

REQUIRED Steps to Complete Your Claim – Must be completed by primary account holder

1	Fill out and <u>sign</u> the Claim Affidavit Document
2	Attach the summary page of your most recent Wireless bill (within the last 60 days)
3	Attach a Photocopy of Valid ID (See Examples of Valid IDs below)
4	Attach a valid Proof of Purchase if appropriate (See examples of valid proofs of purchase below)
5	Please upload your documents to www.phoneclaim.com/att-uploader or Fax your documents to 1-888-429-7719 . Once your claim is completed please visit www.phoneclaim.com/att to check the status of your claim.

Examples of Valid Personal Identification

- Student IDs, work IDs, birth certificates and Social Security cards **are not** acceptable as valid identification.
- The name on the ID must match the name of the primary account holder. If the name does not match, then additional documentation may be required. When faxing, lightening and increasing the size of your ID assists with your document review. When using the Web Uploader please be sure to verify that the image is not distorted or blurry.
- All forms of identification must be legible, unaltered, and legitimate. The ID also cannot be expired. If the ID appears altered, forged, or not legitimate, we will not be able to proceed with your claim.



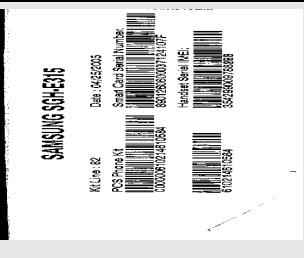
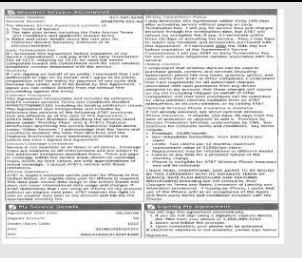
Drivers License	Federally or State Issued ID Card	US or Foreign Passport	Matricula Consular ID	US Military ID Card (Active and Retired)
				

Please attach the summary page of your most recent Wireless bill (within the last 60 days)

Examples of Proof of Purchase (include one photocopy of any of the following)

- Store Receipt** – must be an electronic register receipt or purchase receipt with ESN/MEID/IMEI and make & model of device
- Back of Phone/Device** – battery must be removed and ESN/MEID/IMEI must be clearly visible (****DOES NOT APPLY TO IPHONE MODELS****)
- UPC Code From Box** - must show ESN/MEID/IMEI of device being claimed
- Packing Slip** – must show the contents of shipment for device and ESN/MEID/IMEI being claimed
- Service Agreement** - must show the make, model and ESN/MEID/IMEI of device being claimed

EXAMPLES - Following are examples of valid forms of photocopied ownership documents:

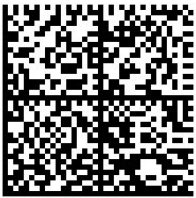
Store Receipt	Back of Phone	UPC Code From Box	Service Agreement
			

All documents must be legible. Once we receive the items listed above, we will complete our review of your claim. You must return all documentation to the address listed on the affidavit within 60 days of the date you requested your replacement as provided in the Coverage Certificate or your claim may be denied. If you have any questions, please contact us at 1-888-562-8662.

*In California, Asurion Protection Services Insurance Agency, LLC (CA License Number: OD63136); in Puerto Rico, Asurion Protection Service of Puerto Rico, Inc. Puerto Rico Resident Agent Jorge J. Amadeo, Eastern America Insurance Agency, Inc.

Sworn Affidavit and Proof of Loss Statement

ALL FIELDS ARE REQUIRED AND MUST BE FILLED IN (PLEASE PRINT) USING BLUE OR BLACK INK.



Upload Documents at:
www.phoneclaim.com/att-uploader

Fax Documents to:
1-888-429-7719

Mail Documents to:
Asurion Attn: Review Team
P.O. Box 413886
Kansas City, MO 64141-3886
Note: If mailed, the claims process will be dependent on the timeline of mail delivery and will take longer to complete your claim than faxing.

IMPORTANT LEGAL NOTICE: *Any person who knowingly and with intent to injure, defraud or deceive any insurer, files a statement of claim containing any false, incomplete, or misleading information is guilty of insurance fraud, which is a crime. All claim files and documentation, including this affidavit, are subject to inspection by the various State Departments of Insurance.*

Wireless device number () -

I. Personal Information of Account Holder:

First and Last Name: _____

Daytime Phone Number: _____ Evening Phone Number: _____

E-mail Address: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

2. Equipment and Claim Details(See Instructions on Page 1)

Device Manufacturer (Ex. Apple, Motorola, Blackberry, Samsung, etc.):

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Model (Ex. iPhone 4S, Atrix, Curve, Captivate, etc.):

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Check **one (1)** of the following – Your device was... ☐ Lost ☐ Stolen ☐ Damaged ☐ Malfunctioning

Date of occurrence : _____ Place of occurrence: _____

Detailed description on what happened to your device:

Note: If your device was damaged or malfunctioning, you are required to return it to Asurion upon receipt of your replacement phone.

3. Attach the summary page of your most recent Wireless bill (within the last 60 days)

4. Attach Photocopy of Your Valid Government Issued Photo ID

(Please be sure to lighten & enlarge your ID, and clearly write your claim number and wireless number.)

5. Attach one Proof of Purchase document if required (See examples on instruction page)

6. Claim Agreement

I hereby swear or affirm that I have completed the foregoing, and the facts alleged are true, to the best of my knowledge and belief.

Signature: _____

Date: _____