PHONE STOLEN? DO THIS NOW

⚠ Are you safe?

If you are hurt or in danger, call the emergency number first
You can call it from any phone, even without a SIM card
Somewhere else? Try 112 from a mobile phone. Most networks connect it to the local emergency number

112 Europe and most countries
911 United States and Canada
999 United Kingdom

Keep calm and carry on

Breathe in slowly through your nose
Breathe out slowly through your mouth
Do it 3 times
It happened to me too. We will go through it one step at a time

On a borrowed phone or computer?

Open a private window
Sign out of every account when you are done

☐ 1 🔒 Lock your phone

About 2 minutes

On any phone or computer, open the page for your phone. Sign in
iPhone: Choose Mark as lost
iPhone: ➡️ This also suspends Apple Pay on the phone
Android: Choose Secure device
Android: Asked for a code you cannot get? Try android.com/lock. It needs only your phone number
The same page shows where the phone is. Do not go there yourself. Give the location to the police

iPhone: Find my iPhone **icloud.com/find**
Android: Find my Android phone **google.com/android/find**
Android: Samsung **smartthingsfind.samsung.com**

☐ 2 Block your SIM card and IMEI

About 10 minutes, plus time on hold

Call your mobile operator from any phone. The number is on your bill, your contract or their website
1️⃣ Ask them to block the SIM
➡️ A blocked SIM cannot be used to receive login codes
2️⃣ Ask them to block the phone by its IMEI too. They can often see the number on your account
➡️ A blocked phone stops working on networks that check the list
⚠️ Do not forget to block secondary SIMs / eSIMs

3 Block payments

`About 5 minutes per bank`

> **They are after your bank, not your phone**
> **44%** of identity fraud victims had money taken from their bank account
> Your phone PIN will not stop them. Thieves watch you type it

Call your bank. The number is on the back of your card
No card with you? Type your bank's web address yourself. The number is on the site
⚠️ Do not search for the number. Scammers buy ads with fake bank numbers
iPhone: 1️⃣ Ask them to block your cards in Apple Pay and their banking app on the stolen phone
Android: 1️⃣ Ask them to block your cards in Google Wallet and their banking app on the stolen phone
2️⃣ Wallet stolen too? Ask them to block the cards as well
Ask about any payments made since the theft

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4 Lock the account on your phone

`About 3 minutes`

> **Thieves go for this account first**
> If they saw your passcode, they can change its password and turn off finding your phone

iPhone: This is your Apple Account, the one your iPhone is signed in to
Android: This is your Google account, the one your phone is signed in to
1️⃣ On another phone or a computer, sign in
2️⃣ Change the password
3️⃣ Check the recovery email and phone numbers. Remove any you do not know
Cannot sign in? Start account recovery now. Every minute counts

iPhone: Apple Account **`account.apple.com`**
iPhone: Recover Apple Account **`iforgot.apple.com`**
Android: Google account security **`myaccount.google.com/security`**
Android: Recover Google account **`accounts.google.com/signin/recovery`**

5 ✉ Lock your email

About 3 minutes

Same account as the one you just locked? Choose I am in. Then skip the next step
Open your email in a new tab. Go to the security settings
Can you get in?
I can't get in: ➡️ Forgot your password? Choose Forgot password
I can't get in: ➡️ Asked for a code by SMS or on an authenticator? On the sign-in page, choose Try another way. A backup code or a security key works too
I can't get in: ➡️ Still signed in on a laptop or tablet? Use that. It may not ask for a code
I can't get in: ➡️ No other way in? Start account recovery
I can't get in: Once you are in, go to the security settings
Remove the stolen phone from your devices and sign-in methods
1️⃣ Choose Sign out of all other devices
2️⃣ Change the password
Next, do the same for your other accounts (social media, banks, PayPal ...)

Gmail **`myaccount.google.com/security`**
Outlook and Hotmail **`account.microsoft.com/security`**
iCloud Mail **`account.apple.com`**
I can't get in: Recover Gmail **`accounts.google.com/signin/recovery`**
I can't get in: Recover Outlook **`account.live.com/acsr`**
I can't get in: Recover iCloud **`iforgot.apple.com`**

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6 🪪 Suspend your digital ID

About 3 minutes

Do you sign in to your bank or the government with an app on the phone? Suspend it
For example itsme in Belgium, DigiD in the Netherlands, BankID in Sweden, Singpass in Singapore or My Number in Japan
Use its website or helpline, or ask your bank

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7 💬 Warn your contacts

About 2 minutes

From another phone or your email, message family and close friends
Tell them your phone was stolen. A message from your number asking for money or codes is not you
⚠️ Warn them that your identity might be stolen and to be careful with messages from you

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8 🎣 Watch for phishing

For the next weeks

⚠️ Given recent theft, you are in a vulnerable state. Be extra careful
⚠️ Do not click on random links in your mailbox
⚠️ If the bank calls you, ask them for a name and call them back
⚠️ Companies will never ask your passwords or codes. If they do, it is a scam

- [ ] **9 Work phone? Tell your IT team**

About 2 minutes

Also if you read work email or chat on it
They can lock your work accounts and erase work data

- [ ] **10 Report the theft to the police**

Today

Go to a station, or report online if your country allows it
⚠️ Get a copy of the report and a reference number
Your bank, insurer and operator will ask for them
Your report to the operator does not reach the police. Make both
iPhone: Bring the IMEI number if you can find it. It is on the phone box, and in your Apple account
Android: Bring the IMEI number if you can find it. It is on the phone box, and in your Google account

- [ ] **11 Anything else?**

About 1 minute

Think about what else was on the phone: other banks, shopping, crypto, health, social media
Lock or change the password of each one
⚠️ This list is not complete. Rules are different in every country
I am not a lawyer, a bank or a security company. You use this advice at your own risk. I cannot be held responsible for any loss