Asurion Documentation Process

Instructions

REQUIRED Steps to Complete Your Claim	
1	**Fill out the Claim Affidavit, being sure to sign the document.**
2	**Attach a photocopy of a Valid ID** (See Examples of Valid IDs below)
3	**Upload your documents at** www.phoneclaim.com/verizon-uploader **or Fax to 1-877-595-1399**
★	**Once your claim is ready for completion or to check the status of your claim, please visit phoneclaim.com/Verizon.**

Where can I find my ESN/MEID/IMEI? On the original box **--OR--**

Most Models
- Under the battery on the back of your phone

iPhone
- Open iTunes 8.1 (or higher)
- Choose iTunes > Preferences in Mac OS X
- Choose Edit > Preferences in Windows
- Click the Devices tab

Examples of Valid Personal Identification

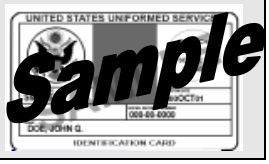
The following types of personal identification will be considered valid forms for this process:

-Drivers' License (US, International or Canada) -US Military ID card (Active or Retired)
-US or Foreign passport -Matricula Consular ID (Mexico) -State or Federally Issued ID card

Important Reminders:

- The name on the ID must match the name on the account or the name of an authorized user. If the name does not match, then additional documentation may be required. Lightening and increasing the size of the ID before faxing assists with the review of your documents, and helps to prevent delays in claim processing.
- 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.
- Student IDs, work IDs, birth certificates and Social Security cards are not acceptable as valid identification.

EXAMPLES – The following are some examples of valid forms of photocopied personal identification:

Drivers License	Federally Issued ID Card	US or Foreign Passport	Matricula Consular ID	US Military ID Card
				

Please handwrite your Claim ID number on your ID before faxing.

- The easiest way to find the make and model of the phone you are claiming is to take off the back cover and battery. The make and model should be listed near the barcode on the back of the phone.
- If you do not have the phone, you may want to check your receipt from the purchase of the phone, your service agreement, the box the phone came in, a recent copy of your bill, or your Wireless account at your carrier's website.
- Please ensure that all documents are faxed together and the information is legible before faxing. An illegible claim number or wireless phone number could result in a delay in processing your claim.

Once your claim is ready for completion or to check the status of your claim, please visit phoneclaim.com/Verizon.

You may call Asurion at 1-888-881-2622 if you have questions regarding these instructions or affidavit form.

Sworn Claim Affidavit

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

	Upload Documents at www.phoneclaim.com/verizon-uploader	**Fax Documents to: 1-877-595-1399**	**Mail Documents to:** Asurion Attn: Review Team P.O. Box 413886 Kansas City, MO 64141-3886 **Note:** If mailed, the claims process will be dependant on the timeline of mail delivery and will take longer to complete your claim than faxing.

IMPORTANT LEGAL NOTICE: *A person who knowingly presents a false or fraudulent insurance claim with the intent to injure, defraud, or deceive any insurer is guilty of a crime and may be subject to fines and confinement in prison. When fraud is discovered, Asurion takes appropriate steps to stop such fraud and explores all of its available legal remedies.*

Claim ID#: ☐☐☐☐☐☐☐☐ **Wireless device number** (☐☐☐)☐☐☐-☐☐☐☐

1. Personal Information of Account Owner:

Insured's First Name: _____ Insured's Last Name: _____

Daytime Phone Number: _____ Evening Phone Number: _____

E-mail address: _____

Important: *Please clearly write your E-Mail address, as Asurion will proactively contact you to confirm that we received and processed your documents. Your email address will* ***only*** *be used for claim updates and information.*

Home Address: _____

City: _____ State: _____ Zip Code: _____

2. Equipment and Claim Details

Device Manufacturer (Ex. Motorola, LG, Blackberry, etc.): ☐☐☐☐☐☐☐☐☐☐☐☐☐

Model (Ex. RAZR, ENVY, VX9600, etc.): ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

ESN/MEID/IMEI **(See Instructions on Page 1)**: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Check **one (1)** of the following – Your phone was… ☐ Lost ☐ Stolen ☐ Damaged ☐ Malfunctioned

Date of occurrence : _____ Place of occurrence: _____

Detailed description on what happened to your phone: _____

_____

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

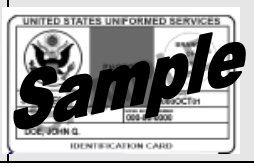
3. Attach Photocopy of Your Valid Government Issued Photo ID

(Please be sure to lighten and enlarge your ID, and clearly write your claim number on it so it can be attached to your claim)

Check type of photo ID you are attaching: ☐ Drivers License ☐ Passport ☐ Military ID ☐ Matricula Consular ID

☐ State or Federally issued ID

EXAMPLES – The following are some examples of valid forms of photocopied personal identifications*:*

Drivers License	Federally Issued ID	US or Foreign Passport	Matricula Consular ID	US Military ID Card
				

Note: Student IDs, work IDs, birth certificates and Social Security cards are not accepted as valid identification.

4. Claim Agreement *(Signature Required)*

I hereby make an insurance claim against the insurance company as shown on this insurance claim affidavit. I acknowledge that if any property which is the subject of this claim and which is replaced or paid for by the insurer is recovered at any time, it is the property of the insurance company and must be returned to the insurance company. I understand that if I fail to return such property, I am subject to, and authorize a non-return fee of up to $**300** to be charged under the insurance policy using the method of payment used to originally file this claim.

I swear/affirm that the wireless phone I am claiming is owned by me and that the information provided above is true and accurate. I understand that any false or misleading statement made herein is fraud and I may be found guilty of a crime. Asurion has, and will take all legal action possible in the event of a fraudulent claim.

Signature: _____ **Date:** ☐☐/☐☐/☐☐☐☐

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asurion