



# Lost, Stolen, or Transferred Jewelry

## Lost or Stolen

If you believe your jewelry piece is lost or stolen, please contact us immediately via one of the following:

**Phone:** (303) 355-1916

**Email:** [support@myezec.com](mailto:support@myezec.com)

We will immediately freeze your account. If your jewelry piece or tag is scanned, the user will not have access to any of your information. The person will be instructed to contact us and they will be provided with information to return the jewelry to us, or a local police station. We will notify you as soon as we have an update.

## Transferring

If you would like to transfer your jewelry piece or tag to another person, please contact us at:

**Phone:** (303) 355-1916

**Email:** [support@myezec.com](mailto:support@myezec.com)

We will help you complete a written authorization to archive your account. Then we will help you assign the jewelry piece or tag to the new owner. We may have some questions along the way to verify with you and to ensure both you, and the new owner, have complete privacy of health information. For that reason, we advise it may take 3-5 business days to complete this transition. We thank you in advance for helping to ensure the quality and security of your information.