



Theft procedure for insurance approved Trak 5 and Trak 6 systems

24 Hour Secure Operating Centre – Stolen Vehicle Emergency Helpline *Please only contact this number in the event of theft or where a vehicle is to be transported.

+44(0)330 220 0339

In the event that your vehicle is stolen you should contact An Garda Siochana immediately. Gardai will give you a Crime Reference Number or an Incident Number which you will need to pass on to the Secure Operating Centre staff who will use it when communicating with Gardai on your behalf. You will no longer be able to view the whereabouts of the vehicle once it has been reported as stolen and is in an 'alarm' state. This is for security purposes and the Secure Operating Centre will not be in a position to give you information on the location of your vehicle or to reinstate this facility until the incident is resolved and closed satisfactorily. The Secure Operating Centre will liaise on your behalf directly with Gardai and will update you as and when appropriate. Whilst the Secure Operating Centre Staff will do their best to update you as often as possible, unfortunately due to the dynamics involved with tracking a vehicle while a theft is in progress it is not always possible to offer constant updates and we would be most grateful if you could bear with our Secure Operating Centre during this time.