

## IMPORTANT: INFORMATION ABOUT YOUR CLAIM

TO PROCEED WITH YOUR CLAIM, PLEASE ENABLE LOST MODE ON YOUR LOST OR STOLEN APPLE DEVICE USING YOUR iCloud ACCOUNT. IF YOU ARE UNABLE TO ACTIVATE LOST MODE, WE WILL BE UNABLE TO PROCESS YOUR CLAIM FURTHER.

YOU MUST REPLY TO THIS EMAIL CONFIRMING THAT LOST MODE HAS BEEN ACTIVATED SO THAT WE CAN CONTINUE WITH YOUR CLAIM.

Activating Lost Mode not only safeguards your personal information from unauthorized access but also increases the chances of recovering your device. By taking this step through iCloud, you help protect your data and support the successful resolution of your claim.

### **Activate Lost Mode on iCloud**

- **Open a web browser** and go to <https://www.icloud.com/find>.
- Sign in to your **Apple ID and password**.
- Select **All Devices** on the left side of the screen.
- Click on the name of the lost iPhone from the list.
- Click **Mark As Lost** and follow the prompts
- You will be asked to enter a phone number and a custom message to display to anyone who finds your device.
- Complete the on-screen instructions to activate Lost Mode.

### **Activate Lost Mode on Find My app**

- Open the **Find My app** on another iPhone, iPad, or Mac.
- Tap **Devices** at the bottom of the screen.
- Select the lost device from the list.
- Scroll down and tap **Mark As Lost** or **Activate** under the **Mark As Lost** section.
- Follow the on-screen instructions to provide your contact information and a custom message.
- Select **Done or Continue** to activate Lost Mode.

### **What Happens Next?**

- The device is locked with your passcode
- You can display a custom message and a phone number on the lock screen for someone to contact you.
- Payment cards and passes linked to Apple Pay are suspended.
- The device's current location is shown on the map in the **Find My app** or on [iCloud.com](https://www.icloud.com).
- The device still receives calls and FaceTime calls.

Activating Lost Mode helps prevent unauthorized access and increases the chances of recovering your device.



**See below for further information about iCloud and Find My:**

- [Apple Lost Mode Guidance](#)
- [Stolen Device Protection](#)
- [Locating Your Device through Find My](#)

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