

When you lose your belongings

You



When the lost items include a cash card, a credit card or a cell phone, immediately contact the issuing institutions or the cell phone operator to suspend your account or your cell phone.

The police

- If you are living abroad, please provide a valid Email address and phone number.
- If there is a person in Japan who can receive the property or contact the police on your behalf, please provide his/her contact information.

When your belongings are presumed to be lost on the street,

When the lost property isn't found,

When your belongings are presumed to be lost at a particular place,

Refer to the facility manager.

When the lost property isn't found,



Submit "The Lost Property Report" at a police station or a police box.

- "The Lost Property Report" is a document that you file at the police station. This report is not a document to prove that an item of property has been lost.
- Searches and investigations will not be conducted based on "The Lost Property Report". You will be informed only when the item indicated on the report has been found.

You will be informed through the police station.



When the lost property is recovered,

*When the finder requests a reward, you must pay the reward (between 5% and 20% of the value of the property) and the cost required for storage, etc.
*Please consult directly with the finder, as the police are not involved in matters concerning rewards or payment methods.

Pick up the lost property at the police station where it was reported.

*If you wish to have your property shipped, please prepare in advance "The Lost Property Shipping Request Form" and "The Receipt of Lost Property". Please submit the documents with the required shipping cost.
*If you wish to receive the lost property by proxy, prepare a "Power of Attorney" and have the proxy bring it with a copy of his/her ID.

The found property will be retained at the police station for 3 months from the day the property is reported to the police. During this period, the police will make post notices as well as inquiries to the relevant entities and business operators so that the owner of the lost property may know his/her property is recovered.

* Items such as umbrellas and clothing may either be sold or disposed of if the owner is not found within 2 weeks from the day of posting notices.