



FOR IMMEDIATE RELEASE

DEN Lost and Found Services Upgraded

Passengers will never be charged to find lost items left at the airport

DENVER – Sept. 3, 2021 – It’s easy to misplace an item while traveling, and it’s never been easier for Denver International Airport (DEN) Lost and Found agents to reunite them with their owner. DEN has upgraded our Lost and Found system to better locate items passengers left behind during their journey through the airport.

The new Lost and Found Software system, brought to DEN by Hallmark Aviation Services, allows agents to simply take a picture of a found item with any text on it, for example a serial number, and the software will do the rest. The system will recognize, identify, and categorize the item. Then passengers can identify their lost items by submitting a claim with a description of their item and the date it went missing. The system takes the case and searches for a match, making it seamless for Lost and Found agents to locate.

On average, DEN’s Lost and Found team processes more than 2,600 lost items a month, which is down from nearly 4,800 a month in 2019. However, this number will likely increase as passenger volumes continue to increase.

It is free and easy to file a claim for a lost item through DEN. Remember, DEN will never charge passengers to file a claim for a lost item. There are many websites attempting to impersonate the airport and asking for a fee. To file a claim, visit www.flydenver.com directly, then navigate to the [lost and found webpage](#).

Although we love to reunite passengers with their lost items, we would love it even more if no one ever lost anything. Since a majority of items are lost at the TSA checkpoints, we recommend passengers double check their belongings before leaving the TSA area to save them a trip or call to the DEN Lost and Found.

Some of the most common items left behind include sunglasses, IDs, jackets, backpacks, and small electronics. For sanitary reasons, DEN Lost and Found does not keep water bottles, hats, pillows or blankets.

After 30 days, unclaimed items go to auction through the City of Denver. Learn more about the [auction here](#).

Denver International Airport is the third-busiest airport in the United States and one of the top ten busiest airports in the world. DEN is the primary economic engine for the state of Colorado, generating more than \$33 billion for the region annually. For more information visit www.FlyDenver.com, check us out on [YouTube](#) and [Instagram](#), like us on [Facebook](#) and follow us on [Twitter](#).

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