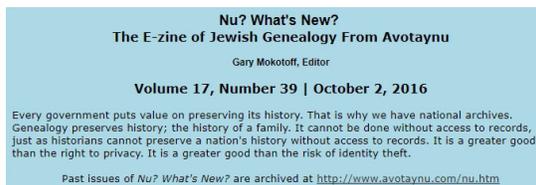


# No One Survived

by Moishe Miller, on behalf of the  
Jewish Genealogical Society of Brooklyn (JGSoB)

No one survived. That is what Mr. Motel Zand, my wife's late grandfather and former resident of Lodz, Poland, related regarding his siblings, parents and grandparents. And then there was even no memory left of his family – it died with him in 1995. There were no pictures and certainly no stories. He never talked about the war or his family.



Fast forward to the end of 2016. Avotaynu's Nu? What's New? released Vol. 17, No. 39 – October 2, 2016. The e-zine had a paragraph entitled Lodz Registration Cards Online, accessible via JRI-Poland. Going through those records led me to check once again all online sources for ZAND. Those standard sources included JewishGen, Ancestry, FamilySearch, YadVashem, and the USHMM. That is how I found her, on Sunday, January 8<sup>th</sup>, 2017. There was a USHMM website listing for one of Mr. Zand's siblings, along with a picture. Supposedly. Her name was Chaja Hena (Heltcha) Zand and she died of TB in the Lodz Ghetto Hospital on March 22<sup>nd</sup>, 1943, just 12 days after her 21<sup>st</sup> birthday. The USHMM database had an entry source called a PROTOKOLL (and Protocol) and the detail included that a photo was available.

This article will describe the timeline and the steps I took for obtaining such a picture.

To begin with, keep in mind that not everyone in the Lodz Ghetto had a Protocol. There are only 13,210 Protocol pages and the ghetto saw over 200,000 victims pass through. Also, be patient. The total time trying to obtain a picture the first time took two months.

How do you start? Access the webpage for the United States Holocaust Memorial

Museum Holocaust Survivors and Victims Database. This link is currently at:  
[https://www.ushmm.org/online/hsv/person\\_advantage\\_search.php](https://www.ushmm.org/online/hsv/person_advantage_search.php)

[nce\\_search.php](https://www.ushmm.org/online/hsv/person_advantage_search.php)

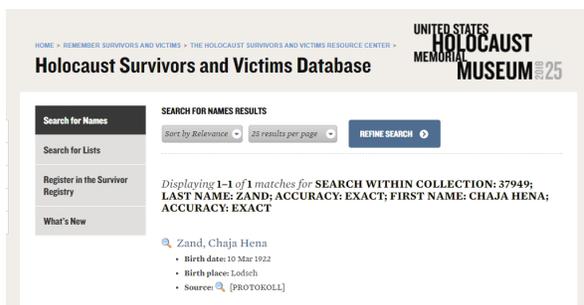
From the form, enter the detail you might know. Be sure to utilize the **Search within Name Lists** option and enter **37949** in the

Source ID box. This is the Source ID for the Protocol records.

From the Search form, enter all the information you are using for search criteria and then click on the screen's SEARCH button.

- Last Name: **Zand**
- First Name: **Chaja Hena**
- SEARCH WITHIN NAME LISTS: **37949**

The resulting page does yield one hit and by clicking on her name, you can bring up the extracted information screen for Chaja Hena Zand's Protocol detail.



Displaying 1–2 of 2 matches for SEARCH WITHIN COLLECTION: 37949; LAST NAME: ZAND; ACCURACY: EXACT; FIRST NAME: LAJA; ACCURACY: EXACT

1. [Zand, Łaja](#)
  - Source: [\[PROTOKOLL\]](#)

---

2. [Zand, Chaja Hena](#)
  - Birth date: 10 Mar 1922
  - Birth place: Lodsch
  - Source: [\[PROTOKOLL\]](#)

It is important to note that not every result from this collection will yield a form with a picture. If you just search with the Source ID, the website result indicates **33,224** matches. Yet the USHMM website at

