

Lost or Stolen Items Advice from Queen Mary Security Service



We understand the distress caused when you have lost or had your purse, wallet, or bag stolen. To help you through this and reduce the potential impact, we have put together the information below.

Report it to the Security Service – Report the loss or theft to the College Security Service who will produce an incident report that can be referred to by your insurance company if you make a claim. If the purse or wallet is recovered we will be able to return it to you if we have your details.

Report it to the Police – It is important to report any theft or loss to the Police. Always get a crime/incident number which will be useful for any insurance claims, or investigations that need to be made.

Car Keys – Assess the risk: Do your keys have your car description or VRN on them which could identify the car? Report the loss to the Police and arrange to have the locks changed on your car if it can be identified.

House/Work Keys – It is important to act immediately when a key is lost or stolen. As soon as possible replace all the door locks into which the lost key fits. Ask for the lock to be changed if you are in private accommodation, or have a locksmith rekey them so the lost key doesn't work anymore (with the landlord's permission).

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Mobile Phone – Phone your mobile number immediately. If you think your mobile has been lost, you should try the number to see if you can hear the phone ringing. If someone answers they might just have found it and may return it to you. Call the "Customer Care" helpline of your network provider and ask them to block the phone and deactivate the SIM card.

Travel Card – If your Bus & Tram Discount photocard is lost or stolen, go to a Post Office and re-apply. Once you get the new photocard, you will need your Oyster card to be updated with the new photo card number as well.

Oyster Card – If your Oyster Card was registered and is lost or stolen, phone the Oyster Card helpline (open daily 08:00 to 20:00 on 0845 330 9876). They will block your card so it cannot be used and explain what you need to do to get a new one.

Driving Licence – You must replace your driving licence if it has been lost or stolen. You can do this online, by telephone, by post, or you may be able to use the premium checking service. Don't forget to report the incident to the Police.

Passport – You must report the loss or theft of your passport as soon as possible to the Police (and College Security Service who can return the passport if found on site), as you will need the crime reference number in order to report your loss to the Identity and Passport Service (the crime reference details must be provided in the relevant section of the IPS lost or stolen form). If you are an international student, contact your local embassy or high commission to get a replacement.

Bank Cards and Cheque Books – If these items are lost or stolen, call your bank immediately. Lines are open 24 hours a day. The bank will cancel your bank card and cheque book and send you replacements. There is normally no charge for this service.

Credit Cards – Report your loss to your credit card company. You will be asked to provide as much information as possible, that is: date the card was lost, your account number (if you happen to know/remember it) and the last time you know you used the card to purchase any goods or services.

Identity Theft – The long-term problem with lost or stolen items with your identity is that you may also become the victim of identity theft. If you are a victim, contact the two main credit reference agencies, Experian and Equifax immediately. If someone is trying to apply for credit in your name or impersonate your identity, they will place an alert on your record and talk you through how to get your credit record up to date.

We hope this information is of help to you.

Queen Mary Security Service

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