

When you lose your belongings

You

The police

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.

- 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,

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.

- *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.

【落とし物をした時の確認事項】

What you should do when you lose your belongings

1. If you think you lost your belongings at a particular place such as a train station or a department store, please refer to the facility manager.
2. 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.
3. When a dog or a cat has escaped, consult with the local prefectural or city government, as the animals may have been taken in or taken to shelters based on the Act on Welfare and Management of Animals.
4. The Lost Property Report is a document that you file at the police station which indicates the date, time, place lost, and the description of the lost property. This report is not a document to prove that an item of property has been lost.
5. 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.

【遺失届に係る物件が発見された場合】

When the lost property is recovered

1. When the lost property is recovered and reported to the police, you will be informed in writing, as a general rule, by the police station where it was reported.
2. When the recovered lost property includes a cash card, a credit card or a cell phone which is issued by a Japanese company, at the request of the police, the company will inform you that the lost property has been reported to the police station.
Contact the relevant police station in advance before you go to pick up the lost property at the police station during working hours.
3. If you are unable to contact the relevant police station, the police station may send or ship the lost property to you at your own expense.
If you wish to have your property shipped, please prepare in advance the Lost Property Shipping Request Form indicating the shipping address and shipping method and the Receipt of Lost Property. Please submit the documents with the required shipping cost. Only JAPANESE YEN (¥) is acceptable.
4. 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.
5. If the finder has agreed to notify his/her name and address to you, the police may do so. Regarding the amount of reward and payment methods, please consult directly

with the finder, as the police are not involved in matters concerning rewards or payment methods.

【帰国後に物件が発見された場合】

When property is recovered after you leave Japan

1. Please provide a valid Email address and phone number on the Lost Property Report, because the police will need to contact you when the property is recovered. Also, 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.
2. If you wish to collect the recovered lost property after you leave Japan, please submit the Lost Property Shipping Request Form and the Receipt of Lost Property in advance. Please submit the documents with the required shipping cost to the police. Only JAPANESE YEN (¥) is acceptable.
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.

【遺失届出受理番号について】

Lost Property Report number is as follows:

YY/MM/DD XX Police Station, XX Prefecture Report number: XXXX