Robbed in Italy: printable first-hour checklist

First, get safe

If someone may still be inside, do not enter. Move to safety. Call 112 for immediate danger; the call is free in the EU. If your phone cannot connect, ask someone nearby to call.

Your first steps

1. Leave the scene undisturbed and follow police instructions.

2. Only when safe, photograph damage without disturbing evidence. Save original files and note the time you discovered the incident.

3. Freeze missing payment cards using your bank’s official app or number. Secure affected accounts from a trusted device.

4. Use Apple Find My or Google Find Hub where available. Save a location screenshot and share it with police. Never chase someone yourself.

5. Contact the host or transport staff. Ask them to preserve relevant footage promptly.

Next, organise the records

- List missing items, serial numbers, approximate values and available receipts.

- Contact police about a theft report. Some reports can be started through Carabinieri’s Denuncia vi@ Web. Ask for a copy or reference and follow completion instructions.

- If your passport is missing, contact your consulate promptly and follow its replacement-document requirements.

- Notify the booking platform and insurer through official channels; check deadlines. Confirm urgent calls in writing afterwards.

Italian phrase card

Italiano	English
Sono stato derubato / Sono stata derubata.	I’ve been robbed.
Vorrei fare una denuncia di furto.	I’d like to report a theft.
Hanno forzato la porta.	They forced the door. Use only if true.
Parla inglese?	Do you speak English?
Mi serve una copia della denuncia.	I need a copy of the report.

Keep with your trip details

Property address: _____

Host’s phone: _____

Bank contact: _____

Consulate: _____

Insurance policy and contact: _____

Always free: https://safe.miragorex.com/travelers/

General practical information, not legal advice or an emergency service. Last updated: 27 September 2026.