



Lost and Found Property in Paris

The French police in Paris have a "Lost and Found" office, where you may go to verify whether your belongings were returned.

Centre des Objets Trouvés de la Préfecture de Police de Paris

36 rue des Morillons, 75015 Paris

Métro: Convention (line 12)

Website to declare lost property: <https://objetstrouvesprefecturedepolice.franceobjetstrouves.fr/en/>

Opening hours: weekdays, Monday through Wednesday 8:30 a.m. to 5:00 p.m.. Thursday 8:30 a.m. to 12:00 p.m, and Friday from 8:30 a.m. to 4:30 p.m. for information in English and French

Tel in France: 3430 (toll call)

Tel: 0821 002 525 (toll call) From the U.S. 011 33 821 002 525

Email: servicedesobjetstrouves-paris@interieur.gouv.fr

(English speakers read these messages.)

What to do first: If you have lost your passport, your airline tickets, your wallet with ID and cash, your credit/debit cards (in any combination), you should:

- 1. Take care of the credit cards first** (see page 3 for telephone numbers). Experienced thieves can run up huge bills in very little time. Your debit cards are in greater danger than the credit cards, they come with less protection against theft. Call all banks with a debit card, then all credit card companies.
- 2. Replace your Lost or Stolen Passport as soon as possible:**
Go to the U.S. Embassy website (<https://fr.usembassy.gov/u-s-citizen-services/passports>).
The U.S. Embassy in Paris accepts applications for emergency passports on a walk-in basis from **8:00 AM to 2:45 PM Monday to Friday, except on U.S. and French holidays**. Please don't bring your luggage or electronic equipment. Cell phones and small cameras may be held by the security services until you leave the building. Write to PassportsParis@state.gov.

If necessary, reschedule your airline reservation. You should make the reservation for the day after you make your passport application since it may take several hours to process your passport.

- **All thefts and major losses should be reported to the police as soon as possible.** Each of Paris' twenty *arrondissements* (districts) has a central commissariat and several smaller units, often at train stations. Reports should be made at the nearest police station, not necessarily in the district where the theft occurred. **Once a person has left France s/he may NOT obtain a police report.**
- **The police will issue a Récépissé de Déclaration de Perte ou de Vol** (receipt for declaration of loss or theft). French police will issue a separate receipt for theft of a passport, identification documents, and other papers, as well as personal effects. It is not necessary to have a receipt for a lost/stolen passport in order to apply for a replacement at the U.S. Embassy or Consulates, although it may be helpful for insurance purposes.
- **The report MUST be made in person.** The police will not accept a report by telephone or from someone else on behalf of the victim. Most police stations have English-speaking personnel; if difficulties occur, an email may be sent to the Embassy's American Citizen Services Unit at citizeninfo@state.gov for assistance.
- **The police receipt is helpful and sometimes necessary** in applying for the replacement of airline tickets and for supporting insurance claims.
- **Western Union: Financial Assistance:** If you need financial assistance persons may send you funds via Western Union (www.westernunion.com). U.S. Toll Free Number 1-800-325-6000.

INSTRUCTIONS FOR LOST OR STOLEN DOCUMENTS

AIRLINE TICKETS

Report the loss or theft **immediately** to the Paris office of the airline. It is the discretion of each airline whether or not to replace a stolen ticket. Replacement tickets are issued only after verification of the initial purchase of the ticket has been obtained from the airline's home office.

DRIVER'S LICENSE

The Embassy is NOT authorized to replace expired, lost, or stolen U.S. driver's licenses. Only the issuing office (Department of Motor Vehicles) in the driver's home state can perform that service. Callers who have had their driver's licenses stolen in France, should report it to the French police. The police will issue a receipt of loss or theft, which may be used **temporarily** as a substitute for the license while the driver is in France.

INTERNATIONAL DRIVER'S LICENSE

Applications for replacement of lost, stolen, or expired International Driving Permits obtained in the U.S. must be made to the American Automobile Association, World Wide Travel Department, 1000 AAA Drive Heathrow, FL 32746-5063. Replacements **cannot** be issued in France.

THEFT OF PERSONAL ITEMS (WALLETS, PURSES) ON METRO LINES

People may file a complaint at 49 metro stations including: line 1 – Champs-Élysées, Franklin Roosevelt, Palais Royal, Musée du Louvre; line 2 - Anvers, Montmartre, Victor Hugo; line 4 - Saint-Michel-Notre Dame; line 8 - Opéra, Ecole Militaire; line 11- Hôtel de Ville, and RER A - Charles de Gaulle-Etoile. For more details and stations in French see: (<https://www.ratp.fr/en/node/8980>)

EUROPASS (EURAIL)

Lost or stolen Europasses CANNOT be replaced. For information, contact the main switchboard of the French Railway Office (SNCF) # 36 35; open seven days a week from 7:00 a.m. to 10:00 p.m., or go to any of the main French train stations. Contact information may be found at (<http://www.eurail.com/>).

