

## How Do I Replace My...?

If your property is stolen, you may be eligible for reimbursement by filing an insurance claim. Remember to keep your receipts and to file a police report. See [DISabroad.org/cph-insurance](https://disabroad.org/cph-insurance) for more detailed steps on how to file an insurance claim.

### Bank or Credit Cards

To replace your bank or credit card, you need to call your bank/credit card company.

Contact the bank's U.S. customer service line to order a new card and let them know that your card has been lost or stolen and you need to cancel it immediately. You can loan the phone at the Student Hub for this purpose. Depending on the company, they can usually send a replacement card within a couple of weeks.

Normally you are not allowed to send mail directly to DIS. For credit cards we make an exception. If you choose to do so, you can pick up your new card at the Student Hub within opening hours.

Address to send the credit card to:  
[Your name]  
DIS - Study Abroad in Scandinavia  
Vestergade 7  
1456 Copenhagen K

While you wait for your new card to arrive, talk to your family or friends about how to make do financially, until the new card arrives. Alternatively, the Student Hub can in rare situations offer you a small emergency loan. To request a loan, please go to the Student Hub and talk to the staff there.

### DIS Student ID

You can replace your DIS student ID card, free of charge, at the Student Hub within opening hours. You can either submit an online form through the app or go directly to the Student Hub (Vestergade 23). Student Hub staff will send you an email when your new ID is ready for pick-up.

### Transportation Pass

Since your commuter card is digital, there is no way to lose it. However, if you have lost your phone or it was stolen, you will need to find a replacement solution as quickly as possible. Once you have a new phone, you will need to download the DSB app and sign into your DSB DIS account for accessing your Commuter card.

### Lost or stolen personal property (phone, laptop, backpacks, purse, wallet, etc.)

If you need to replace lost, stolen or damaged electronics, there are several options available to you.

#### Buy a replacement in Denmark:

There are many electronic stores in Copenhagen where you can easily buy new phone, computer or other electronics. Some stores you can check out include: El Giganten, Power, or Humac (for Apple products) just to name a few. This option is the fastest, however be aware that electronics are considerably more expensive in Denmark and computers sold in Denmark will have the Danish keyboard.

#### Get replacement sent from home:

Most of our students who have their phone or computer stolen, lost or damaged, will opt to have family send a replacement from home.

Normally, students are not allowed to send mail directly to DIS offices. However, in the case of expensive items or sensitive documents we do make an exception and recommend that students send the item to DIS rather than their housing. Please use the following address:

[Your name]  
DIS - Study Abroad in Scandinavia  
Vestergade 7  
1456 Copenhagen K

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NOTE: Students are not required to pay 25% in VAT (import tax) if they are sent items that are needed for their time while studying abroad in Denmark. For these items, please instruct your family to write the following Customs Procedure Code (CPC): 40-00-C06 on the package. [You can read more about receiving packages on our website.](#)

In case of theft, you can be covered under your DIS insurance plan. In order to file an insurance claim, you will need to submit a police report. Please note, if your ID/passport has also been lost or stolen, the police report needs to be made in person, in which case go to the police station at Copenhagen Central Station (as it is the closest to DIS, but other police stations can be used as well). If you have a valid ID, the police report can be filed online. Remember to take a screenshot of the police report, as this document must be attached to the insurance claim. *Note, insurance will not cover items that are more than 2 years old.*

### Stolen Bikes

If your bike has been stolen, follow these steps:

#### 1: Contact your bike provider

Contact the bike provider (ABC bikes OR Rosenborg Cykler) and inform them that your bike was stolen. You will then be asked to pay a replacement fee - this is at your own expense, but you can get the money back if you file an insurance claim. Remember to get a receipt so that you can file a police report and make an insurance claim. Depending on the situation, the bike provider will then offer you a replacement bike for the rest of the semester.

#### 2: File a police report

You can either file a police report on-line or in-person. To file a report on-line, simply follow this link (Remember to take a screenshot of the completed form for filing the insurance claim): <https://politi.dk/en/theft-and-property-damage/bicycle-theft>. A police report can also be filed in-person at the police station located at the Copenhagen Central Station (København H).