[https://www.ushmm.org/online/hsv/source\\_view.php?SourceId=37949](https://www.ushmm.org/online/hsv/source_view.php?SourceId=37949)

indicates there are only **13,210** pages. Which is it? To understand what is actually available, and to avoid false hopes of a picture, it is necessary to understand what the resulting matches mean. When the indexers extracted the data on these Protocols, they extracted and indexed all names. In the case of Chaja Hena Zand, there is mention of her mother Laja, on her Protocol form. That means that searching for Laja Zand within Source ID **37949** will yield a result, as Laja's name was indexed. In fact, it will yield TWO results:

- One for the primary reference of Laja, as she is mentioned in Chaja Hena's Protocol
- One for the secondary reference, as it pertains to Chaja Hena, where Laja is mentioned as her mother and a signatory on the form

It is possible to determine, just from the result set, if there will be a picture. That is because of the level of detail available for the actual Protocol petitioner (the primary person) versus non-primary individuals mentioned on the Protocol.

Each individual in the USHMM has an associated PersonID. Laja's is 6627555. Chaja Hena's is **6627553**.

Performing a search for Laja Zand yields a screen like this:

Result #1 (Laja) only shows one bullet point. Result #2 (Chaja Hena) shows three bullet points (i.e.: more detail).

Displaying 1 of 2

	SEARCH	RESULTS	NEXT →
<b>ŁAJA ZAND</b>			
Age:		44	
Address:		Y Strasse (Podrzeczna) 10	
Protocol Number:		<b>449</b>	
Document Date:		30 Jul 1941	
Document Location:		Łódź, Poland	

Clicking on each entry name yields two very different pages. But, both pages reference the SAME Protocol Number of **449**. So, we do know from this that there is in fact only one Protocol, numbered 449. The person with all the detail is the primary person – the one with the

Displaying 2 of 2

← PREVIOUS	SEARCH	RESULTS
<b>CHAJA HENA ZAND</b>		
Sex:		Female
Photo?:		Yes
Date of Birth:		10 Mar 1922
Place of Birth:		Lodsch
Occupation:		Buchhalterin
Father's Name:		Izrael Icek
Mother's Name:		Laja
Mother's Maiden Name:		Laja Heber
Card Number:		0550/B [0550]
Protocol Number:		<b>449</b>
Document Date:		30 Jul 1941

picture.

Clicking on Chaja Hena's name yields a page with detailed information regarding the contents of the Protocol. The page ends with a message regarding accessing the Primary Media: *You can request a digitized copy of the original document by submitting the Media Request form. Please make sure you fill in your name, e-mail address, and a brief reason for this request.*

Clicking on the Primary Media link yields a form for the request, with her PersonID already prepopulated (PersonID=6627553):

**Holocaust Survivors and Victims Database** Close

Request a digitized copy of the original document for:

**Chaja Hena Zand** (6627553)

\* Required fields

\* Your First Name:

\* Your Last Name:

\* Your E-mail:

\* Re-enter your E-mail:

\* Please enter your Country...

\* Reason for Request:

Tell us more about your request:

**SEND REQUEST**

**CONTACT**  
E-mail: [hsvmedia@ushmm.org](mailto:hsvmedia@ushmm.org)

I sent in my request on Sunday, January 8th, 2017 at about 9pm. A week later, on Monday night, January 16<sup>th</sup>, 2017, I received an emailed response from the USHMM.

Date: Mon, Jan 16, 2017 8:03 pm  
Attach: RG-15\_083M\_0199\_00000457.jpg  
RG-15\_083M\_0199\_00000518.jpg

Dear Moishe,

Thank you for your request for copies of the following documents in the archival holdings of the United States Holocaust Memorial Museum.

