

i | INFORMATION LOST AND FOUND

Leaflet for finders

On the occasion of the provisions of the German Civil Code (Bürgerliches Gesetzbuch BGB) concerning the discovery in public authorities and in a transportation facility serving public traffic (§§ 978 to 982 BGB), which, according to the reference in the Airport User Regulations (Flughafenbenutzungsordnung FBO), also apply to Düsseldorf Airport, we would like to point out the following:

1. A claim to a finder's reward is subject to the condition that the lost property has a value of at least €50, that the finder is not employed with Flughafen Düsseldorf GmbH, the group's subsidiaries, a contracting company of FDG or with a company contracted to clean rooms, areas or means of transport at the airport, that the finder has not intentionally or grossly negligently violated the legal obligation to deliver the lost property to the lost and found office, and that the finder has not waived his or her right to a finder's reward in advance
2. The finder's reward amounts to 2.5% with a value of the lost property of up to €500. If the value is higher, an additional 1.5% of the amount exceeding € 500 is added. This means that, for example, if the value is € 100, the finder's reward is € 1.50, and if the value is € 600, the finder's reward amounts to € 14.
The claim for finder's reward is directed against the loser of the lost property.
3. A claim to the lost property itself is excluded in any case .

Notes for owners

Items found on the airport premises or in the terminals are stored in the lost and found office at Düsseldorf Airport. Lost and found items from aircraft or trains are handed in to the relevant companies.

Lost and found items are kept for three months and then sold at public auction. Perishable goods such as foodstuffs are excluded, which are disposed of immediately. Lost and found items can be picked up in person at the lost and found office during opening hours for a processing fee. For collection you will need:

- a valid photo identification
- the date of loss and
- a precise description or proof of ownership.

You can also instruct a third person to collect your lost property. For this purpose, the person collecting the lost property must also bring a written power of attorney.

If it is not possible to collect the lost property, it can be sent by courier service.

Card-blocking

If you have lost your credit or EC card or if it has been stolen, you should report this to your bank or savings bank immediately and have the card blocked. If your bank or savings bank cannot be reached by phone, you can block your card by calling the central emergency number 24hours, seven days a week.

Card-blocking emergency number:

- toll-free in Germany: 116 116
- from abroad subject to a charge: +49 116 116

You can have most debit and credit cards blocked at the card-blocking emergency number.

Lost and Found Office, City of Düsseldorf

Düsseldorf City Lost and Found Office can be reached under the following service:
duesseldorf.de/ordnungsamt/fund/fundbuero-online.html (only in German)

Other Lost and Found Offices

Depending on where an item was lost or found, there are different responsibilities. You can use the following options to recover your lost item:

- Did you lose an item on airport property or inside the buildings? Then the lost and found office at Düsseldorf Airport is the right address for you.
- If you have lost an item on an aircraft, the responsibility lies with the relevant airline.
dus.com/en/flights/airlines
- Did you arrive by train? Did you lose something on the train or platform? Then please contact Deutsche Bahn.
bahn.com/en/contact/lost-luggage
- If the journey was handled by a feeder bus or a hotel shuttle, then your contractual partner is the right contact.

Lost property auctions

Lost property is stored at the airport for three months. At regular intervals, unclaimed lost property is auctioned off by a publicly appointed, sworn auctioneer.