

99089017261000

# Lost property, report loss and make enquiries

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<https://fimportal.de/xzufi-services/6000936-99089017261000/L100009>

Modul	Sachverhalt
Leistungsschlüssel	99089017261000
Leistungsbezeichnung I	Lost property, report loss and make enquiries
Leistungsbezeichnung II	Lost property, report loss and make enquiries
Typisierung	3 - Bundesaufsichtsverwaltung: Regelung
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	

Modul	Sachverhalt
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	<ul style="list-style-type: none"> <li>• §§ 965 ff. Bürgerliches Gesetzbuch (BGB) – Fund</li> <li>• Verordnung des Sächsischen Staatsministeriums der Finanzen über die Bestimmung der Verwaltungsgebühren und Auslagen (Sächsisches Kostenverzeichnis – SächsKVZ)</li> <li>• Verwaltungskostengesetz des Freistaates Sachsen (SächsVwKG)</li> </ul>
Teaser	<p>Have you lost an item? If you cannot find it again where you think you lost it, contact the local lost property office (generally "lost property office"). In this central office, the city or municipality keeps all items that are turned in by public transport companies, police stations, hotels, citizens, authorities, cultural institutions or department stores.</p>
Volltext	<p>Have you lost an item? If you cannot find it again where you think you lost it, contact the local lost property office (generally "lost property office"). In this central office, the city or municipality keeps all items that are turned in by public transport companies, police stations, hotels, citizens, authorities, cultural institutions or department stores.</p> <p>Tip: If you lose items in vehicles or facilities of the transport companies, please contact the respective passenger service directly, for example at Deutsche Bahn AG under the telephone number +49 30 586020909.</p>
Erforderliche Unterlagen	<ul style="list-style-type: none"> <li>• Personal documents</li> <li>• proof of ownership, e.g. purchase contract, cash register receipt, duplicate key, photos</li> <li>• description of the object</li> <li>• if certificates are issued in the event of an insurance claim: if applicable, form from the insurance company</li> <li>• if applicable, confirmation of the theft report by the police</li> </ul>
Voraussetzungen	
Kosten	<ul style="list-style-type: none"> <li>• Information from the lost property office: free of</li> </ul>

## Modul

## Sachverhalt

charge

- Issue of lost property or negative certificates:  
Administrative fee in varying amounts

## Verfahrensablauf

- First ask where the item was lost.
- If you have lost the item in a public transport vehicle, contact the respective transport company.

Lost property is handed over to the local lost property office after a certain period of time by private individuals as well as by hotels, department stores, cultural and other institutions. Contact this office if your enquiry at the place of loss was unsuccessful or if you cannot determine where you lost the item. You should bear the following in mind:

- If the lost object is not marked accordingly, the lost property office cannot notify you if the lost property is handed in. You must therefore always check with the lost property office on your own initiative.
- Only if a lost property shows indications of the owner or holder (name, date of birth, address) will they receive written notification. If the recipient does not live in the area of responsibility of the lost property office, its staff will forward the lost property to the lost property office of the place of residence (only applies within the Federal Republic of Germany).

In principle, the loser must provide the finder or the lost property authority with proof of ownership (exact description of the object, details of the place and time of loss, proof of purchase, purchase contract and similar).

- In the case of mobile phones, the IMEI number of the device or the number of the SIM card (both of which can be found in the purchase documents) is usually regarded as proof of ownership.
- For (digital) cameras, the serial number is required, for bicycles the frame number or coding.

The lost property office issues a so-called "negative certificate for submission to the insurance company" (certificate stating that the missing object has not been handed in) upon personal appearance during office

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	hours. This certificate is usually subject to a fee.
Bearbeitungsdauer	
Frist	Retention period for lost property: six months from the day the lost property is reported; food and drink, medicines and chemicals are disposed of immediately.
weiterführende Informationen	
Hinweise	
Rechtsbehelf	
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	