

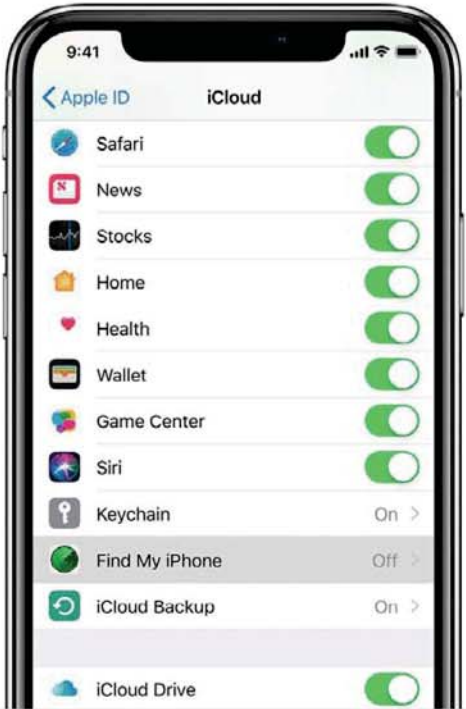
EXHIBIT 7

If your iPhone, iPad, or iPod touch is lost or stolen

If you lose your iPhone, iPad, or iPod touch or think it might be stolen, these steps might help you find it and protect your information.



If Find My iPhone is turned on, you can use it to find your device.

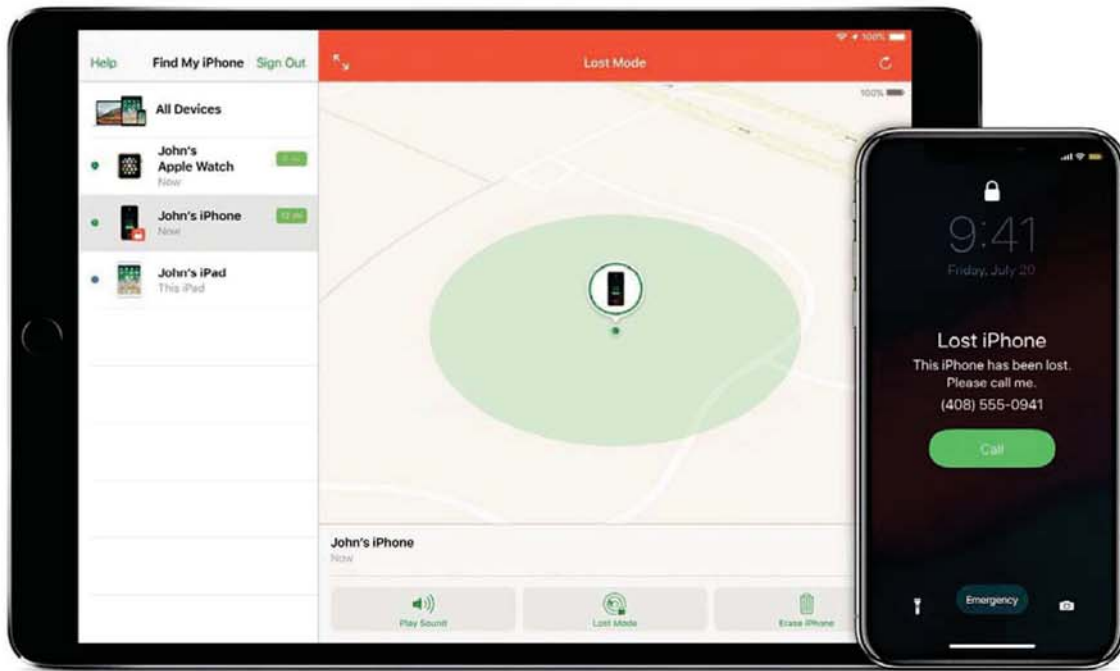


If Find My iPhone isn't on, change your passwords and report the device as missing.

If Find My iPhone is enabled on your missing device

You can use Find My iPhone to find your device, take additional actions to help you recover it, and keep your information safe.

