

# Report lost property and make a request

If you have found or lost something, for example an ID card, keys, rucksack or valuables, you can report this to the lost property department.

## Competent Department

- [Ordnungsamt | Referat 12 - Fundangelegenheiten](#)

## Basic information

You are obliged to report any lost property with a value of more than EUR 10.00. The report must be made immediately, i.e. as soon as possible. The report of a found or lost item includes details of the place and time of the find or loss as well as a description of the found or lost item that is as accurate as possible.

Lost property whose value does not exceed EUR 10.00 does not have to be reported. However, the finder has the right to hand in these finds to the responsible office.

Lost property does not include

- Deposited items (this includes items that have been given to a third party for safekeeping and have not been collected).
- Borrowed or
  - disposed of items that were deliberately left behind or thrown away.
- Animals living in the wild / wild animals
- Cash left in the cash dispenser of an ATM.
  - Normally, this money is automatically withdrawn and therefore cannot be "found" by another person. It must be delivered to the bank concerned immediately.

Lost property is:

- Items that have an owner and have been lost. Lost items are items that have gone missing not only temporarily without the owner's will.
- Stolen items that have been lost or thrown away by the person stealing them.
- Animals, such as pets and farm animals
  - The responsible office is the animal shelter in Hemmstraße. If you have found an animal, you should contact the animal shelter directly and report the find there. It will then usually be taken to an animal shelter for further care.

If you have lost something or are looking for something, you should provide your contact details so that you can be notified if necessary. As the finder, under certain circumstances you are entitled to the found item (acquisition of ownership) or a finder's fee.

In the event of loss, you can request a certificate of loss or confirmation of insurance from the Lost Property Department by e-mail or post. The fee for this is 6.00 euros. If sent by post, payment can be made by invoice.

The Lost Property Department is obliged to keep lost property for at least 6 months.

Loss of items in BSAG and Deutsche Bahn vehicles or facilities:

- If you lose items in vehicles or facilities of the transport companies, please contact the respective passenger service directly.
- The contact details of the BSAG lost and found office can be found under "Further information" - "Where can I find out more?" - "BSAG lost and found office".
- You can reach the Deutsche Bahn lost property service under "Further information" - "Where can I find out more?" - "Deutsche Bahn lost property service".

## Requirements

- You have found something that does not belong to you and is worth more than EUR 10.00.
- You are missing something and can no longer find it.

## What documents do I need?

- Lost and found report
  - Further evidence, if necessary, for example:
    - Identity card
    - duplicate key
    - IMEI number for smartphones and laptops
- Your contact person in the lost property department will tell you which documents must be enclosed for further processing.
  - Confirmation of the police theft report, if applicable

## Procedure

You can report a lost or found item to the lost property department.

Please note that it can sometimes take several weeks for lost property to reach the Lost Property Department.

If a lost property contains references to your person, e.g. ID card, EC card, insurance card or similar, you will be automatically notified in writing even without reporting the loss.

Loss of an item:

If you have lost something, you can report it online, in writing or in person at the Lost Property Office:

Online

- You will find the link under "Further information" - "Online service" - "Lost property online".
- Provide details of the place and time and give a description of the loss.
- Enter your contact details so that you can be notified if your item is found. However, you are not obliged to do so.

#### In writing

- Informal notification of the lost item by letter or e-mail.
- You should provide as much information as possible about the place and time as well as a description of the loss.
- Provide your contact details so that you can be notified if the item is found. However, you are not obliged to do so.
- Send the report by post or e-mail to the responsible office or hand it in on site.

#### In person

- Arrange an appointment
  - By telephone during office hours
  - By e-mail
- You should provide as much detail as possible about the place and time as well as a description of the loss.
- Enter your contact details so that you can be notified if your item is found. However, you are not obliged to do so.

#### Finding an item:

If you find a lost item, you must report it immediately to the Public Order Office - Lost Property Department at Stresemannstraße 48 or to one of Bremen's police stations and hand it in:

- You will need an appointment to report and hand in the lost property to the Lost Property Department.
- You will receive an appointment by telephone or e-mail. Contact details can be found under "Responsible offices".

### Legal bases

- [§§ 965 - 984 Bürgerliches Gesetzbuch \(BGB\)](#)
- [Kostenverordnung für die Innere Verwaltung \(InKostV\)](#)
- [§ 1 Informationsfreiheitsgesetz \(IFG\)](#)

### More information

Lost property law is private law: In the event of disagreements between owners and finders, the civil court and not the public order office decides.

## **What deadlines must be paid attention to?**

Retention period for lost property: 6 months from the date of the lost property report.

Notification: immediately (if possible within 3 days).

Note: Food and luxury foods, medicines and chemicals are disposed of immediately.

## **How long does it take to process**

Appointment allocation 1 - 5 days.

Processing takes place immediately.

## **What are the costs?**

Administrative fee, if applicable, in different amounts according to the Cost Ordinance.