

Robbery... What do you do?

Below are some recommendations of what to do if you are unfortunate to suffer a robbery. It could be difficult to follow when you find that your house has been illegally entered and theft has taken place, however, this advice could help the police in tracing the perpetrators of the crime.

- Remain calm
- Do not touch or move anything. Do not close windows or doors. Do not change the position of anything. Call the police and wait for them to arrive. If you arrive home and find the door open or suspect someone is inside, do not enter. In most cases the criminals will have already left but they sometimes remain and could become violent.
- When calling the police it is important to give your exact address or place where the robbery has taken place along with your full name.
- Make a list of all items missing. If at all possible produce the invoices as proof of ownership. It would also be helpful if you have any photographs of missing items
- Inform the police of any person who may have access to your property (key holders, neighbours, trades people who might be working on your property etc) or any suspicions you may have relative to the facts. If you have suspicions it is not accusing but it may contribute to the information that could help solve the case.
- Obtain a copy of the Denuncia (police report) Make sure it is stamped, dated and signed. You will need this to put in a claim with your insurance company.
- If credit/bank cards have been stolen, immediately cancel by telephone. Also report any theft of access cards to business or clubs.
- If you are out and your bag or wallet is stolen along with your keys and the address of your home, try to call a neighbour or friend so they can watch your house and report the incident to the police.
- Then... Change all the locks to your property
- Before renewing documents wait a while because sometimes they are handed in to the local police.
- If you have obtained new documents and later the old ones are returned you must immediately inform the relevant authority, taking with you a copy of the loss report

In The Car

- When leaving your car unattended make sure you close the windows, sunroof and lock all doors and the boot.
- Do not leave objects such as cameras, handbags, briefcases etc etc visible inside the car.
- If you leave something inside the boot make sure you put it in before parking or moving to another parking space.
- Use the central locking feature when in the car.
- When hiring a car remove the stickers from the windows!

Personal Security

- If you have credit cards, try to memorise the PIN number. If you write it down never put it with the card.
- It is recommended that your PIN numbers do not coincide with personal identification numbers (Date of Birth, NIE etc etc)
 - In the event of loss or theft, telephone immediately the bank or credit card company and the police.
- Avoid whenever possible carrying large amounts of money. It is better to make transfers by card or cheque.
- When walking along the street, ensure that your handbag is closed and held closely, preferably on the side furthest away from the traffic.
- Do not put down or loose site of personal objects (handbags, clothes etc) when you are in public place.
- Distrust all people who offer business with large and quick returns.