

Information

Theft/loss of important documents

(e.g. briefcase)

If important documents (e.g. briefcase) are lost or stolen, students should proceed as follows:

Report theft/loss to the police

In cases of theft, the police can issue a confirmation certificate. If items are lost, you must wait several days for this certificate to be issued because after several days, it is assumed that a potential finder has not reported the items to the lost property office and is therefore liable to legal prosecution. In this case it may be possible to press charges (sometimes necessary in order to request a new passport from the embassy) "Bescheinigung zur Vorlage bei den Behörden" (Confirmation certificate to be presented to authorities) - > Notification if item is found, cancellation of bank cards (payment by signature)

At the bank: cancel bank cards

Withdraw cash at the counter using personal ID/passport and signature, then request replacement cards and cancellation of those cards that are lost or stolen.

Immigration Office:

Contact Immigration Office regarding your residence permit and request a new electronic residence permit. If necessary, the Immigration office can also issue a „Bescheinigung zur Vorlage bei Behörden“ (Confirmation certificate to be presented to authorities) about the validity and time period of the residence period. Necessary documents: copy of passport if possible, or confirmation certificate from the police regarding theft/loss, enrolment certificate (Studienbescheinigung) from university.

Bluecard RWTH:

SuperC, IT Service in the foyer: request preliminary bluecard: Requirements: either a matriculation number or a TIM ID and an **enrollment certificate**. (If the enrollment certificate is not available, then a personal ID can be presented). Costs: 10 €.

ASEAG (public transport) bus ticket:

Request a new semester ticket from the ASEAG Customer Service at Schumacherstr. 14, Aachen. You will need to present your bluecard and enrolment certificate. Costs: 15 €

Consulate/Embassy

International students need to request a new passport from the relevant embassy or consulate. Costs vary from country to country. Enquire at the embassy about the required documents.