

Asurion Documentation Process:

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/sprint-uploader or fax to 1-888-832-0511

Examples of Valid Personal Identification

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

- Drivers license (US or Canada) State or Federally issued ID card US or foreign passport
- Matricular Consular ID (Mexico) US military ID card (Active or Retired)

Important Reminders:

- 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. Increasing the size of the ID and lightening 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 identifications:

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

Please handwrite the number of the wireless device you are claiming on your ID before faxing.

Finding your phone model:

- 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 account at your carrier's website.

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 1-800-584-3666.

For the Equipment Protection Program: Underwritten by Continental Casualty Company, a CNA company. Program agent: Asurion Protection Services, LLC (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.)

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Instructions

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