

99089017152000

# Lost property release

Heruntergeladen am 12.07.2025

<https://fimportal.de/xzufi-services/S1000020010000011244/S100002>

Modul	Sachverhalt
Leistungsschlüssel	99089017152000
Leistungsbezeichnung I	Lost property release
Leistungsbezeichnung II	Collection of a found item
Typisierung	2/3 - Bund: Regelung (2 oder 3), Land/Kommune: Vollzug
Quellredaktion	Hamburg
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	<div lang="en-x-mtfrom-de">Lost and found Hamburg online</div> , <div lang="en-x-mtfrom-de">Search lost and found Hamburg online</div> , <div lang="en-x-mtfrom-de">Lost and found office (Hamburg lost and found office)</div> , <div lang="en-x-mtfrom-de">Lost property distribution point (Hamburg lost property office)</div> , <div lang="en-x-mtfrom-de">Lost property issuing office (Hamburg lost property office)</div> , <div lang="en-x-mtfrom-de">Safekeeping of lost property - DOL</div> , <div lang="en-x-mtfrom-de">Lost property custody, online search - DOL</div> , <div lang="en-x-mtfrom-de">Lost and found online search</div> , <div lang="en-x-mtfrom-de">Lost</div>

**Modul**
**Sachverhalt**

property office Hamburg online</div>, <div lang="en-x-mtfrom-de">Hamburg lost and found office online</div>, <div lang="en-x-mtfrom-de">Hamburg lost and found office</div>, <div lang="en-x-mtfrom-de">Lost property, collection</div>, <div lang="en-x-mtfrom-de">Lost property collection</div>, <div lang="en-x-mtfrom-de">Lost cause, surrender</div>, <div lang="en-x-mtfrom-de">Pick up lost property</div>, <div lang="en-x-mtfrom-de">Lost property office</div>, <div lang="en-x-mtfrom-de">Lost and found office, surrender of lost and found items</div>

**Leistungstyp**
**Leistungsgruppierung**
**Verrichtungskennung**
**SDG-Informationsbereich**
**Lagen Portalverbund**
**Einheitlicher Ansprechpartner**

Nein

**Fachlich freigegeben am**

07.12.2021

**Fachlich freigegeben durch**
**Handlungsgrundlage**

§§ 965 ff. Civil Code

**Teaser**

If you have lost something, you usually have to collect the item in person from the central lost and found office. Depending on the size and weight, a lost item can also be sent for a shipping fee.

**Volltext**

If you have lost something, you can ask the central lost and found office in Hamburg whether the missing item was handed in there. You can ask questions in person or over the phone. Alternatively, you can search online for the lost item in the find search. As a rule, you have to pick up the lost property in person at the central lost and found office. Depending on the size and weight, a lost property can also be sent for a shipping fee. The lost property will be handed over to you against payment of a custody fee. Please contact the central

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	lost and found office in Hamburg in advance.
Erforderliche Unterlagen	Identity card, passport, residence permit (valid personal document) Proof of ownership, e.g. sales contracts, boxes with stickers showing the serial or IMEI number, for keys: a duplicate key If you lose a mobile phone, also: the IMEI or SIM card number (from the purchase documents). Due to the large number of mobile phones that have been lost, it is not sufficient to bring your personal PIN with you. in the case of collection by a third party: a power of attorney, a copy of the owner's identity card, a valid identity document of the collector if applicable, the notification letter from the central lost and found office in Hamburg.
Voraussetzungen	Loss of a thing/object.
Kosten	Wallets, keys and "bulk items" 10 EUR, (fourth to sixth month 10 EUR) Mobile phones, electronic devices: 15 EUR, (fourth to sixth month 20 EUR) Bulky lost property (e.g. bicycles, strollers): 20 EUR (fourth to sixth month 25 EUR)
Verfahrensablauf	By asking (in person, by e-mail or by telephone) or by being notified in writing by the central lost and found office in Hamburg, you have learned that the item you lost was handed in at the central lost and found office in Hamburg. If you go to the Central Lost and Found Office in Hamburg, you will be asked to describe the missing item and, if necessary, to provide proof of ownership (sales contract, serial numbers, etc.). After personal legitimization, submission of proof of ownership and payment of the custody fee, you will receive your property back.
Bearbeitungsdauer	5-10 minutes.
Frist	The retention period begins with the processing of the find date in the corresponding storage software of the Free and Hanseatic City of Hamburg. All other lost property will be kept for 6 months. Lost property from subways and buses of the Hamburger Hochbahn will be kept for 2 months. Key finds are kept for the current month + 2 additional months.

