

Phone theft awareness

Here are some useful tips to consider when using your mobile phone in public and help you secure or find a stolen phone:

Be aware of your surroundings

- When out in public, ensure that your mobile phone is stored safely and not visible to passers by
- If you need to call or use your phone on the street, take note of who is around you. If you have suspicions about any individuals in the vicinity, do not take out your phone
- Don't text while you're walking – you won't notice what's going on around you
- If that's not possible, stand away from the roadside, close to a building or wall that is well lit, so no one can come up behind you
- Going hands-free can prevent a thief from snatching your phone out of your hand.

Use security features on your phone

- Switch on your phone's security features
- Use the keypad lock, or the biometric authentication (finger print or facial recognition), so that thieves cannot immediately access your phone
- Your phone may have other security features you can use – these can allow you to wipe data, lock your handset, or prevent a thief from restoring a phone to its factory settings from another internet device
- Consider installing an anti-theft app – these can be an effective way of helping police trace your phone and identify the thief.

Report the crime if your phone is stolen

If you're the victim of a crime, it's important that you contact the police and College Security as soon as possible.

- College Security 01784 443063
- Police (emergency) 999
- Surrey Police (non-emergency) 101.

Always ask the police for your crime number to support any insurance claim.

Some useful points to note when describing people are:

- Gender
- Ethnic origin
- Approximate age, height and build
- Hair colour, length, style, etc.
- Clothing
- Other distinguishing features, such as scars or tattoos
- Some useful points to note when describing a vehicle:
 - Make, model and colour
 - Registration, if possible
 - Description of driver, number of occupants
 - Direction of travel.

Know how to identify your phone if it's stolen

- Every phone has an IMEI number which helps police and insurance companies to identify it if it's stolen. UK network operators can also stop a stolen phone from working across their networks with its IMEI

- Find your IMEI number by dialling *#06# from your phone and keep a written note of it; if the phone is stolen, report the number to your mobile provider to stop it being used
- Register your phone and other property on the [Immobilise](#) website to help police recover stolen property and combat the sale of stolen goods. On average, more than 2,500 items a month are recovered through the website.