

Guide for loss of bank card, eAt or Athena card

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2. Introduction

The following guide helps you on what to do in case of losing one of the above mentioned documents. If you need help communicating with the local authorities you can contact the Welcome Centre by e-mail: welcomecentre@tu-darmstadt.de

Please bear in mind that you need to call the Police (110) in case of an emergency (for example theft).

3. Loss of wallet

If you have lost your wallet you have to contact the local Police Department (stated at 7.1) to report your loss. You can use the [Online tool](#) of the Police South Hesse (Südhessen) to inform the police. They will then hand out a certificate (“Verlustbescheinigung”) that states your loss. You need this certificate for re-applying for the documents that you have lost.

It is very important to contact every institution/company of the cards that you have lost (e.g. Health insurance card, customer cards, etc.).

You can contact the local lost and found office and ask them if they have found your wallet.

To contact the lost and found office in Darmstadt:
Grafenstraße 30
64283 Darmstadt
buergerordnungsamt@darmstadt.de
06151 131

The city council of Darmstadt also provides an [online tool](#) for finding your lost things.

In case of losing your wallet in public transportation in Darmstadt you can contact HEAGmobilo. This is the local public transportation company. They have a lost and found office as well. To contact the lost and found office of HEAGmobilo:

Kundenzentrum HEAGmobilo - Fundbüro

Luisenplatz 6
64283 Darmstadt
Telefon [06151 709-4000](tel:061517094000)
E-Mail: fundsachen@heagmobilo.de

If you have lost your wallet on campus you can contact the lost and found office of the Studierendenwerk:

Studierendenwerk Darmstadt

Hauptverwaltung u.
Geschäftsstelle

Mensa Stadtmitte
Alexanderstr. 4
Zi. 109 + 111
64283 Darmstadt

Tel (06151) 16-29812 und 16-29811
Fax (06151) 16-29819

gf@stwda.de

If you have a household insurance (“Hausratsversicherung”) you can apply for a refund of the costs for re-applying for new documents. For the refund you need the certificate of loss (“Verlustbescheinigung”) of the Police.

4. Loss of eAt (residence permit)

If you lose your residence permit you need to contact the Foreigners Office as soon as possible. Call 116 116 to block the online features of your electronic residence card. This is very important as then nobody can use your identity.

To contact the Foreigner’s Office you need to send them the following information by post or by email:

- Surname, First Name
- Date of Birth
- Your address in Darmstadt
- Copy of your Passport
- Copy of police report (in case of theft)

Please send the information to:

- Wissenschaftsstadt Darmstadt
Bürger- und Ordnungsamt
Ausländerbehörde
Postfach 11 10 61
64225 Darmstadt
- E-Mail: auslaenderbehoerde@darmstadt.de
Fax: 06151 – 13 3589

The Foreigner’s Office will then contact you regarding the subsequent process. The Welcome Centre can help you if you need support with collating documents for re-applying for the residence permit.

5. Loss of bank card

1. Call the “Sperr-Notruf” (Card blocking emergency service) at 116 116.
2. Tell them you lost your bank account card
3. They will ask you for your bank account number
4. If a thief uses your card in between the point of theft and the subsequent blocking of your card then you should contact your bank directly with regard to a refund.

In case of loss or damage to your bank card you need to apply for a new one at your local bank branch. You will receive a new card as well as a new PIN-code within one week of the application. Please mind that it is possible that your bank demands a fee for applying for a new bank card.

If you need withdraw cash during the intervening period, then you need to go to the bank during their opening times and ask for a cash withdrawal. Here you identifying yourself with your passport.

6. Loss of Athena card

In case of loss of your Athena Card you should block your readers account at the [ULB](#) as soon as possible. A refund of you credit is not possible.

A replacement card costs 20 € and is issued by the HRZ service. Please check if you have uploaded a photograph to the account management system [*Accountverwaltung*].

In case of someone finding your lost card and reporting it to the university authorities, then HRZ will inform you via the email address listed in the account management system.

If your Athena Card has been stolen and you have reported this theft to the police, a replacement card will be issued free of charge (Only if you can verify that you contacted the police). You should block your library card number at the [ULB](#) as soon as possible.

Unfortunately, a refund of your Athena Card Credit is not possible.

More information can be found here: [HRZ TU Darmstadt](#)

6.1. Contacting the ULB Darmstadt:

Phone: [+49 6151 16-76210](tel:+4961511676210)

[ULB contact form](#)

6.2. Contacting the HRZ:

[HRZ contact form](#)

7. Theft

If your residence, bank or Athena card is stolen you need to contact the police immediately.

If you want to report a theft you can report it using [the Online tool](#) of the police department South Hesse (Südhessen). Other than that you can call the suitable police department.

7.1. The Police departments in Darmstadt:

1. Police Department

The first Police department is responsible for the central city.

Bismarckstraße 16
64293 Darmstadt
Phone: +49 (0) 6151 969-3610
Telefax: +49 (0) 6151 969-3625

eMail: 1.REVIER.ppsch@polizei.hessen.de
Website: <http://www.polizei.hessen.de/ppsch>

2. Police Department

The second Police department is responsible for the central city.

Klappacher Straße 145
64285 Darmstadt
Phone: +49 (0) 6151 969-3710
Telefax: +49 (0) 6151 969-3725

eMail: 2.REVIER.ppsch@polizei.hessen.de
Website: <http://www.polizei.hessen.de/ppsch>

3. Police Department

The third Police Department is responsible for the districts of Arheilgen, Wixhausen as well as Messel and Weiterstadt.

Röntgenstraße 41
64291 Darmstadt (Arheilgen)
Phone: +49 (0) 6151 969-3810
Telefax: +49 (0) 6151 969-3825

eMail: 3.REVIER.ppsch@polizei.hessen.de
Website: <http://www.polizei.hessen.de/ppsch>

8. Useful Websites

Foreigners Office Darmstadt (Ausländerbehörde):
<https://www.darmstadt.de/rathaus/online-dienste/auslaenderbehoerde-darmstadt>

HEAGmobilo lost & found („Fundbüro“)
<https://www.heagmobilo.de/de/fundb%C3%BCro>

HRZ contact form:
https://www.hrz.tu-darmstadt.de/support_und_anleitungen/anlaufstellen/kontaktformular_hrz_service/index.en.jsp

HRZ Athena card information:
https://www.hrz.tu-darmstadt.de/services/it_services/athene_karte/index.en.jsp

Lost & Found Office Darmstadt Contact

<https://www.zentralesfundbuero.com/Fundbuero.php?key=4ehixwuegtLnTEIsG0ZK9abLN7AKZH>

Lost & Found Office Darmstadt online tool

<https://www.darmstadt.de/rathaus/online-dienste/fundsachen-online>

Police department online form (only in German):

<https://onlinewache.polizei.hessen.de/ow/Onlinewache/nav/ffd/broker.jsp?uMen=ffd70986-9c3a-6001-03e0-7e7b48205846>

Studierendenwerk Darmstadt lost & found ("Fundbüro):

<https://studierendenwerkdarmstadt.de/ueber-uns/fundsachen-2/>

ULB Darmstadt contact form:

https://www.ulb.tu-darmstadt.de/die_bibliothek/ueberuns/organisation/kontakt/kontaktformular.en.jsp