Name	Person ID	Collection	Media ID	Source ID
CHAJA HENA ZAND	6627553	RG-15.083M	RG-15_083M_0199_00000457	37642
CHIL BRAUN	6627731	RG-15.083M	RG-15_083M_0199_00000518	37642

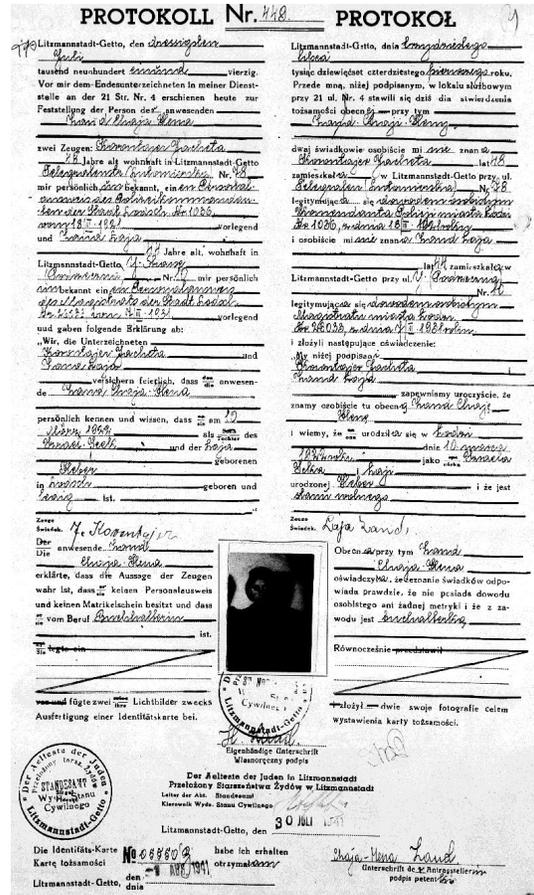
The documents are attached to this email. Please click the links under Source to view records which describe the documents you requested.

If you have submitted additional requests for copies of other documents, you will receive them in a separate answer. If you are interested in conducting further research, including research in the [International Tracing Service](#) archive, please visit [www.ushmm.org/resourcescenter](http://www.ushmm.org/resourcescenter) to learn about the services we provide.

The Museum is continually indexing collections. The World Memory Project has made more than one million names, like the one you found, easily searchable online. Additional collections will become searchable in the future. To learn more about the project, please see [www.worldmemoryproject.com](http://www.worldmemoryproject.com).

Sincerely,

Trevor Guffey  
HSV Media Database Contractor  
Holocaust Survivors and Victims Resource Center  
United States Holocaust Memorial Museum  
100 Raoul Wallenberg Place, S.W.  
Washington, D.C. 20024



An attachment came with the email. At last! A picture! Some remembrance of the greater Zand family. I quickly downloaded the file named RG-15\_083M\_0199\_00000457 - a jpg image file.

I am not sure what I was expecting, but it was not this. It looked like a long form with fields for ghetto inmates to complete. A square near the bottom looked like a picture. Focusing on the square, I tried blowing it up. It was still a very shadowy image. I was very disappointed. I reached out to several older family members that I knew had been in the ghetto and all the responses were the same: "the picture is too dark

Subject: RE: PersonId=6627553 (Chaja Hena Zand)  
Date: Mon, Feb 06, 2017 7:47 am  
To: "USHMM" <hsvmedia@ushmm.org>

Dear Museum,

Please thank Trevor Culley for sending to me the document for Chaja Hena Zand of Lodz, Poland from [https://www.ushmm.org/online/hsv/source\\_view.php?SourceId=37949](https://www.ushmm.org/online/hsv/source_view.php?SourceId=37949) on Mon, Jan 16, 2017 8:03 pm.

The picture that was part of the response is just a shadow. Is there any way to get a hi-res copy of the original photo? Our family has no pictures at all of her.

Moishe Miller

to really see anything". Quite some time had gone by. It was now early February. I realized that I would need to reach back out to the USHMM to ask if this is how pictures were

If you have submitted additional requests for copies of other documents, you will receive them in a separate answer. If you are interested in conducting further research, including research in the International Tracing Service archive, please visit [www.ushmm.org/resourcecenter](http://www.ushmm.org/resourcecenter) to learn about the services we provide.

The Museum is continually indexing collections. The World Memory Project has made more than one million names, like the one you found, easily searchable online. Additional collections will become searchable in the future. To learn more about the project, please see [www.worldmemoryproject.com](http://www.worldmemoryproject.com).

