

DEVICE LOST OR STOLEN? ACT NOW.

YOUR FIRST 24-HOUR RESPONSE PLAN



FIRST 10 MINUTES

STOP ACCESS FAST

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| ☐ REMOTE WIPE THE DEVICE
iPhone / Mac: icloud.com/find
Android: android.com/find | ☐ CHANGE EMAIL PASSWORD
Your email is the master key.
Change it first, then turn on 2FA. |
| ☐ LOG OUT OF ACTIVE SESSIONS
Google Account: Security > Your Devices.
Apple Account: sign out other devices. | ☐ FREEZE BANKING ACCESS
Use your card or app freeze until
you confirm the account is safe. |

WITHIN 1 HOUR

LOCK DOWN IDENTITY

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| ☐ FILE A POLICE REPORT
Get the report number. You may
need it for an insurance claim. | ☐ CHANGE HIGH-VALUE PASSWORDS
Banking, Apple or Google, social,
then work email. |
| ☐ NOTIFY YOUR CARRIER
Ask them to flag the device IMEI
as stolen so it cannot reactivate. | ☐ REVOKE CONNECTED APPS
Review Google permissions and
Apple Account connected apps. |

WITHIN 24 HOURS

CATCH THE AFTERSHOCK

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| ☐ CHECK FOR FRAUD
Review bank and card activity.
Report anything suspicious now. | ☐ ALERT YOUR CONTACTS
Warn them if messaging apps were
open. Someone may impersonate you. |
| ☐ DOCUMENT EVERYTHING
Save serial number, receipt, contents,
time, and location for insurance. | ☐ CONSIDER A CREDIT FREEZE
Use one if banking apps or saved
passwords were on the device. |

IDENTITY-THEFT RESOURCES

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|---|--------------------------------|---------------------------------|-----------------------------------|
| FTC
identitytheft.gov | EQUIFAX
888-298-0045 | EXPERIAN
888-397-3742 | TRANSUNION
800-916-8800 |
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