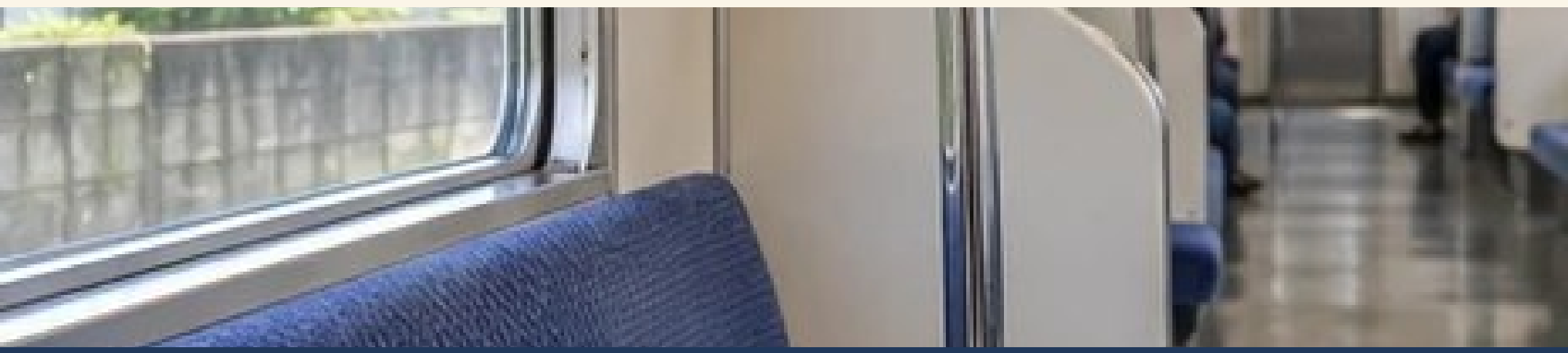
What Should You Do if You Lose Your Phone in Japan?

在日本弄丟手機，怎麼找回來？



Who should you ask first?

先找哪個窗口？



Illustrative scene · 情境示意

Facility

場館內

If you last used your phone in a shop, hotel or museum, contact its staff promptly. Ask whether anything matching your description was handed in.

若最後一次使用是在商店、旅館或博物館，先聯絡該場所，描述手機並詢問是否有人拾獲送交。

Train

列車上

If the phone may still be on a train, contact the railway operator or station staff. Name the line, travel direction and station where you got off.

可能留在車上，就找營運業者或車站人員。告訴對方路線、行車方向，以及你下車的車站。

Street or unknown

街上或不確定

If you lost it on the street or cannot narrow down the place, file a lost-property report at a police station or police box (kōban).

在路上遺失或無法確定地點，可到警察署或交番提出遺失申報（日文「遺失届」）。

[1] [2] [3]

Reconstruct the journey

還原可能遺失的路段



Illustrative scene · 情境示意

Last confirmed use

最後使用

Start with a moment you remember clearly, such as paying at the café. Note the date, approximate time and branch or station name.

先找一個確定用過手機的時刻，例如在咖啡店結帳。記下日期、大致時間和分店或站名。

First noticed missing

發現遺失

Write down when you first reached for your phone and found it missing. These two times give staff a manageable search window.