Sincerely,  
Holocaust Survivors and Victims Resource Center  
United States Holocaust Memorial Museum  
100 Raoul Wallenberg Place, S.W.  
Washington, D.C. 20024  
[www.ushmm.org/resourcecenter](http://www.ushmm.org/resourcecenter)

submitted in the ghetto. Perhaps this was just a black-and-white copy of a much better image. I wanted to remain optimistic.

On Monday, February 6th, 2017, I sent another email to the USHMM, making sure to note the USHMM PersonId in the subject line as "PersonId=6627553".



Two day later, on Wednesday morning, February 8<sup>th</sup>, 2017, I received a response from the Holocaust Survivors and Victims Resource Center.

Using Google Translate I wrote an email to the recommended contact in Lodz, in both Polish and English, attaching a copy of the USHMM email and the microfilmed Protocol. I sent that request on Friday morning, February

ciotki, Chaja Hena Zand Łodzi.

Dziękuję Ci,  
Mojsze Miller

Dear Polish States Archives in Łódź,

Would you be able to provide a high resolution scan for the photograph on the attached Protokół from Record group: Przełożony Starszeństwa Żydów w Getcie Łódzkim; File 1-21105. For Chaja Hena Zand?

The family does not have any pictures of our aunt, Chaja Hena ZAND of Lodz. Thank you,  
Moishe Miller

10<sup>th</sup>, 2017.

Subject: Re: PersonId=6627553 (Chaja Hena Zand)  
Date: Wed, Feb 08, 2017 8:22 am

Dear Moishe Miller,

I am sorry about the image quality. The image was scanned from microfilm not from the original paper copy. For better quality of scanned documents, please contact the Archiwum Państwowe w Łodzi (Polish States Archives in Łódź), Email: kancelaria@lodz.ap.gov.pl.

Please note: Record group: Przełożony Starszeństwa Żydów w Getcie Łódzkim; File 1-21105.



Archiwum Państwowe  
w Łodzi

Pan Mojsze Miller  
moishe.miller@totalben.com

Pismo z dnia:  
10.02.2017 r.

Nasz znak:  
OH.6344.127.2017

Data:

07.03.2017

Archiwum Państwowe w Łodzi informuje, że w aktach Przełożonego Starszeństwa Żydów w Getcie Łódzkim znajduje się akt znania: protokół stwierdzający na podstawie zeznań świadków tożsamość Chaji Heny Zand, jako osoby nieposiadającej dokumentów, do którego zostało dołączone jej zdjęcie.

Kopia cyfrowa tej fotografii zostanie Panu przesłana po wpłaceniu kwoty 3 EUR na konto:

Archiwum Państwowe w Łodzi  
Plac Wolności 1, 91-415 Łódź  
NBP O/O Łódź  
SWIFT CODE: NBPL PLPW  
IBAN: PL 53 1010 1371 0024 2422 3100 0000

Kalkulacja kosztów kweryntu:  
1 kopia cyfrowa z oryginału A3 x 12 zł = 12 zł

Średni kurs NBP EUR z dn. 01.03.2017 r. wynosi 4,32  
(12 : 4,32 = 2,78 – 3 EUR)

Prosimy o wpisanie na przelewie znaku sprawy.

MSu/MSu

OSTATNIO WYKONANO  
ARCHIWUM PAŃSTWOWEGO  
w Łodzi  
dr. Mojsze Miller

Pl. Wolności 1 91-415 Łódź tel./ fax. (0048 42) 632-62-01 tel. (0048 42) 632-62-02 tel./ fax. (0048 42) 633-38-58 fax. (0048 42) 632-62-11	Al. Kosciuszki 121 tel./ fax. (0048 42) 636-85-35 tel./ fax. (0048 42) 636-33-86	Al. Piłsudskiego 33 tel./ fax. (0048 42) 674-75-15	Oddział w Sieradzu ul. P.O. W. 5 98-200 Sieradz tel. (0048 43) 827-16-42 fax. (0048 43) 822-59-90
---	--	---	---

www.lodz.ap.gov.pl e-mail: kancelaria@lodz.ap.gov.pl

The archives responded four weeks later, on Thu, Mar 02, 2017, via the same email address with the phrase, "Pismo w załączeniu", which means "letter attached".

