

When you lose your belongings

You



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.

The police

- 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.

When you find lost property

You



When the property is found on the street,

Report it to any police station or police box.

(If you fail to report the found property to the police station or police box within 7 days, you will forfeit your rights as finder.)

When the property is found at a particular place,

Report the found property to the manager.

(If you fail to report the found property to the manager within 24 hours, you will forfeit your rights as finder.)

The police



"Found Property Report"

If you are living abroad, please provide a valid Email address and phone number after you leave Japan.

You will be given a copy of the "The Receipt of Found Property" which is filed at the police. It indicates the period during which you are entitled to the ownership in case the property cannot be returned to the owner.

Please keep this receipt as it will be required to receive the found property after you acquire its ownership.

Rights of the finder

(1) Right to claim a reward.

When the owner is found, you are entitled to receive a reward between 5% and 20% of the value of the found property. (when the property is found at a particular place, the reward is between 2.5% and 10% of the value).

(2) Right to acquire ownership of the found property if the owner is not found within 3 months.

If the owner is not found within 3 months, you may acquire ownership of the property. Notify the police and pick up the property within the period indicated on "The Receipt of Found Property" (within 2 months). (You may be required to bear costs regarding storage that have been covered by the police.)

If you request shipping the found property, please prepare in advance "The Found Property Shipping Request Form" indicating the shipping address and preferred shipping method and "The Receipt of Found Property".

*You may not acquire ownership of prohibited items and articles containing personal information such as credit cards, IDs, and cell phones.

(3) Right to claim the cost required to report and retain the found property.

You may charge the owner who recovers the lost property for the cost required in reporting the found and the storage cost.

- You may exercise rights (1) to (3) above generally or selectively, or you may waive them all.

- If you exercise rights (1) and/or (3), your name and contact information will be notified to the owner.

- The police are not involved in matters concerning rewards and costs, so please consult directly with the owner.

- After 1 month has passed since the return of the property to the owner, you will not be able to exercise your right to claim a reward or the cost.

The manager report the found property to the police.

When the police does not notify you of returning the property to the owner within 3 months, you are entitled the ownership.

You may acquire the ownership of the property.

When the owner is not found,

The police return the property to the owner.

When the owner is found,

You will be notified by the police when the property is returned to the owner.

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 post notices as well as make inquiries to the relevant entities and business operators so that the owner of the lost property will know his/her property has been recovered.

* Items such as umbrellas or clothing may either be sold or disposed of if the owner is not found within 2 weeks from the day of posting notices.