



# Fundservice Wien

## Vienna's central lost and found service

The Vienna Lost and Found Service helps reunite people with their lost property.

### LOST AND FOUND BOXES

Found items can be deposited anonymously in one of the approx. 100 lost and found boxes 24/7. The containers are located close to police stations, the Municipal District Offices, and Vienna City Hall. The exact locations are shown on the wien.at city map and the MA48 app.

If you find something on public transport, you can also give it to one of the employees.

All of these items are taken to the Central Lost and Found Service.

The employees of the Lost and Found Service try to identify the rightful owners to return their property to them.

If their name is known, they are informed in writing or the items are sent to their municipal office or embassy.

### HANDING IN FOUND ITEMS

Found items with a value of EUR 10 as well as IDs and other official documents must be deposited in a lost and found box or taken to a lost and found office.

Valuable items such as cash, jewellery, cameras or electronic equipment should be handed in directly at a lost and found office to ensure that you have the right to a reward, if there is one, or can claim the item if its owner does not recover it within six months.

### LOST PROPERTY

If you have lost something, you should first ask in the location you lost it.

You can also search the central database of the lost and found ([fundamt.gv.at](http://fundamt.gv.at)) and fill in a lost property inquiry form so that the Lost and Found Service can contact you if an item matching yours is handed in.

### STORAGE

Items worth less than EUR 10 (e.g. scarves, umbrellas, etc.) are kept for up to two months.

All other items are kept for one year and then become property of the City of Vienna unless the finder claims them.

### USE

Found items that are not claimed are sold at the "48er-Tandler" shop at affordable prices or given to charities.



### FACTS AND FIGURES

- approx. 100 lost and found boxes
- Lost and found offices:
  - 19 Municipal District Offices
  - The City Information Centre at Vienna City Hall
  - Vienna Public Transport for items found on public transport
- approx. 500 daily calls on the hotline
- approx. 82,000 items found annually, of which approx.
  - 20,000 IDs and official documents
  - 12,000 wallets
  - 8,500 keys
  - as well as bags, suitcases, hats, backpacks, electronic items, umbrellas, glasses, clothes, etc.
- approx. 150 customers daily in the item recovery and service area



### CONTACT

Siebenbrunnfeldg. 3, 1050 Vienna

Opening hours:

Mon to Fri 8 am to 3.30 pm

Thu 8 am to 5.30 pm

24 and 31 December (if Mon to Fri) and Good Friday 8 am to 11.30 am

Hotline: +43 1 4000 8091

Website: [fundamt.gv.at](http://fundamt.gv.at)