Subject: Przełożony Starszeństwa Żydów w Getcie Łódzkim; File 1-21105 (Chaja Hena Zand)]  
Date: Fri, Feb 10, 2017 8:30 am  
To: "kancelaria" <kancelaria@lodz.ap.gov.pl>

Attach: RG-15\_083M\_0199\_00000457.jpg  
Zand, Chaja Hena Lodz Protokół Request email.pdf

Drodzy Archiwum Polskiego Państwa w Łodzi

Czy byłbyś w stanie zapewnić wysoką rozdzielczość skanowania fotografii na załączonym Protokół z grupy rekord: Przełożony Starszeństwa Żydów w Getcie Łódzkim; File 1-21105. ?

Rodzina nie ma żadnych zdjęć naszej

Wire Destination			
Bank Name:	NARODOWY BANK POLSKI WARSZAWA	Swift Code:	NBPLPLPW
Bank Address:	SWIETOKRZYSKA 11-21		
City:	WARSZAWA	Country:	POLAND
		Zip Code:	00-919
Beneficiary's Account Number:	PL 53 1010 1371 0024 2422 3100 0000		
Name of Beneficiary:	ARCHIWUM PANSTWOWE W LODZI		
Beneficiary's Address:	Plac Wolności 1		
City:	Lodz	Country:	POLAND
		Zip Code:	91-415
Beneficiary Reference:	OII.6344.127.2017		

The letter attached to their email was entirely in Polish. It gave detail on the cost and the method of making payment. The total cost was three Euro. The letter also specified that the payment needed to be a wire transfer via SWIFT.

At each step of the process, the entity involved used their own special reference, in the email subject line, in order to track the process. For the USHMM it was the PersonId=**6627553**.

Subject: OII.6344.127.2017  
 From: "Kancelaria" <kancelaria@lodz.ap.gov.pl>  
 Date: Thu, Mar 02, 2017 6:31 am

Attach: image001.jpg  
 image002.jpg  
 skanowanie1706.jpg

Pismo w załączeniu.



**Kancelaria**  
 Plac Wolności 1  
 91-415 Łódź  
 tel. 42 632 62 01 w. 12 lub 18  
[kancelaria@lodz.ap.gov.pl](mailto:kancelaria@lodz.ap.gov.pl)

For the Lodz archive, it was also the subject line: **OII.6344.127.2017**. In fact, this letter/number set is critical, as it is the same reference required by

the banks to advise the archive on where to apply the payment. The wire transfer refers to this information as the Beneficiary Reference.

That same day I reached out to my bank (Cross River Bank, based in New Jersey). They were easy to work with regarding help with a wire transfer. They explained to me that the instructions required that the wire transfer be done through the archive's bank SWIFT account in Warsaw and then onward to the archive account in Lodz. To accommodate that, the bank required the address associated with the Warsaw Bank's SWIFT account. A website (at the time of this writing) actually offers SWIFT account lookups for bank addresses in Poland at:

<https://www.theswiftcodes.com/poland/nbplplpw/>

The bank transmitted the wire for me the next day, Friday, after I completed and signed their special wire transfer form. Part of their compliance process had them do a separate phone call to the number on file for my account to verify and authorize the transaction. Be prepared to take calls and check your voicemails that day in case your bank has a similar process. The bank followed up on the next business day to confirm the wire had taken place. They supplied a very long number called a Wire Tracking Number. This was Monday, March 6<sup>th</sup>, 2017. The 3 Euros converted to \$3.33 USD.

I followed up with another Polish/English email to the Lodz archive, still using the special reference in the subject line. I advised I had wired the payment. I mentioned the Wire Tracking Number. There was no response from the archive. Thinking the email may have gone to spam,, I sent another email without any banking detail, still in Polish/English, inquiring about receipt of payment. That email was sent on Wednesday, March 8<sup>th</sup>, 2017.