1. Sign in to icloud.com/find on a Mac or PC, or use the Find My iPhone app on another iPhone, iPad, or iPod touch.
2. Find your device. Open Find My iPhone, and select a device to view its location on a map. If the device is nearby, you can have it play a sound to help you or someone nearby find it.
3. Turn on Lost Mode. Using Lost Mode, you can remotely lock your device with a passcode, display a custom message with your phone number on your missing device's Lock screen, and keep track of your device's location. If you added credit, debit, or prepaid cards to Apple Pay, the ability to make payments using Apple Pay on the device is suspended when you put your device in Lost Mode.



4. Report your lost or stolen device to local law enforcement. Law enforcement might request the serial number of your device. Find your device serial number.
5. Erase your device. To prevent anyone else from accessing the data on your missing device, you can erase it remotely. When you erase your device, all of your information (including credit, debit, or prepaid cards for Apple Pay) is deleted from the device, and you won't be able to find it using Find My iPhone. After you erase a device, you can't track it. If you remove the device from your account after you erase it, Activation Lock will be turned off. This allows another person to turn on and use your device.
6. Report your lost or stolen device to your wireless carrier, so they can disable your account to prevent calls, texts, and data use. Your device might be covered under your wireless carrier plan.

If you use Family Sharing, any family member can help locate another member's missing device. Just have your family member sign in to iCloud with their Apple ID, and you can find any device associated with that Family Sharing account.

If your missing device is covered by AppleCare+ with Theft and Loss, you can file a claim for your lost or stolen iPhone.

What if your device is off or offline?

If your missing device is off or offline, you can still put it in Lost Mode, lock it, or remotely erase it. The next time your device is online, these actions will take effect. If you remove the device from your account while it's offline, any pending actions for the device are canceled.

How do you turn off or cancel Lost Mode?

You can turn off Lost Mode by entering the passcode on your device. You can also turn off Lost Mode on [iCloud.com](https://www.icloud.com) or from the Find My iPhone app.

If Find My iPhone isn't enabled on your missing device

If you didn't turn on Find My iPhone before your device was lost or stolen, you can't use it to locate your device. But you can use these steps to help protect your data:

1. Change your Apple ID password. By changing your Apple ID password, you can prevent anyone from accessing your iCloud data or using other services (such as iMessage or iTunes) from your missing device.
2. Change the passwords for other internet accounts on your device. This can include email accounts, Facebook, or Twitter.
3. Report your lost or stolen device to local law enforcement. Law enforcement might request the serial number of your device. Find your device serial number.
4. Report your lost or stolen device to your wireless carrier. Your carrier can disable the account, preventing phone calls, texts, and data use.

Find My iPhone is the only way that you can track or locate a lost or missing device. If Find My iPhone isn't enabled on your device before it goes missing, there's no other Apple service that can find, track, or flag your device for you.

Learn more

- Get help using Find My iPhone.
- Learn what to do if your Apple Watch is lost or stolen, or if your Mac is lost or stolen.
- Get help if your AirPods are missing.
- Turn off Find My iPhone Activation Lock on an iPhone, iPad, or iPod touch.

Information about products not manufactured by Apple, or independent websites not controlled or tested by Apple, is provided without recommendation or endorsement. Apple assumes no responsibility with regard to the selection, performance, or use of third-party websites or products. Apple makes no representations regarding third-party website accuracy or reliability. Risks are inherent in the use of the Internet. Contact the vendor for additional information. Other company and product names may be trademarks of their respective owners.

Published Date: September 12, 2018

Helpful?

54% of people found this helpful.



Start a Discussion in Apple Support Communities

Ask other users about this article

[Submit my question to the community](#)

[See all questions on this article >](#) [See all questions I have asked >](#)

Contact Apple Support

Need more help? Save time by starting your support request online and we'll connect you to an expert.

[Get started >](#)



Support > If your iPhone, iPad, or iPod touch is lost or stolen

More ways to shop: Visit an [Apple Store](#), call 1-800-MY-APPLE, or [find a reseller](#).

Copyright © 2018 Apple Inc. All rights reserved. [Privacy Policy](#) | [Terms of Use](#) | [Sales and Refunds](#) | [Site Map](#) | [Contact Apple](#)

 United States