

## **REQUIRED** Steps to Complete Your Claim

<b>1</b>	<b>Fill out Claim Affidavit, being sure to sign the document</b>
<b>2</b>	<b>Attach Photocopy of Valid ID (See Examples of Valid IDs below)</b>
<b>3</b>	<b>Attach Photocopy of Valid Ownership Document (See examples of valid Ownership Documents below)</b>
<b>4</b>	<b>Upload your documents to <a href="http://www.phoneclaim.com/t-mobile-uploader">http://www.phoneclaim.com/t-mobile-uploader</a> or Fax Documents to <b>1-866-502-3171</b></b>
<b>★</b>	<b>Once your claim is ready for completion or to check the status of your claim, please visit <a href="http://www.phoneclaim.com/t-mobile">phoneclaim.com/t-mobile</a>.</b>

## Examples of Valid Personal Identification

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

- Drivers license (US, International, or US Military ID card (Active or Retired) US or Foreign passport Canada)
- 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. Increasing the size of your ID assists with review process.
- 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	Federally Issued ID Card	US or Foreign Passport	Matricula Consular ID	US Military ID Card
				

## Examples of Valid Ownership Documents

- Store Receipt** - must show customer name, wireless phone number, make and model of phone being claimed, store name, store address, store phone number, dealer code and invoice number.
- Service Agreement** - must show store name, store address, phone number, and dealer code. The Make / Model of phone being claimed is also required.
- Back of Phone** – battery must be removed and IMEI must be clearly visible
- UPC Code From Box** - must show IMEI of phone being claimed

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

Store Receipt	Back of Phone	UPC Code From Box	Service Agreement
			

Please handwrite Claim ID # on ownership document and ID before faxing. Once your claim is ready for completion or to check the status of your claim, visit [phoneclaim.com/t-mobile](http://www.phoneclaim.com/t-mobile).

You may call Asurion at 1-866-268-7221 if you have questions regarding these instructions or affidavit form.