On that Friday morning, March 10<sup>th</sup>, 2017, **the birthday of Chaja Hena**, I found an email in my inbox from the Lodz Archives. It had a large 6mb attachment. I quickly downloaded the attachment, not knowing what to expect. I opened it and there it was: a rich color picture of almost 19-year old Chaja Hena Zand, taken about a year after she was forced into the Ghetto.

I followed up with a thank you email to the archives.

With gratitude,  
Moishe Miller

=====

Drogi Doktor Maciej Janik,

Dziękuję bardzo za to zdjęcie. W rodzinie jest jeszcze jeden ocalały z getta łódzkiego w okresie Holokaustu. Nie widziała obraz Chaja Heny od 22 marca 1943 roku, kiedy zmarła w getcie łódzkim szpitalu na gruźlicę. Niech was B-óg błogosławi za swoje wysiłki.

Z wdzięcznością,  
Mojsze Miller

Subject: OII.6344.127.2017

From: "Kancelaria" <kancelaria@lodz.ap.gov.pl>

Date: Fri, Mar 10, 2017 4:04 am

Attach: image001.jpg  
image002.jpg  
skanowanie1779.jpg  
39\_278\_982\_449a.TIF

Pismo i kopia w załączeniu.



Kancelaria  
Plac Wolności 1  
91-415 Łódź  
tel. 42 632 62 01 w. 12 lub 18  
[kancelaria@lodz.ap.gov.pl](mailto:kancelaria@lodz.ap.gov.pl)



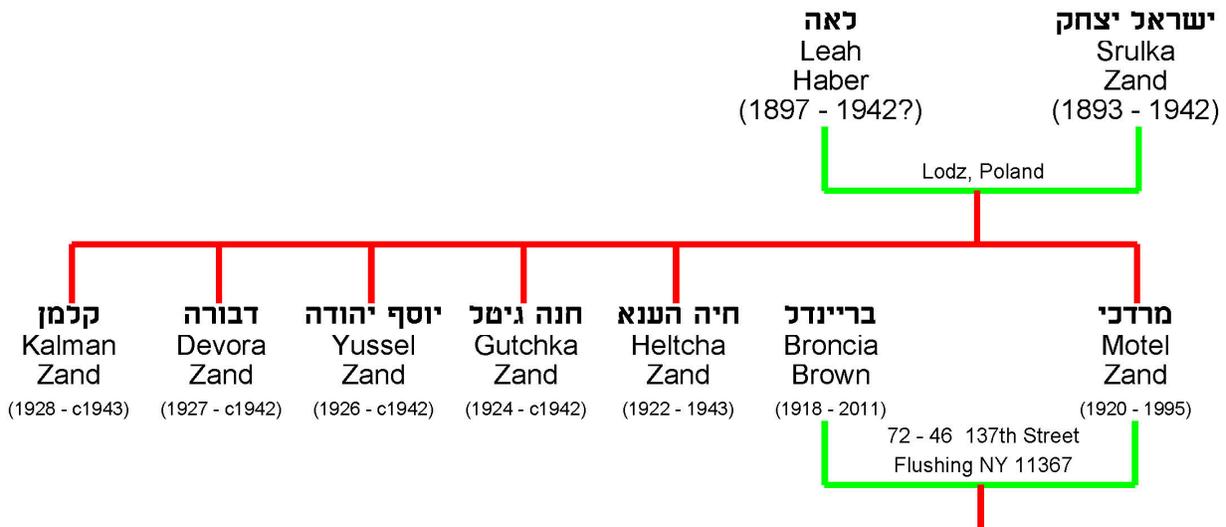
It is still true that no one survived from among Mr. Zand's family. However, you can no

longer say there is no memory.

