



# Have you lost or found something?

## Central Lost and Found Service

The Central Lost and Found Service of the City of Vienna is the central information point for lost and found property in Vienna. The Central Lost and Found Service has the following tasks:

- Emptying lost and found boxes
- Issuing reports of lost property and reports of found property
- Providing information in matters regarding lost and found items
- Accepting found items
- Keeping found items (for a maximum of one year)
- Finding owners and giving lost and found items back
- Disposal of lost and found items

## De-centralised lost and found services

In addition to the Central Lost and Found Service, the Municipal District Offices are de-centralised lost and found offices. You can hand in found items at the Municipal District Offices. They also issue reports of lost and found property. They keep lost and found items for three (3) weeks and try to find the owner. After that period, the items are sent to the Central Lost and Found Service, where they are kept and disposed of.

## Looking for lost items

- If you lose something on public transport, you should first of all contact the appropriate public transport organisation Vienna local railroads ([www.wlb.at](http://www.wlb.at), phone: (01) 90 444-53770), Austrian Federal Railways ([www.oebb.at](http://www.oebb.at), (01) 93 000-22222), Dr. Richard bus service ([www.richard.at](http://www.richard.at), phone: (01) 33 100-355), Westbahn railways ([www.westbahn.at](http://www.westbahn.at), phone: (01) 899 00). Exception: Wiener Linien (Vienna Public Transport): the Central Lost and Found Service is your contact point for items lost on Vienna Public Transport, phone: (01) 4000-8091.
- [Lost and Found online search \(www.fundamt.gv.at\)](http://www.fundamt.gv.at). Search our central database of found items and fill in a [lost property inquiry form](#) so that the Lost and Found Service can contact you if an item matching yours is handed in.

## Lost and Found service hotline 4000-8091

Please call our Lost and Found service hotline (in German only!) for any questions you may have. (Monday to Friday from 8am to 3.30pm, Thursdays from 8am to 5.30pm)

Please keep in mind that it can take a few days before a lost item is handed in at the Central Lost and Found Service. We cannot keep any queries on file in case your lost item has not been handed in yet.

## Deposit small items in the lost and found boxes – hand in valuable items at the lost and found office

You can anonymously deposit small found items such as umbrellas, clothes and other everyday objects in the lost and found boxes. They are metal containers put up near Municipal District Offices, Vienna City Hall, and the waste collection centres of Municipal Department 48 (MA 48). as well as near many police stations. Lost and found boxes at waste collection centres can be accessed during the opening hours of the waste collection centres (Monday to Saturday from 7am to 6pm). All other lost and found boxes are accessible around the clock.

Valuable items such as money, jewellery, wallets/purses or cameras should be handed in at the Municipal District Offices or the Central Lost and Found Service. Outside opening hours you can hand in found items to the city hall guards at Vienna City Hall (Monday to Friday from 6pm to 7:30am, on public holidays and weekends).

## Locations of lost and found boxes and online search for lost and found offices

All lost and found boxes and lost and found offices are shown on the [online city map](#) (map content public facility →lost & found box / Municipal office) of the City of Vienna as well as in the mobile application of Municipal Department 48 ([48er-App](#)) for Android smart phones and iPhones. The application shows you the quickest way to the nearest lost and found box or office including opening hours. In addition, you can access any relevant information on the topic of lost and found items or personally contact the staff of the Central Lost and Found Service via phone or e-mail.



48er-App

## Reward and acquisition of property

A reward is a sum of money that may be offered for the recovery of lost property. If the owner has offered a reward, the Central Lost and Found Service of the City of Vienna merely informs the finder who the owner is. The exact amount of the reward can be calculated as follows:

- 10 percent of the value of **lost items**:  
These are movable items that are missing from someone's possession (e.g. keys found on the pavement).
- 5 percent of the value of **forgotten items**:  
These are movable items that were left in a place by the owner by mistake (e.g. a purse/wallet on a bus or train).

The above-mentioned percentages are reduced by half if the value of the lost item is more than EUR 2,000. If a found item is not recovered by the owner within six months, the finder becomes the new owner of the item. She or he can, however, also refuse ownership.

## Reports of lost documents, license plates or weapons, and theft reports to the police

If you have lost your driving licence, registration documents or license plate, you have to report such a loss to the police, who will issue a confirmation.

The confirmation can temporarily be used as a replacement document.

You also have to report the theft or loss of weapons, ammunition or explosives to the police.

**Important notice:** Please hand in driving licences, registration documents and licence plates to the lost and found office.

## “Found” animals

Animals are not objects that can be lost. If you find an animal, please call the animal protection helpline at 01 4000-8060. The Vienna animal ambulance will then pick up the animal free of charge.

For more information on the Lost and Found Service of the City of Vienna please visit our website at [www.fundservice.wien.at](http://www.fundservice.wien.at).