

**CONSULATE GENERAL OF THE UNITED STATES OF AMERICA
3 REGENT TERRACE
EDINBURGH EH7 5BW**

LOST OR STOLEN PROPERTY

The following information is intended to assist Americans whose property has been lost or stolen in Scotland.

WHAT TO DO FIRST

All cases of loss or theft should be reported to the police as soon as possible, even if there seems little likelihood that the thieves will be arrested or valuables recovered. A police report is necessary if you will be filing an insurance claim to replace the missing items.

The report must be made in person, preferably to the police station in the area where the loss or theft occurred. Ask for the police reference number, and be sure that you have reported the disappearance of the property accurately as either lost or stolen.

HOW TO REPLACE CERTAIN ITEMS THAT HAVE BEEN LOST OR STOLEN

Airline Tickets

The loss or theft of tickets should be reported to the airline concerned as soon as possible. Each airline has its own policy for replacing tickets, which in some cases involves the passenger purchasing a full fare ticket home, and pursuing a refund application in the United States. The following telephone numbers may be useful:

American Airlines	0207 365 0777
British Airways	0870 850 9850
Continental	0845 607 6760
Delta Airlines	0800 414 767
Northwest Airlines	0870507 4074
United Airlines	0845 847 7777
US Airways	0845 600 3300
Virgin Atlantic	0870 574 7747

Credit Cards and Travelers Checks

Report the loss or theft immediately to the firm that issued the card. The following list of telephone numbers may be helpful:

American Express	0800 892 333 (AmEx cards) 0800 521 313 (travelers checks)
Visa International (credit cards)	0800 895 082
Visa (travelers checks)	0800 895 078
MasterCard Global Service (credit cards)	0800 964 767

MasterCard (travelers checks)	0800 622 101
Diners Club	0800 460 800
Discover Card	801 902 3100

You may wish to call the national credit-reporting organizations and Social Security Administration to place a fraud alert.

The numbers are:	Equifax	1 888 766 0008
	Experian (formerly TRW)	1 888 397 3742
	Trans Union	1 800 680 7289
	Social Security Administration Fraud Line	1 800 269 0271

Channel Tunnel

Eurostar, Telephone 08701 600 052

Eurail Pass

Rail Europe Travel Centre on 08705 848 848

Britrail Pass

Notify Britrail Travel at the nearest Britrail agent or railway station. Depending upon the circumstances, a replacement pass may be issued for a fee of £15.

Passports

Notify the Consulate in Edinburgh or Embassy in London, depending upon your travel plans. You must appear in person to process an application for a replacement passport. Forms and instructions are on our website at london.usembassy.gov/scotland.

Driver's License

Driving without a valid license is not permitted in the UK. To obtain a new license, apply to the Department of Motor Vehicles in the capital city of the issuing State. To obtain a replacement International Driving Permit, apply to the American Automobile Association at 1000 AAA Drive, Mail Stop 28, Heathrow, Florida 32746-5063, telephone number 001 407 444 4240, fax: 001 407 444 3780.

Student Card

New International Student Cards can be issued by the STA Travel at 08701-600-599. Applicants must present a valid, dated ID card from the American university where they are currently enrolled. If this is not available, request a letter from your university for presentation to the STA Travel.

Telephone Credit Card

Lost or stolen AT&T credit cards - call toll-free from the UK on 0800 890 011.

PRECAUTIONS AGAINST FURTHER THEFT

While the following advice will be superfluous to anyone who has just had all their belongings stolen, it may be useful on your next trip abroad. Friends and acquaintances planning to travel overseas may also find these suggestions helpful. Many visitors have their pockets picked, purses snatched, or valuables stolen by thieves who frequent rail and underground stations, major shopping streets, restaurants, department stores, and other crowded areas. Thousands of Americans have to replace a lost or stolen passport every year. You can reduce the possibility of this happening to you by taking the following precautions.

1. **Travelers Checks:** Do not cash them all at once - that defeats the object of purchasing them at all. Only cash what you need for the foreseeable future, and keep a record of the check numbers you have used. Most companies ask to see the purchase receipt if you file a refund claim for travelers checks. Keep it separately, not in the same wallet or handbag as the traveler checks themselves.

2. **ATM Cards:** Automated Teller Machines are now widely available in many countries and can be a safer and more convenient method of accessing your money. It is also helpful that the money dispensed is in the local currency.

3. **Hotel Safe:** Whenever possible, leave valuable items such as jewelry, travelers checks, credit cards, airline tickets, and cash not immediately required in the hotel safe. If the safe is at the front desk and not in your room, obtain a receipt for the property you have deposited.

4. **Guard Your Belongings:** Do not leave baggage unattended at any time. Do not leave baggage in an unguarded car, especially at night. A locked car trunk can easily be broken into and often is. Purses or handbags should be kept securely fastened and shoulder bags should be held against the body. Wallets should be carried in a front trouser pocket. Consider using a money belt. Women's handbags are particularly at risk in crowded restaurants when placed on the floor next to the chair or under the table, or when hung over the back of a chair. Thieves are quite adept at removing these bags if you do not actually have hold of them or if you have left them while visiting the buffet or salad bar.

5. **Travel Insurance:** Take out travel insurance to cover the expense incurred by loss or theft of your belongings overseas. Carry details of the policy with you and leave a copy with a friend or relative.

6. **Back-up Plan:** Leave a list of your itinerary, a copy of your passport, travelers check numbers, and credit card phone numbers with a friend or relative whom you can contact easily in an emergency.