EUROSTAR (SNCF)

When calling # 36 35, one can access English speakers by saying, “Eurostar” when prompted to select a voice option.

EUROLINES

Gare routière Internationale de Paris-Gallieni, 28 avenue du General de Gaulle, 93541 Bagnole, 08 92 89 90 91 Fax: 01 49 72 51 61

LOST OR STOLEN CREDIT CARDS CONTACT INFORMATION

AMERICAN EXPRESS 24/7 Service	Customer Services (001) 800 528 4800 Global Assist Hotline 0 800 900 888, or (001) 800 333 26 39	
BANK of AMERICA CARD 24/7 Service	Credit Cards (001) 800 732 9194 (001) 757 677 4701	ATM Cards or Check Books (001) 800 432 1000 (001) 315 724 4022
VISA 24/7 Service	0800 901 179 (toll-free) (001) 303 967 1096 https://cis.visa.com/en_TJ/support/consumer/lost-stolen-card.html	
MASTER CARD 24/7 Service	0800 901 387 (toll-free)	
CHASE BANK	(001) 800 432 3117	
DINERS CLUB 24/7 Service	0820 820 536 (toll call)	
DISCOVER 24/7 Service	(001) 801 902 3100 (toll call) Or register online: www.discover.com	
CITICARD /CITIBANK 24/7 Service	(001) 800 950 5114	
CAPITAL ONE	(001) 800 227 4825 / 001 804 934 2001	

PARIS AIRPORTS: REPORT LOST PERSONAL ITEMS ONLINE
<http://www.parisaeroport.fr/en/passengers/services/claims-litigation/lost-property>

Charles de Gaulle Airport - Roissy en France General Information	
Switchboard and general information 3950	
Lost and Found	
Terminal 1 & 3	objetstrouvescdg1@adp.fr
Terminal 2	objetstrouvescdg2@adp.fr
Boutique Level	
Air France	3654 (toll call)
AF Lost Baggage	3950 objets.trouves@airfrance.fr
Orly	
Switchboard and general information	3950 or 08 92 56 39 50
Orly West	01 49 75 42 34
Orly South	01 49 75 34 10

Airline Directory	
American Airlines Terminal 2A at Roissy Charles de Gaulle	0821 980 999 001 800 433 7300
Delta Airlines (reservations)	0892 702 609
KLM/ Northwest Airlines	09 69 36 86 05
United Airlines (CDG)	01 71 23 03 22 / 35
Air France 119 ave. des Champs Elysées 75008 Paris	3654
Alitalia 69 Blvd Hausmann 75008 Paris or Roissy CDG, terminal 2D	0892 655 655
British Airways Roissy CDG, terminal 1 BP 20312 95713 Roissy Airport 23	0825 825 400
El Al 167 rue de Courcelles, 75017 Paris 75017 Paris	01 40 20 90 90 0825 800 965
Iberia	0825 800 965
Norwegian Airlines	097 073 8001
Swiss International Air Lines	0892 232 501 01 74 29 61 48

Lost and Found at Main Railway Stations

Lost and found offices at railway stations in Paris:

(Dial 3635 and either type #22 or say *objets trouvés*)

Tel: 3635

Website: www.objets-trouves-sncf.fr

Gare de Lyon
Gare Montparnasse
Gare de l'Est
Gare d'Austerlitz

E-mail: pgl.acds@itiremia.fr
E-mail: objetstrouves.pmp@challancin.fr
E-mail: objetstrouves.pe@challancin.fr
E-mail: objetstrouves.paz@challencin.fr

Warning against pickpockets:

Each year some 2,000 Americans report their passports stolen or lost in Paris. Many of them are the victims of pickpockets operating in areas frequented by tourists, particularly museums, crowded subways and train stations. Foreign tourists are easy to spot by their language, clothes, guidebooks and cameras. Pickpockets assume that tourists carry lots of cash and that they are sufficiently preoccupied with their unfamiliar surroundings to be vulnerable.

How pickpockets operate:

Professional pickpockets often work in pairs or larger groups. The victim rarely knows what has happened until he discovers his wallet missing, and recalls that earlier in the day he was jostled on the subway. A lady's handbag with a zipper or clasp is no problem for a pickpocket if it is dangling carelessly out of the owner's sight, or lying on the floor in a restaurant or shop; about 70 percent of the victims in Paris are women. Likewise, a man's outside pocket is easy for a pickpocket to access.