再記下第一次發現手機不見的時間。兩個時間點能幫工作人員縮小需要比對的範圍。

On a train

搭乘列車

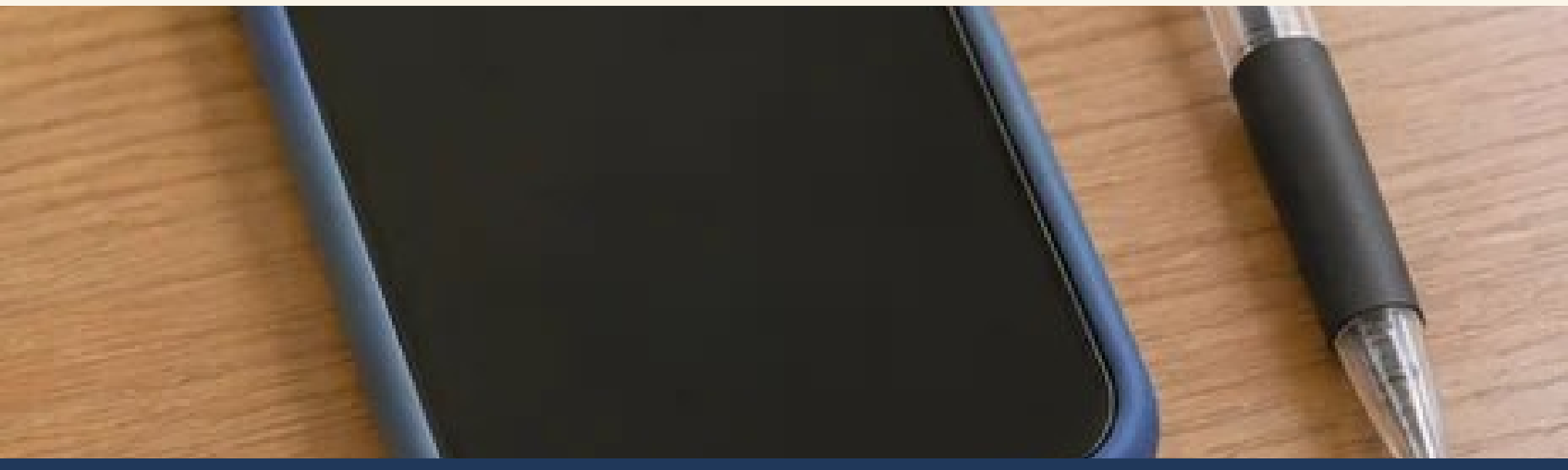
Describe the direction and boarding and exit stations. If you remember the car, seat or luggage shelf, include it and identify uncertain details as estimates.

說明行車方向、上下車站。若還記得車廂、座位或行李架位置也一併提供，不確定的地方說「大約」。

[1] [2] [3]

Describe what makes it yours

把手機的特徵講清楚



Illustrative scene · 情境示意

Device

手機本體

Give the maker, model and approximate size if known. Distinguish the phone's own color from the color of its removable case.

若記得，說明品牌、型號與大致尺寸，並把機身本色和外面保護殼的顏色分開描述。

Case and strap

殼與吊繩

A blue case with a yellow wrist loop is easier to match than "a dark phone." Mention one visible feature that sets yours apart.

比起只說「深色手機」，「藍色保護殼、黃色腕繩」更容易比對。挑一個外觀上最有辨識度的特徵。

Reachable contact

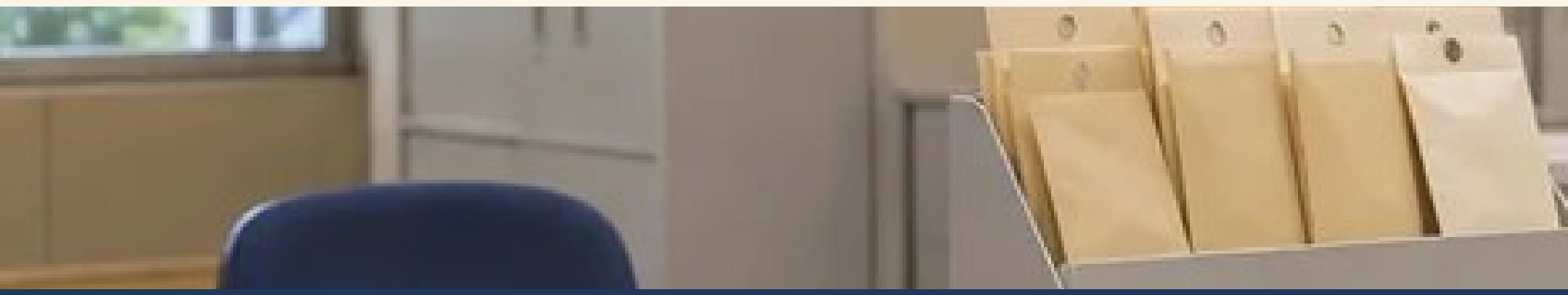
聯絡方式

Give a contact you can still access, such as a companion's number with their permission. Explain when you will leave the city.

