

Uber

2019 Uber Lost & Found Index

Uber Egypt reveals the unique items left behind in rides including homemade pickles, a xylophone, and even a cat!

- *The 2019 Lost & Found Index is here and it reveals some interesting facts; Thursday is when riders from Egypt, the UAE, and Saudi Arabia are the most forgetful*
- *Riders from Egypt exited without their wallets and purses on Wednesday's more than any other day of the week, while riders from the UAE were most likely to forget their phones/cameras on a Friday. Saudi riders left behind backpacks and luggage on Thursdays.*
- *Some of the most unique items Egyptian riders left behind included a jar of pickles, a tuxedo, a cat and a xylophone.*

Cairo, Egypt March 20, 2019

We've all done it. Forgotten something important or of value in a cab, a plane, or indeed an Uber. We're also no stranger to the sinking feeling we go through in that moment of realization. And while it is easy to get your lost items back from your Uber, this year's Lost & Found Index highlights some of the most absent-minded riders in the region.

Providing a glimpse into what our riders most commonly forget, the index also lists some of the more surprising items they tend to leave behind. It also highlights which cities are most forgetful, and which days of the week people tend to forget the most.

While almost all of us have lost a phone at some point, some of our riders are leaving behind unusual items such as wedding card invitations, a pair of binoculars and unbelievably even a sibling! In Egypt, one rider left behind a *wheelchair*, while others left unusual items including a *container of home-made pickles, a tuxedo, a shisha, and a cat in its travel carrier*. Some of the more personal items Egyptian riders are leaving in Uber were a *xylophone, crutches, swimsuits and even luxury car keys*. When it comes to commonly lost items, phones, cameras and sunglasses topped the list in Egypt, the UAE, and Saudi Arabia. The second thing that riders from the three countries were likely to leave behind were backpacks, luggage and/or folders.

The most forgetful cities in the MENAP region? Cairo comes in as the twelfth most forgetful city. While Al-Qassim takes the top slot, Abu Dhabi with Riyadh are placed at number five and Dubai at number six.

As for the days and times riders seem to be most forgetful, these tend to be towards the end of the week, on Wednesdays and Thursdays, between 5pm and 7pm when our absent mindedness peaks. While our riders across the region are most likely to forget their keys on a Monday, they tend to leave behind their backpacks on a Saturday.

So, what specific days were our riders most forgetful? The largest number of riders in Egypt forgot some item or other on 31st of January 2019. In the UAE, the first day of 2019 was when we had the most instances of someone leaving behind something in their Uber, for Saudi Arabia it was the 1st of November 2018.

With Mercury falling into retrograde, over the past year we've seen our riders forget backpacks, phones, cameras and even jewelry and makeup! However, it is easy to recover your lost items in

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an Uber by simply tapping "Your Trips" and selecting the trip where you left something behind, then tapping "I lost an item", following which you can contact the driver to get your prized possessions back.

The full results are below for the Middle East, North Africa, and Pakistan!

The 10 Most Commonly Forgotten Items in the Middle East, North Africa, and Pakistan:

1. Backpacks/bags/folders/box/luggage
2. Phones and cameras
3. Clothes
4. Wallets and purses
5. Keys
6. Glasses
7. Headphones and speakers
8. Water bottles and thermoses
9. Phone chargers
10. Jewelry & makeup

The 20 Most Unique Lost Items:

1. Pink teddy bear in the backseat
2. Wedding card invitation
3. Home-made pickles
4. Shisha
5. Kids scooter
6. Family photo
7. Board game
8. Binoculars
9. A sibling
10. Concert tickets
11. Towels
12. Graduation cap
13. Platter of eggs
14. Bag of spices
15. Stethoscope
16. Air conditioner
17. Baby stroller
18. Wheelchair
19. Flute
20. Microwave

The 15 Most "Forgetful" cities:

1. Qassim, KSA
2. Abu Dhabi, UAE
3. Madinah, KSA
4. Eastern Province, KSA
5. Riyadh, KSA
6. Dubai, UAE
7. Jeddah, KSA
8. Manama, Bahrain
9. Beirut, Lebanon
10. Amman, Jordan
11. Islamabad, Pakistan

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12. Cairo, Egypt
13. Karachi, Pakistan
14. Lahore, Pakistan
15. Hyderabad, Pakistan

Most Forgetful Days / Times:

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- Uber riders are most forgetful on Thursdays and Wednesdays, and in the afternoon - between 5pm and 7pm.
- We saw that the most forgetful days of the year were 31st of January 2019 in Egypt, November 1st, 2018 in Saudi, June 1st, 2019 in Pakistan, and on New Year's day in the UAE.

Lost items that peak on certain days:

- People are most likely to forget **clothes** on **Sunday**
- People are most likely to forget **Keys** on **Mondays**
- People are most likely to forget **phones/cameras** on **Tuesdays** and **Fridays**
- People are most likely to forget **wallets/purses** on **Wednesdays** and **Thursdays**
- People are most likely to forget **backpacks and luggage** on **Saturdays**

If you're one of those people who left something behind, look no further than this [video](#), which outlines the simple steps you can take the next time you leave something behind in your Uber.

The best way to retrieve a lost item is to call the driver - but if you leave your phone itself in an Uber, you can login to your account on a computer. Here's what to do:

1. Tap "Your Trips" and select the trip where you left something
2. Tap "I lost an item"
3. Tap "Contact driver about a lost item"
4. Scroll down and enter the phone number you would like to be contacted at. Tap submit.
5. If you lost your personal phone, enter a friend's phone number (you can do this by logging into your account on a computer, or using a friend's phone).
6. Your phone will ring and connect you directly with your driver's mobile number.
7. If your driver picks up and confirms that your item has been found, coordinate a mutually convenient time and place to meet for its return to you.
8. If your driver doesn't pick up, leave a detailed voicemail describing your item and the best way to contact you.

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About Uber

Uber's mission is to bring reliable transportation to everywhere, for everyone. We started in 2010 to solve a simple problem: how do you get a ride at the touch of a button? Seven years and more than two billion trips later, we have started tackling an even greater challenge: reducing congestion and pollution in our cities by getting more people into fewer cars.

In the Middle East, Uber is already in, Amman, Bahrain, Beirut, Dammam, Dubai, Doha, Istanbul, Jeddah, Karachi, Lahore, Madinah, Makkah, Manama, Riyadh, and in 11 cities in Egypt: Greater Cairo, Alexandria, Mansoura, Tanta, Damanhur, Zagazig, Hurghada, Damietta, Ismailia, Port Said, and El Suez, in addition to the Eastern Province with plans for expansion across the region. To request a ride, users must download the free application for android, iPhone, Windows Phone, Blackberry 7, or sign up at uber.com/app. For more information, please visit: <https://www.uber.com/cities/>

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