

Advice on Lost or Stolen Mobile Phones

A mobile phone may be worth hundreds of pounds. In addition, criminals can very quickly run up large bills on a stolen phone.

You may be held responsible for any charges incurred on a lost/stolen phone until the phone is reported lost/stolen to your mobile provider (Manx Telecom or Sure).

There have been cases of people travelling abroad where criminals generated charges of more than £10,000 on a stolen phone in just 24 hours. Any delay in reporting your phone lost or stolen could be costly.

Reporting a Phone Lost or Stolen

To report a phone lost or stolen, Manx Telecom customers should call 01624 624 624, and Sure customers should call 07624 247 247.

Protecting your Phone

Below are some tips on protecting your phone. Please visit your mobile provider's website for more information.

- Treat your phone in a similar manner to a bank debit/credit card. Take care when using your phone in public, and don't let it out of your possession.
- Protect your SIM and handset with hard-to-guess passwords. This can stop criminals from using your phone. Ask your mobile provider for instructions if needed.
- Record your phone's IMEI number, as well as the make and model number. The IMEI is a 15-digit serial number that is accessible by keying `*#06#` into your handset or looking behind the phone battery. The IMEI can be used to block your phone.
- Consider barring calls to international and premium rate numbers when travelling abroad. This may limit the usefulness of your phone to criminals. Contact your mobile provider for more information.
- If you have a mobile insurance policy, check the terms and conditions to understand what is covered and what actions you must take if your phone is lost or stolen. For example, you may need to contact local police as well as your mobile provider.
- There are apps which can trace a lost/stolen Apple or Android device. Contact your mobile provider for more information.

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