

Lost property procedure

We understand losing your valuables can be distressing. We will always try to reunite you and your students with their lost property, where possible.

Please follow the steps below:

Steps to take and be aware of when you have lost property:

- ▶ Complete the online lost property form through the Transport for NSW website:

<https://transportnsw.info/contact-us/report-lost-property#/what-have-you-lost>

- ▶ You will receive an email with a tracking number
- ▶ You can add more information to this tracking number by revisiting the form at any time
- ▶ Our staff will get back to you as soon as the item is located and provide you with collection information
- ▶ If your item is not found within 28 days, the case will be closed.

Please be aware

- ▶ For us to begin searching for any lost property item, you must complete the online lost property form
- ▶ Calls to U-Go Mobility's 1300 line or emails to the **hello@u-gomobility.com** will be redirected to the online form at Transport for NSW
- ▶ Perishable items are destroyed immediately when found for health and safety reasons

U-Go Mobility's lost property page on our website will redirect you to the online form:

<https://u-gomobility.com/lost-property/>