. During this period, local AER sections will not be able to process automated assistance requests. However, local AER sections will be able to assist Soldiers in the preparation of their requests for assistance through the American Red Cross Call Center at 1-877-272-7337. Through a reciprocal agreement, the American Red Cross processes AER requests during non-duty hours.

Soldiers and Families not in need of immediate assistance are asked to wait until the system upgrade is completed at 8:00 a.m. EDT, 15 October 2013. Emergency needs will be processed through the American Red Cross Call Center, as required.

Army Emergency Relief is a private non-profit organization dedicated to providing financial assistance to Soldiers, active and retired, and their Families. Since its founding in 1942, AER has provided more than \$1.5 billion to more than 3.5 million Soldiers, Families and Retirees while *Helping the Army take Care of Its Own*.

-30-

For more information contact Guy Shields at [guy.shields@aerhq.org](mailto:guy.shields@aerhq.org) or 703.325.1692.

Follow AER on Facebook: [AER HQ Facebook Page](#).