



Charity No. 2985

Torrevieja Office:
Rambla Juan Mateo Garcia 4, Torrevieja 03181, Alicante
Telephone: 965 704 282 (24 Hr.)

San Miguel Centre:
Calle Lope de Vega 45, San Miguel de Salinas 03193, Alicante
Telephone: 966 723 733
www.helpvegabaja.com E-mail office@helpvegabaja.com

Providing support and information to the English speaking community from Pilar along the coast through Torrevieja to La Marina Urb. and inland to Orihuela and Albaterra

BURGLARIES

Step 1

As soon as it is discovered that a burglary has taken place, you should report it.

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.

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 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)

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.

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:

24 HOUR CREDIT CARD HELP LINE

ROYAL BANK OF SCOTLAND	1702 351303	Caja Madrid	902 246 810
	1702 349343		902 102 030
ABBEEY NATIONAL	1908 344900		913 349 300
ALLIANCE LEICESTER	151 9441220		
AMERICAN EXPRESS	902 375 637	CAM	901 255 525
CHELSEA BS	1242 578434		902 100 112
CO OP BANK	1695 726621		
BBVA	902 224 466	SOL	902 192 100
BARCLAYS VISA	1604 230230		902 343 666
BANCO SANTANDER	91 402 2600		
	91 726 0000	Caja Murcia	902 240 712
BRITANNIA	1538 399135		
CLYDESDALE BANK	113 2424800	Bankinter	902 192100
DINERS	1252 513500		
FIRST DIRECT	113 2345678	Bancaja	915 196 000
HALIFAX	1383 738866		
MIDLAND	818 4503122	BBVA	902 224 466
NATIONWIDE	1793 543888		
NATWEST VISA	113 2778899	Halifax	902 310 100
LLOYDS TSB VISA	170 2364272		
ULSTER BANK	1232 898526	Santander	902 242 424
WOOLWICH	181 3014949		
YORKSHIRE BANK	113 2424800		

INTERNATIONAL RESCUE NUMBERS FOR:

VISA	915 192 100
MASTERCARD	900 991 216
CPP	1904 544622
SENTINAL	02392 652222

To the best of our knowledge this information was correct on the date given below. However, rules and regulations can and do change so it is advisable to check with our office that this fact sheet has not been superseded. JB FEB 09