

Lost or Stolen Phone Emergency Checklist

12 steps to protect your phone, accounts, number, and personal information

12
urgent steps

FIRST 10 MINUTES

- ☐ **1. Call or ping the phone**
Try calling it or use a connected watch/device to play a sound.
- ☐ **2. Open Find My or Find Hub**
Check the current or last known location of the phone.
- ☐ **3. Lock or mark it as lost**
Add contact information to the lock screen if the platform allows it.
- ☐ **4. Do not confront a suspected thief**
Save the location and contact police if recovery looks unsafe.

PROTECT ACCOUNTS AND YOUR NUMBER

- ☐ **5. Contact your mobile carrier**
Suspend service or protect the SIM/eSIM if theft looks likely.
- ☐ **6. Secure your email account**
Review sessions and change the password if the phone may be accessible.
- ☐ **7. Review Apple or Google account security**
Check devices, recovery details, and recent sign-ins.
- ☐ **8. Check banking and payment apps**
Review transactions and contact your bank if anything looks suspicious.

IF RECOVERY LOOKS UNLIKELY

- ☐ **9. Change critical passwords if needed**
Prioritize email, banking, password manager, and key accounts.
- ☐ **10. Report confirmed theft**
Keep your IMEI, serial number, screenshots, and report details.
- ☐ **11. Consider remote erase**
Erase when protecting the data matters more than continuing to track the phone.
- ☐ **12. Watch for follow-up phishing**
Do not share passcodes, passwords, or verification codes with anyone.

Prepare before your phone goes missing

Enable Find My or Find Hub, use a strong screen lock, keep backups current, and save your IMEI and serial number somewhere other than the phone.