In general, all the pickpocket wants is your money. Unfortunately, he/she usually gets other things too, because many tourists carry all their documents in "convenient" travel wallets. The tourist who loses his or her passport, identification, tickets, cash, credit cards and travelers checks at the same time is in real trouble. Although the wallet minus cash is often discarded by the thief and eventually turned to the Paris "Lost and Found" office, the victim's vacation may be ruined, as he will already have spent a lot of time replacing lost credit cards, driver's license, tickets, etc. Please warn your traveling companions, family members, or house guests to be especially careful with their valuable documents and money.

The following may help you avoid becoming a victim:

Carry with you only what you need; leave in your hotel safe such valuables as jewelry, Euro passes (Eurail,) airline tickets, travelers' checks, credit cards, extra cash, and your passport.

Once inside France, American tourists are not required to carry their passports at all times; a student card or driver's license is usually sufficient if you are asked by a police officer for identification. Carry your passport separately from your wallet or handbag. This is not always feasible for women, but men can carry their passports in a front pants pocket instead of their inside jacket pocket. **DON'T** have one family or group member carry everyone's passport; never put all of a group's passports in the same bag or briefcase.

Hold your purse or shoulder bag tightly under your arm when in crowds. Keep it on your lap or in full sight in restaurants and public places. On the street, a woman should walk some distance from the curb and carry her handbag under the arm away from the street to prevent motorcycle thieves from grabbing it. Do not stand too close to the curb while waiting to cross a street. Be alert for groups of noisy children who swarm about you with distracting signs or papers begging for money. Despite their youth, they are among the best pickpockets in Paris.

DON'T leave your valuables in a locked car; locks are easily jimmed by experts; the trunk is not safe either. **DON'T** resist if you are mugged; you can get badly hurt. If you catch a pickpocket in the act,

DON'T go for him unless a police officer is nearby; some pickpockets carry knives.

DON'T go into shock. We know it hurts to get robbed. If you are robbed, ask immediately for the location of the nearest police station (*commissariat*.) Each of Paris' 20 districts (*arrondissements*) has three or four commissariats; train stations also have one. Report the theft or loss to the police, who will give you a **Récépissé de Déclaration de Perte ou de Vol**; this receipt is useful for insurance purposes as well as temporarily covering the loss of your identification documents. If you lose your passport or need other assistance, report the theft to the American Embassy.

Practical advice

To help you to enjoy your stay in France:

Your money

- ◆ Carry the smallest amount of cash possible;
- ◆ Put your money in several different places on your person (handbags, pockets, etc.);
- ◆ Use bank notes of small or medium denomination.

Credit cards

- ◆ Keep the PIN numbers secret at all times, do not throw away receipts, note your credit card numbers and keep it separately to inform your bank if the cards are stolen or lost.

Your Passport and Driver's license

- ◆ Make photocopies of your passport and driver's license (this will be of help if the originals are lost or stolen.);
- ◆ If you are a tourist, write down carefully your temporary address and always keep it with you;
- ◆ Do not write your name and address on your key-ring.

In public places, particularly in public transport (bus, subway, RER)

- ◆ NEVER leave your luggage unattended;
- ◆ Be cautious if caught in provoked jostles;

- ◆ Ensure that the opening of your handbag is facing toward you;
- ◆ Do not carry valuables in your side or back pockets.

Preventing theft from parked vehicles

- ◆ Leaving displayed property in your vehicle increases the risks of theft. A few simple precautions will help the police better protect you against this type of theft;
- ◆ Parked vehicles: avoid leaving any valuables (cameras, clothes...) inside your vehicle;
- ◆ Keeping your car safe; even while driving, close the windows and lock the doors, including the trunk.

For more information please refer to [Country Information for France](#) and [International Travel](#) on the State Department website pages, and **the French police website page:**

<https://www.prefecturedepolice.interieur.gouv.fr/English/Advice/Advice/Enjoy-Paris-safely>.

The Embassy Can Help:

If you have lost all of your money, we can give you information on the most rapid means for money transfer and can assist you in contacting family or friends. Write to Citizeninfo@state.gov for assistance, or call 01 43 12 29 97 in case of emergency.

United States Embassy

American Citizen Services

4, avenue Gabriel

75382 Paris Cedex 08

France

Telephone: 01 43 12 22 22

From the U.S. 0011 33 1 43 12 22 22

Website: <https://fr.usembassy.gov>

Emails: Citizeninfo@state.gov

Passport services: PassportsParis@state.gov

November 2019