## weiterführende

## Modul

## Sachverhalt

### Informationen

[https://www.bahn.de/p/view/service/fundservice.shtml?dbkanal\\_007=L01\\_S01\\_D001\\_KIN0001\\_top-navi-flyout\\_service-fundservice\\_LZ01](https://www.bahn.de/p/view/service/fundservice.shtml?dbkanal_007=L01_S01_D001_KIN0001_top-navi-flyout_service-fundservice_LZ01)  
[https://www.bahn.de/p/view/service/fundservice.shtml?dbkanal\\_007=L01\\_S01\\_D001\\_KIN0001\\_top-navi-flyout\\_service-fundservice\\_LZ01](https://www.bahn.de/p/view/service/fundservice.shtml?dbkanal_007=L01_S01_D001_KIN0001_top-navi-flyout_service-fundservice_LZ01)  
<https://www.hamburg.de/politik-und-verwaltung/bezirke/altona/buergerservice/zentrales-fundbuero>  
<https://www.hamburg.de/altona/fundsuche-online/>  
<https://www.hamburg.de/fundbuero/>  
<https://www.hamburg.de/fundbuero/>  
<https://www.hamburg.de/politik-und-verwaltung/bezirke/altona/buergerservice/zentrales-fundbuero/versteigerungen-49772>  
<https://www.hamburg.de/altona/versteigerungen/>  
<https://www.hamburg.de/service/info/111101840/>  
<https://www.hamburg.de/service/info/11728913/>

### Hinweise

In any case, please bring a valid identification document with you when picking up a lost item. If you want to authorize another person to collect the goods, please issue them a power of attorney. A copy of the principal's ID and a valid ID of the person picking you up are required. In the case of lost property such as plastic bags, linen bags, paper bags, bags, backpacks, scarves, gloves, glasses, umbrellas and clothing, we ask that you visit us personally, as these are "mass items" and cannot always be processed individually for the online lost property search . Purses, lost property with documents If there are personal documents in the found objects, we will write to you personally as the presumed owner. key In the case of lost keys, we ask you to visit us personally, as you must present us with a second key for proof of ownership. Individual documents These are forwarded to the issuing offices (other cities, consulates, banks, insurance companies, etc.) and are not available for collection at the central lost and found office. cell phones and other mobile devices If you lose your mobile phone or other mobile device, we need proof of ownership before handing it over, on which the serial number or IMEI number or SIM card number is listed (e.g. purchase contract, box or provider contract). Just having your personal PIN ready is not enough due to the mass of mobile devices. Cycles The search for lost or stolen bicycles is only

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	<p>possible if the make, color and frame number are known. Please note that the police will hand over the bikes to us at the earliest 10 weeks after they have been found. The police need this time to compare the bicycles found with the theft reports and, if necessary, to locate the owner. If you need a certificate for your insurance, please note that there is a fee of EUR 10 for this. Please bring the documents from the police with you, they contain all the relevant data for issuing the insurance certificate. Search for finds online Found items can be searched for online, see under Forms, Services &amp; Links: Lost property office online.</p>
Rechtsbehelf	Not applicable for this service.
Kurztext	<p>Lost property release Lost property must generally be picked up in person at the central lost and found office Depending on the size and weight, a lost property can also be sent for a shipping fee. The lost property will be handed over against payment of a custody fee. Specialist office for residents - central lost and found office.</p>
Ansprechpunkt	
Zuständige Stelle	District Office Altona
Formulare	
Ursprungsportal	Hamburg Service, Hamburg Service (Currently this link is only available in german)