#### 3: Apply for insurance reimbursement

In order to get reimbursement for the fee paid to the bike provider, you will need to file an insurance claim. For a detailed guide on how to file an insurance claim follow this link: <https://disabroad.org/copenhagen/student-resource/health-and-safety/file-insurance-claim/>

To file an insurance claim: <https://www.europaeiske.dk/en/dis/make-a-claim/>

Important! Keep in mind that insurance will only cover stolen bikes if they were locked. Please be aware that the processing time for claims is approximately 4-6 weeks. If your claim is approved, DIS will contact you and arrange for reimbursement.

### Purchase Card

Your DIS food stipend purchase card is a card that was issued to you in your arrival package on arrival day, and which you can use to pay for groceries at the local supermarkets. Not all students receive this card, it depends on your housing selection.

To replace your purchase card, you must IMMEDIATELY contact the company issuing the card, Salling Group, so they can block the card. Salling Group will then issue you a new card with whatever amount of money was left on the old card.

The new card will be sent to the Student Hub, where you can pick it up within opening hours. The Student Hub will contact you when the card has arrived.

Salling Group

Monday - Friday, 9:00 am - 1:00 pm

Phone: +45 8778 5000

(When you call: Press 1 once you hear the Danish recording and 1 again to be connected to the Accounting Department (Kontoafdelingen) at Salling Group.)

Email: [konto@sallinggroup.com](mailto:konto@sallinggroup.com)

### Cash

Unfortunately, we cannot help you replace lost cash, as it is not covered by insurance.

### Lebara SIM Card

To replace your Lebara SIM card for your phone, you need to go the Lebara website <https://mobile.lebara.com/dk/en>.

Log in, then go to your "MyLebara" profile, then "SIMsettings". Here, select a reason for SIM replacement and then follow the steps required.

Lebara Customer Service:  
(+45) 50 10 10 10

### Danish CPR (Yellow) Card

To replace your CPR card, you need to contact your local municipality (where you registered for your CPR card) and ask them about the process for obtaining a new card. They will order a new one for you and it will be sent to you in the mail within a few weeks. Make sure your name is on your mailbox!

The fee for replacing your CPR card is 200 DKK and is paid to the municipality.

Overview of Danish municipalities

<https://www.regionh.dk/english/about-the-capital-region/facts-about-the-region/Pages/The-Municipalities.aspx>

### U.S. Driver's License

You will most likely not be able to get a replacement license while you are in Denmark, but this process varies from state to state. If your ID was stolen, please remember to file a police report in person in the country of incident.

### Passport

The first step is to make an appointment with the US Embassy. For a U.S. passport, visit [denmark.usembassy.gov/service/book-an-appointment.html](https://denmark.usembassy.gov/service/book-an-appointment.html). Processing takes about 10 days, so if you are traveling outside of Denmark soon after your passport is lost or stolen, you will need to obtain an emergency passport. This can be issued on the same day as your appointment. Please consult the U.S. Embassy's website to learn which documents you need to bring with you: [denmark.usembassy.gov/passports/lostorstolenppt.html](https://denmark.usembassy.gov/passports/lostorstolenppt.html).

If your passport was stolen, you must first file police report online before you make an appointment. Please note that passport-sized photos for U.S. passports can be taken at Telestation, located near Copenhagen Central Station.

For other country's embassy information, please reference this link: <http://embassy.goabroad.com/>

### Danish Residence Card

Your residence card is your proof that you are a legal resident in Denmark. Unfortunately, given the short nature of your stay in Denmark, you cannot replace your residence card.

#### Have you lost your residence card and need to travel outside of Denmark?

- If you first applied for your residence permit AFTER arriving in Copenhagen (Visa-free entry), and have been here for more than 3 months, you must get a re-entry permit from the government to prove that you can re-enter the country legally.

How to apply for a re-entry permit:

<https://nyidanmark.dk/en-GB/SituationChange/Arbejde/Re%20entry%20permit?anchor=howtoapply>

- If you applied for your residence permit BEFORE arriving in Copenhagen (Visa required entry), contact the Danish Agency for International Recruitment and Integration to get the appropriate documentation for re-entering the country.

The Danish Agency for International Recruitment and Integration  
Carl Jakobsens Vej 3  
2500 Valby

Phone: +45 7214 2002  
Phone hours: Monday, Wednesday & Thursday 9 a.m. to 3 p.m.  
Tuesday closed  
Friday 9 a.m. - 12 p.m.

#### Remember to Bring:

- Passport
- TBT/SIRI Application (filled out with all of your travel outside of Denmark for the rest of the semester)