It is the hope of our Society, that by sharing this process, others will find it easier to obtain these pictures, and do so in a more expeditious manner. Perhaps you know of a Lodz Ghetto survivor that is still alive. A simple

Subject: RE: OII.6344.127.2017  
 Date: Fri, Mar 10, 2017 8:10 am  
 To: "Kancelaria" <kancelaria@lodz.ap.gov.pl>

Dear Doctor Maciej Janik,  
 Thank you so very much for this photo. In the family, there is still one survivor from the Lodz Ghetto during the period of the Holocaust. She has not seen a picture of Chaja Hena since March 22, 1943 when she died in Lodz Ghetto Hospital of tuberculosis. May G-d bless you for your effort.



search at the USHMM website can help someone still “see” a loved one. Someone for whom no picture exists. That no one has seen in over 75 years. The second time that I followed these steps the entire process took only 2 weeks. There are 13,210 chances that our community can still help someone.

תנצב"ה - May the souls of those that perished in the Lodz Ghetto between February 1940 and the summer of 1944 be bound in the bond of everlasting life.

The images from the <http://www.ushmm.org/> website are reproduced here with their permission. The image from the <http://www.avotaynu.com/nu.htm> website is reproduced here by permission of Gary Mokotoff.



## Timeline

Date	Description	Sender
Sunday, October 02, 2016	<a href="http://www.avotaynu.com/nu/V17N39.html">http://www.avotaynu.com/nu/V17N39.html</a>	Avotaynu
Sunday, January 08, 2017	Initial email Request of image	Moishe
Monday, January 16, 2017	USHMM initial response	USHMM
	attachment	USHMM
Rest of January & Early February	Tried to find a Lodz Ghetto survivor that recognized pic	Moishe
Monday, February 06, 2017	Hi-res Request to USHMM	Moishe
Wed, February 08, 2017	Response to contact Lodz	USHMM
Friday, February 10, 2017	Hi-res Request to Lodz	Moishe
Thu, March 02, 2017	Response from Lodz	Lodz
	attachment	Lodz
	Request # : OII.6344.127.2017	Lodz
Thu, March 02, 2017	Request for assistance from CRB for ACH	Moishe
Thu, March 02, 2017	Response with ACH for review	CRB
	attachment	CRB
Thu, March 02, 2017	Bad banking detail	Moishe
Thu, March 02, 2017	Can not obtain address of Warsaw Bank	CRB
Thu, March 02, 2017	Obtained correct bank address	Moishe
	<a href="https://www.theswiftcodes.com/poland/nbplplpw/">https://www.theswiftcodes.com/poland/nbplplpw/</a>	
Thu, March 02, 2017	Phone call from bank to verify wire transfer	CRB
Thu, March 02, 2017	ACH Form Completed	Moishe
Friday, March 03, 2017	Confirm of ACH request	CRB
Friday, March 03, 2017	Phone call from bank to confirm ACH	CRB
Friday, March 03, 2017	Thank You email to archive	Moishe
Friday, March 03, 2017	Request for proof of Wire Transfer	Moishe
Friday, March 03, 2017	Only once Wire is "released"	CRB
Monday, March 06, 2017	How long for confirm of release	Moishe
Monday, March 06, 2017	Wire was released Friday	CRB
Monday, March 06, 2017	Outgoing Wire Notification Advice	CRB
Monday, March 06, 2017	Confirm to Lodz of Wire Transfer	Moishe
Wed, March 08, 2017	Re-Confirm to Lodz of Wire Transfer	Moishe
Friday, March 10, 2017	Response from Lodz	Lodz
	attachment	Lodz
Friday, March 10, 2017	Thank you email to Lodz archive	Moishe



## Instant Document Delivery Service

In a series of emails dated

- Mon, Jul 17, 2017 10:11 am
- Tue, Jul 18, 2017 8:11 am
- Tue, Jul 18, 2017 9:47 am

was sent by:

**Allison Zhang**  
Chief, Data Management  
Holocaust Survivors & Victims Resource Center  
National Institute for Holocaust Documentation  
United States Holocaust Memorial Museum

Those emails described some improvements to the USHMM service implemented in June of this year. There is now an Instant Document Delivery service. After submission of the online form, the service will retrieve and send the requested document instantly to your email.

The online form that has the person ID populated is the new version of the service. When this article was authored, it reflected the system as it existed in January and March of 2017. At that time, the USHMM did not have that online form (the one now incorporated into this article). The difference is that in January, a contractor worked only one day a week to fill the requests. Now, you will receive the document instantly.