

## WHAT TO DO IF VU PROPERTY IS STOLEN

If items belonging to VU Amsterdam are stolen you must inform Security as soon as possible. Go to the Security Desk in the Main Building (room KC-04) or call 020 59 85854. Do not contact the police yourself: this is the responsibility of the Security Department.

## LOSS OR THEFT OF A VU KEY OR PERSONNEL PASS

If a key belonging to VU Amsterdam or your personnel pass is lost or stolen, you must contact Security as soon as possible. Go to the Security Desk in the Main Building (room KC-04) or call 020 59 85854.

Once you have reported the incident, Access Management will block the stolen pass to prevent unauthorized use. You can obtain a replacement pass by going in person to the Access Management office in the Main Building (room KC-06).

## TIPS AND TRICKS TO PREVENT THEFT

1. If you see a stranger in your department, ask him who he has come to see. Escort him to that person's office. Be alert and hospitable!
2. Avoid bringing valuable items onto the university premises.
3. Keep valuable items out of sight. If you cannot keep them on you, place them in a locker or a locked room.
4. Do not leave valuables unattended. This includes confidential information. If you have to leave your desk temporarily, ask a colleague or fellow student to watch your property.
5. Secure your mobile telephone, laptop and PC with a PIN code or strong password.
6. Ensure that only you know your log-in codes and passwords.
7. Log off from your PC and close all doors and windows when leaving your office or study room, even if you expect to return shortly.
8. If you seen anything suspicious, alert Security immediately on 020 59 85854.  
In case of an unsafe situation you can immediately call our emergency number. Mobile 020 598 2222 or 22222, via the fixed line.

# WHAT TO DO IN THE EVENT OF LOSS OR THEFT

TOGETHER WE KEEP VU AMSTERDAM SAFE



## WHAT TO DO IN THE EVENT OF LOSS OR THEFT

The VU Amsterdam campus is an open and hospitable environment. The university actively identifies and manages security risks. Despite all measures, theft can occur. This folder offers information to help you limit the adverse impact. It also lists some websites where you can find further help.

### WORKING TOGETHER TO KEEP VU AMSTERDAM SECURE

When you report an incident to the Security department you are helping to make our university safe and secure for everybody. Security staff will record and investigate the incident in order to avoid any recurrence. They have access to CCTV footage which may show exactly what happened and who was responsible. Where appropriate, they will make the videos available to the police. All incidents are included in a monthly report and additional security measures are implemented as necessary.

### EMERGENCIES

VU ALARM NUMBER 020 598 2222 (OR 22222)  
NATIONAL ALARM NUMBER: 112

### OTHER SITUATIONS

CAMPUS SECURITY DEPARTMENT  
VU AMSTERDAM: 020 59 85854 (or 85854)

NO EMERGENCY but in need  
of police assistance, call: 0900 8844

## TO REPORT THE LOSS OR THEFT OF PRIVATE PROPERTY

### 1 AT A POLICE STATION

In the following cases, you must make a report at the station, in person:

- if the incident involved physical violence
- if you saw the person(s) responsible
- if there is any evidence which links the incident to the person(s) responsible
- if a personal document (driver's licence, passport or ID card) has been stolen
- if a registered vehicle (e.g. a car) has been stolen.

If you wish to file a report at a police station, you must first make an appointment by calling 0900 8844.

### 2 BY PHONE: 0900 8844

You can also call this number to ask what to do next.

### 3 ONLINE

You can report an incident online at [www.politie.nl/](http://www.politie.nl/). A DigiD log-in code and password are required.

### POLICE STATIONS

The nearest police station to the VU CAMPUS is at Van Leijenberghlaan 15. It is open 24 hours a day, 7 days a week.

The nearest police station to UILENSTEDE is at Gerard Doulaan 2. It is open 24 hours a day, 7 days a week.

## WHAT TO DO IN THE EVENT OF LOSS OR THEFT OF A PASSPORT, IDENTITY CARD OR DRIVER'S LICENCE

If you lose a valuable personal document such as a passport, identity card or driver's licence, you should file a police report. You can only do so in person, not by phone or online.

The nearest police station to the campus is at Van Leijenberghlaan 15. You must make an appointment by calling 0900 8844.

You will need a copy of the police report to obtain replacement documents.

## LOSS OR THEFT OF A MOBILE PHONE, BANK CARD OR CREDIT CARDS?

If you have lost your mobile telephone you can prevent unauthorized use by blocking the SIM card. Go to your provider's website for further instructions.

If you have lost a pass issued by a Dutch bank, you can block it at: [www.consumentenbond.nl/betaalrekening/bankpas-kwijjt-gestolen](http://www.consumentenbond.nl/betaalrekening/bankpas-kwijjt-gestolen) or by calling 0800 0313.

Links to sites through which you can block various other types of pass can be found at: [www.pasblokkeren.nl](http://www.pasblokkeren.nl).

### I LOST

Property that has been handed in is listed online at [www.ilost.nl](http://www.ilost.nl). You should visit this site to check whether Security has recovered your items.