留下現在仍能聯絡到你的方式，例如取得同行者同意後留下其電話，也告訴窗口預計哪天離開當地。

File the report and protect your line

向警方申報並保護門號



Illustrative scene · 情境示意

Report
提出申報

Tell the police the date, approximate time and place of loss and the identifying features. If a venue has no match, you can still report the loss.

告訴警方遺失日期、大約時間、地點及手機特徵。即使已問過場館還沒找到，也可以向警方申報。

Carrier
電信業者

Contact your mobile operator promptly from another device about suspending the line. This reduces exposure to unauthorized use while the physical search continues.

用另一台裝置儘快聯絡自己的電信業者，詢問暫停門號服務，並可同時繼續尋找遺失的手機。

Follow-up
後續聯絡

Record the desk or police station you contacted and any reference number provided. Keep the record somewhere you can access without the missing phone.

記下聯絡過的窗口或警察署，以及對方提供的受理編號，存放在遺失手機以外、隨時能取得的地方。

[1] [2] [3]

A short script to show staff

可以出示給工作人員的三句話

When

最後使用與發現遺失的時間

Show “**スマートフォンをなくしました**” to say you lost a smartphone. Add the date and time so the person can begin checking the right records.

「スマートフォンをなくしました」意思是我弄丟手機了。接著補上日期、時間，方便對方查詢。

Where

場館、路線、方向與上下車站

Use “**最後に使った場所は＿＿＿です**” for the last place you used it. Fill the blank with the shop, station or train line.

「最後に使った場所は＿＿です」意思是最後一次使用的地點是＿＿。可填入店名、站名或路線。

Which phone

機型、殼色及獨特配件

Use “**ケースの色は＿＿＿です**” for the color of the case. Show a photo of a similar case if you have one on another device.

「ケースの色は＿＿です」意思是手機殼的顏色是＿＿。另一台裝置若有相似的照片，也能協助比對。

If someone finds a match

收到疑似尋獲的消息後

Holding office

確認目前保管單位

Confirm the full name of the office now holding the phone. It may be a different place from the desk where you first asked.

先確認目前實際保管手機的單位全名，可能和你最早詢問的窗口不同。

Before travel

詢問開放時間及所需證件

Contact that office before traveling there. Ask about opening hours, identification and anything else needed to establish that the phone belongs to you.

前往之前，先向保管單位確認開放時間、身分證明，以及需要哪些能證明手機屬於你的資訊。

At pickup

核對手機並處理門號復用

Check the phone, case and attached items before leaving. If the line was suspended, contact your carrier about restoring service once you have the phone.

離開窗口前核對手機、保護殼及吊飾；若先前已暫停門號，領回手機後再聯絡業者恢復服務。

[1] [2] [3]

What to tell lost and found

聯絡失物招領，要提供什麼？

Record the last place and time

記下最後出現地點和時間

Write down when and where you last had the phone. Include the train line, direction and likely stations if you were travelling.

記下最後一次拿到手機的時間與地點；如果在搭車，附上路線、方向及可能的車站。

Describe the phone

描述手機特徵

Give the make or model if known, case colour and an obvious mark. The police search can use the item type, date and place.

提供可辨識的型號、手機殼顏色或外觀特徵。警方可依物品種類、時間和地點查詢。

Call the provider

另聯絡電信業者

The Tokyo Metropolitan Police recommends contacting your provider as well when a phone is lost. Ask how to protect your account and line.

東京警視廳也建議另外聯絡電信業者。請業者說明怎麼保護帳戶和門號。

[4]

REFERENCES

Sources & links

資料來源與原文連結

Tap a source to open the original. Edition: 24 Nov 2026.
點選條目可開啟原文。版本日期為 2026 年 11 月 24 日。

01 **npa.go.jp**
日本警察廳 | Lost and found property →

02 **npa.go.jp**
日本警察廳 | 街上遺失與領回 →

03 **jreast.co.jp**
JR東日本 | 列車與車站遺失物 →

04 **Tokyo Metropolitan Police · Lost property**
警視庁 | 落とし物をした方 →



Illustrative scene · 情境示意

Diagrams redrawn for this edition. Scene images are illustrative.
圖解依資料重新編排。內頁影像用於說明情境。