



San Miguel Centre
Calle Lope de Vega 45,
San Miguel de Salinas
03193, Alicante –

Telephone: 966 723 733 (24 Hr Emergency Line)

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INFORMATION SHEET No 14

BURGLARIES

Step 1

As soon as it is discovered that a burglary has taken place, you should report it in person straight away and do not clean or touch anything. The Guardia Civil will probably send somebody to collect evidence or even fingerprints.

If the theft involved personal injury, dangerous weapons, or if the perpetrator is known to you, you must go in person to your nearest Police Station to make your report. This is called making a Denuncia. A translation form to help you make a Denuncia is available at either of our offices.

In case of personal injury you should go to the nearest hospital or health centre first, to be assessed and treated. Then go and make the report in person and take the medical report with you.

If the offence was by unknown persons and did not involve violence to you or your family, or if the break-in was of your car or home, or if the stolen goods consisted of documents, personal belongings, bags, wallets, jewellery etc. you can make your Denuncia by:

- **Internet at www.policia.es**
- **Telephone 902 102 112.** Ask for an English speaking operator (habla usted inglés) and report the crime to the operator. (24 hour service)
- **Visiting** your nearest office of the **Guardia Civil** or **National Police Station**

If you choose to make your Denuncia by internet or telephone you must go within 48 hours to the National Police Station nearest to you, to identify yourself and sign the Denuncia. However, if you live within the town of Torrevieja go to the Guardia Civil office instead, because there is no National Police Station. Please take an interpreter with you unless you speak very good Spanish.

The Guardia Civil has created an online system to make reports:

<https://e-denuncia.guardiacivil.es/eDenuncia/index.faces>

The telephone numbers of the Guardia Civil Offices are:

965 710 113 - for TORREVIEJA

966 769 143 - for the ORIHUELA COSTA (covered by the Guardia Civil at Pilar de la Horadada)

965 720 004 – for San Miguel de Salinas

Step 2

If credit or debit cards have been stolen, telephone the appropriate issuing bodies immediately and ask them to put a block on the cards. If you subscribe to Sentinel or Cardwise they will advise banks etc. on your behalf. They have a 24 hour service and will also make cash available if required.

Step 3

Compile a list of stolen items with their values. The list will be transferred to an official document and stamped at the Police Station. It can then be used for insurance purposes. If it is possible provide invoices of the stolen items, this will help with the insurance claim.

Step 4

Contact the following authorities as appropriate to advise them of the following losses:

- **Passports:** The British Consulate in Alicante
Tel: 96 521 6022 or 96 521 6190

or

The IRISH Consulate in Alicante
Tel: 965 107 485
- **Residencia Cards:** Follow the instructions given on our Fact Sheet No. 3.
- **Driving Licences:** Follow the instructions given on our Fact Sheet No. 9.

THEFT OF CREDIT CARDS

REPORT THE THEFT TO ANY BANK THAT DISPLAYS MASTERCARD OR VISA CARD.

THE FOLLOWING IS A LIST OF CONTACT NUMBERS TO REPORT A LOSS:

ROYAL BANK OF SCOTLAND	+ 44 1183 732 674	Bankia	900 10 30 50
AMERICAN EXPRESS	+ 44 1273 696 933	CAM Sabadell	900 712 356
CHELSEA BS	+ 44 1242 874 996	BMN / Caja Murcia	902 090 320
CO OP BANK	+ 44 8448 758 755	Bankinter	902 365 563
BARCLAYS VISA	+ 44 192 8 58 4421	BBVA	902 22 44 66
BANCO SANTANDER UK	+ 44 1908 237 963	Santander	902 24 24 24
CLYDESDALE BANK	+ 44 141 951 7320	<u>INTERNATIONAL RESCUE NUMBERS FOR:</u>	
DINERS	+ 44 124 447 0910	Visa	900 991 124
FIRST DIRECT	+ 44 113 234 5678	Mastercard	900 971 231
HALIFAX	+ 44 1733 573 189	Sentinal	900 984 479
HSBC	+ 44 1904 544 633		
NATIONWIDE	+ 44 2476 43 89 96		
NATWEST VISA	+ 44 1268 500 813		
LLOYDS VISA	+ 44 1702 278 270		
ULSTER BANK	+ 44 131 339 7609		
YORKSHIRE BANK	+ 44 141 951 7315		
TSB	+ 44 203 284 1 575		

To report something to the police it is strictly necessary that you take with you your original passport and NIE number/Spanish residency. That's the way you identify yourself in Spain.