



# Phone Theft | Emergency Kit

Print a copy of this kit, fill it out, and keep it in a safe place.

Step 0



Better **SAFE** than **SORRY**



**Turn on your phone's backup feature** or use a third-party app to save your photos to the cloud. That way, you can **wipe your stolen phone remotely** without losing anything important.

Please **DO NOT PANIC**. We will **guide** you **through** the **most essential steps**.

Step 1



## LOCK & TRACK your PHONE.

Do you know your **Apple/Google** username and password? **Can you sign in** on a **different device** without your phone? Do you have a **2<sup>nd</sup> device** listed as "**trusted**" in your account settings?

Once you **mark** your phone **as lost**, **Apple/Google Pay** is **suspended** and you can **add contact information**, which is **shown on the lock screen**.



Your  
Apple / Google  
Account



Your  
2<sup>nd</sup> Trusted  
Device

Be careful, **never put yourself in danger** while tracking; instead, **ask the police for help!**

Step 2



## FREEZE your SIM CARD.

Freeze your SIM card to **prevent identity theft** or the **leakage** of **two-factor SMS** codes.

Fill in the helpline number **of your wireless carrier** that you need to call to freeze your SIM card.



Your  
Phone  
Number



24/7  
Emergency  
Helpline

Phones from 2019 or newer can be **tracked offline**, so freezing your SIM will not affect tracking.

Step 3



## MONITOR or FREEZE your BANK CARDS.

If you have any payment information or cards stored on your device, please monitor it closely.

Fill in the helpline number **of your bank** that you need to call to freeze your cards.



Your  
Bank Name /  
Acc. Number



24/7  
Emergency  
Helpline

This **might stop** all ongoing **legitimate transactions** too. Reordering may come with a **service fee**.

Step 4



## FILE a REPORT WITH the POLICE.

The officer will ask for your device's **IMEI** to blocklist it, making it more difficult to resell the phone. You can find the IMEI by **dialing \*#06#** or on your **purchase receipt**.

Please fill in your device's **brand, model**, and **IMEI number(s)**.



Your  
Device  
Brand / Model



Your  
IMEI  
Number(s)

Filing the theft with the police will help you in case of any **subsequent identity theft attempts** or other **financial fraud** and can be important for **insurance reasons**.

💡 Monitor your online **accounts**, change your most important **passwords** (banking and email), watch out for suspicious activity and unsolicited online transactions like purchases and subscriptions you did not initiate. Be **extra careful** with messages **asking for your password** or to **remove the stolen phone** from your Apple / Google account, these are **scams**.