

## False Reporting – It's a Crime

Police investigate all crimes reported to them. Unfortunately, some people falsely report their mobile phone as stolen when it has simply been lost or for the purposes of getting an upgraded handset from an insurance claim. This diverts police attention away from where it is most needed and adds to the fear of crime in our communities. Making a false allegation of crime is a criminal offence.

As a genuine victim of crime, police want to reassure you that every effort is being made to make sure police time is not being wasted investigating false claims. The National Mobile Phone Crime Unit, mobile phone network operators and major insurance companies regularly share information in a database to identify false reports so that they can be thoroughly investigated and offenders prosecuted.

## Mobile Phone Safety & Security

- Never leave your mobile phone unattended in the car
- Keep your mobile on you, not near you. Don't leave your phone on tables in pubs and restaurants
- Don't leave your mobile in view, clipped to your belt, or on top of a shopping bag. OUT OF SIGHT IS SAFER
- Be aware of your surroundings when using your phone, who's watching you?
- Avoid using your phone after immediately leaving railway stations and other public transport locations
- Make use of your phone's security features
- Switch your phone to vibrate mode in circumstances where a ring tone may attract unwanted attention.
- Register your phone on [www.immobilise.com](http://www.immobilise.com)

# Help Police Get Your Stolen Mobile Phone Back

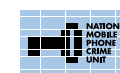
Important information for owners of mobile phones and other property

## TO PROTECT IT REGISTER IT

[www.immobilise.com](http://www.immobilise.com)

SCD4 Design Studio G19137-512©MPA Not Protectively Marked

Call anonymously with information about crime.  
You may be entitled to a reward.



**IMMOBILISE  
PHONE CRIME** 



## Police Need Your Mobile Phone's Serial (IMEI) Number

If you have reported your phone stolen you must provide police with the serial number (known as the IMEI number) of your handset. This is a unique 15-17 digit number assigned to the handset at the point of manufacture. It will be placed on a national database to which all UK police have access.

### How to get the IMEI number when you do not have the phone

The IMEI is printed on the box that the phone came in, on the delivery note or on the contract for the phone if you have one.











You can also obtain the IMEI number from your network operator using the contact numbers provided.

### Stop criminals profiting from your loss!

If you have not already done so, you need to contact your network operator to report the phone as stolen. Ask for the handset and SIM card to be blocked so they don't work anymore. You must do this is even if you are a prepay customer.

Remember to ask your network operator for the IMEI number! Be prepared to answer some security questions to enable your network operator to establish that you are the rightful owner.

## Contact Numbers for UK Operators

	Contract	Pre-pay
	07973 100150	07973 100450
	07836 191191	08700 776655
	08705 214000	08705 678678
	0845 4125000	0845 4125000
	0845 6000789	0845 6000789
	08707 330333	08707 330333
	0800 957 1100	0800 9571100
	08701 115000	08701 115000
	0870 900 4455	0870 900 4455
	0800 0322 111	0800 0322 111

Call your network provider's customer services department if a contact number is not listed above.

## Protecting Your New Mobile Phone and Other Property

Your mobile phone is important to you. It helps you to keep in touch with friends and family, and can be used in emergencies.

To protect your mobile phone and other property in the future visit [www.immobilise.com](http://www.immobilise.com) and register your details for free. By registering your property you stand a much better chance of getting it back if it is stolen. Millions have already done so.

### Getting the IMEI number from your mobile phone is easy

The IMEI number is printed on a label usually found behind the phone's battery. It is also stored electronically within the handset. To display this onscreen simply key in to the handset:

**\*#06#**

When you register your phone or other property details are entered into the Immobilise database. This information is then available to all UK police officers who regularly search the database when handsets are recovered. So, if a mobile phone is lost or stolen anywhere within the UK and located by police, or any of the lost property services, you will have your property returned to you!

### IMPORTANT!

As soon as you have your IMEI number let your local police know, quoting your crime reference number.

**STOLEN  
PHONES  
DON'T WORK ANYMORE**  
Call your network or 08701 123 123  
  
[www.immobilise.com](http://www.immobilise.com)

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PHONE CRIME**   
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