



**Embassy of the United States of America  
Athens, Greece**

**December 2006**

## **REPORTING LOST OR STOLEN PROPERTY**

### **WHAT TO DO FIRST**

All thefts should be reported to the police as soon as possible. The thieves may not be found or the valuables recovered, but a police report is required when applying for the replacement of an airline ticket, Eurail pass, passport, or traveler's checks. For filing a claim, insurance companies usually require a copy of the police report, translated into English.

The police report should be made in person at the precinct in the area in which the loss or theft occurred. The tourist police may also help, but only in the case of loss. The owner can also report the loss to the Embassy; ID cards and other items without resale value are sometimes turned in to the Embassy's Consular section.

### **HOW TO REPLACE CERTAIN LOST OR STOLEN ITEMS**

**AIRLINE TICKETS:** Report the loss or theft of tickets to the airline company immediately along with a copy of the police report. Airlines will replace a ticket only after complete ticket information has been provided and verification of the issuance of the missing tickets has been obtained from the issuing office. The traveler will be asked to sign a statement agreeing to pay the price of the original ticket or any part of it, which is used subsequent to its being lost or stolen. In most instances, holders of youth fare tickets will have to purchase new tickets and request a refund at the issuing office.

**CREDIT CARDS:** Loss should be reported immediately to the firm issuing the card. Most credit card companies have a policy of limited liability for holders who lose their cards.

#### **American Express**

**Address:** 318 Messogion Street  
153 41 Ag.Paraskevi, Greece  
**Tel. GR:** 210 659-0700 (working hours)  
**Toll Free GR:** 00800-123 211 (24 hrs)

**Tel. USA:** 001-336-3333-211

#### **VISA Card**

c/o Commercial Bank of Greece  
**Address:** 1, Lycourgou street  
105 59 Athens, Greece  
**Tel. GR:** 210 328-3951  
**Int'l Toll-Free VISA center:** 00800 1163 80304  
**24/7 service US:** 001 880 847 2911  
0044-20-79381031

#### **Diner's Club** (c/o CITIBANK in GR)

**Address:** 80 – 88 Syngrou Avenue  
Athens, Greece  
**Tel. in GR:** 210 92 90000  
**GR toll free:** 801 11 12 484

*GR # are for info only – i.e. problems with local ATM's*

**Tel. in US:** 001 702-797-5532  
001-210-677-0065

*to cancel stolen or lost US cards*

#### **Mastercard**

00800-11-8870-303 or  
0044-1719-245147

**DRIVER LICENSES:** Driving without a valid license is not legal in Greece; insurance companies may not pay claims for drivers without valid licenses. An International Driving Permit, obtainable from AAA in the US, must accompany a US license. There are no exceptions to this rule. If a license is lost, an application for a replacement must be made to the Department of Motor Vehicles in the capital of the issuing state. Until it is received, Greek police will allow the driver to drive with a copy of the police report.

**EURAIL PASS:** Eurail passes are not issued/replaced in Greece.

**PASSPORTS:** The loss should be reported to the Embassy's Passport Unit, where information and assistance will be given for a replacement passport. The Passport Unit is open to the public 8:30 a.m. until 2:30 p.m., Monday to Friday and 8:30 a.m. to 1:00 p.m. on Wednesdays.

**STUDENT CARD:** New International Student Cards are issued in Athens by the International Student Youth Travel Service, Nikis 11, Syntagma Square, Tel. number 210 323-3767.

**LOST TRAVELERS CHECKS:** The loss or theft of traveler's checks should be reported to the representative of the issuing office in Greece, along with a copy of the police report. Replacement traveler's checks are usually issued immediately upon filing a petition and the presentation of the purchase receipt. If the purchase receipt is not available, then the local office issues the replacement travelers checks after obtaining appropriate clearance. This may take several days. A listing of the offices issuing travelers checks in Greece follows:

**American Express**  
(see credit cards, above)

**HSBC**  
**Address:** 15 Voukourestiou street  
105 57 Athens, Greece  
**Tel. in GR:** 210 69 60000  
**GR toll free:** 801 11 72000  
*GR # are for info only – i.e. problems with local ATM's*  
**US toll free:** 1 800 975 HSBC (4722)

**Citibank**  
**Address:** 80 – 88 Syngrou Avenue  
Athens, Greece  
**Tel. in GR:** 210 92 90000  
**GR toll free:** 801 11 12 484  
*GR # are for info only – i.e. problems with local ATM's*

**Int'l toll free:** 00 800 12 31 62  
*to cancel stolen or lost US cards*

**CITI phones in US:** [www.citibank.com](http://www.citibank.com) locations

**CALLING CARDS:** To report the loss of an international calling card, call:

- AT&T: U.S. collect 816-654-6004
- MCI: 00-800-1220-07
- Sprint: 00-800-1311