

Lost or stolen mobile phone



Mobile phones now do so much more than simply make calls that many of us would be completely lost without them.

Unfortunately thousands of phones do go missing each year and many of these will have been stolen.

But if your phone does go missing you could be left with a much bigger headache than simply having to replace your handset.

Thieves can quickly run up huge bills and you could be liable for these charges.

Although mobile phone operators do look out for fraudulent activity they may not necessarily spot unusual usage on individuals' accounts, and they are not obliged to notify consumers of any unusual activity on an account.

You should always report a missing phone immediately, even if you think you may have just misplaced it.

Protecting your phone

There are a number of steps you can take to keep your mobile safe. When you first get a new handset you should immediately:

- Make use of your phone's security lock (PIN) code. This locks the handset after a few minutes of inactivity. The user manual supplied with your phone will explain how you can use the PIN code.
- Mark the inside of your phone with your postcode and door number. This will help police identify your handset if it is lost or stolen.
- Make a record of your phone's IMEI number, as well as the make and model number. The IMEI is a unique 15-digit serial number which you will need to get the phone blocked. You can get your IMEI number by keying *#06# into your handset or by looking behind your phone battery.
- Register your phone with [Immobilise](#), which is a database containing the details of millions of mobile phones and other property.

When you're not using your phone make sure you keep it out of sight in your pocket or handbag and don't attract attention to your phone when you are carrying or using it in the street.

Be aware of pickpockets in crowds and don't make it easy for them to steal your handset. Also, don't leave your phone in an unattended car. If you have to leave it in a car, make sure you lock it out of sight.

What if your phone is stolen?

- Contact your provider as soon as possible. It can then bar your SIM to stop calls being made on your account. Your provider can also stop anyone else from using your phone by blocking its IMEI.
- You may be liable for all charges run up on your phone before you have reported it lost or stolen. This is usually set out in the terms and conditions of your contract. Therefore, you should contact your provider as soon as possible.
- Report a lost or stolen phone to the police immediately.
- Remember, if you have mobile phone insurance, you may be obliged to let them know within a certain time frame too.

To report your phone lost/stolen:

3

Call 333 free from a Three phone or 0843 373 3333 from any other phone

If your phone has been lost or stolen while travelling abroad, call +44 7782 333 333

Orange

If you're a pay monthly customer, call 07973 100 150.

If you're a pay as you go customer, call 07973 100 450.

O2

Call 0844 8090 2020 (contract) or 08448090222 (PAYG)

T-Mobile

Call 0845 412 5000 or +44 79539 66150 if calling from abroad

Vodafone

Pay monthly and business customers

Call Vodafone on 191 from another Vodafone mobile phone or 08700 700191 from a landline or +44 7836 191 191 if you are abroad.

Pay as you go customers

Call 191 from another Vodafone mobile phone or 08700 776655 from a landline or +44 7836 191 919 if you are abroad.

Tesco Mobile

Call 0845 301 4455

Virgin Mobile

Call 0845 6000 789