

## Website FAQs for Metro PCS

### Why do I have to fill out a claim affidavit form?

The purpose of the claim affidavit is to prevent possible fraudulent activity on your account and to ensure that only you or an authorized user on your account are able to file a claim.

### What kind of IDs can you accept?

Currently, we are able to accept the following:

- US, International, and Canadian Driver's Licenses
- US and Foreign Passports
- US Military ID cards
- State and Federally Issued Identification cards
- Mexican Matricular Consular ID card

EXAMPLES – The following are some examples of valid forms of photocopied personal identifications:				
Drivers License	Federally Issued ID Card	US or Foreign Passport	Matricular Consular ID	US Military ID Card
				

We do not accept the following types of IDs: student IDs, birth certificates, Social Security cards, credit cards, temporary IDs, and foreign IDs other than passports. We do not accept any work IDs, even if they are government issued.

We cannot accept IDs that are expired. If the ID appears altered, forged or not legitimate, we will not be able to proceed with your claim.

When faxed, IDs can become darker. Please lighten and enlarge your ID to assist processing

### I don't have an ID. Can my spouse/parent/friend send in an ID for my claim?

Yes. In order for a friend or family member to send in an ID for your claim, please call us at 1-866-268-7221. Simply advise the customer service agent that you speak with that you would like to authorize someone else to send in the ID for your claim. Please ensure that your claim number is clearly written on every document that is sent. This will ensure that your documents are processed as quickly as possible. To be accepted, the ID that is sent must match either the primary account holder's name, or the name of the person that was authorized to send in the ID by the primary account holder.

### I am concerned about identity theft. Is it safe to send in my ID?

The security of your identity is very important to Asurion. All faxed documents arrive for processing in digital format, so there is not a hard copy of your ID. All documents are handled by professional insurance claims processors and are secured against unauthorized access. To further protect your identity, you are welcome to mark out your Social

Security number or driver's license number as it appears on your ID. Please enlarge the copy of your ID to ensure all other information is legible.

### **How can I find out the make and model of my phone?**

If you still have the phone, the easiest way to find the make and model 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 Metro PCS account at <http://www.metropcs.com/>.

### **Why am I being asked to refax my documents?**

There are many reasons why a fax might be rejected. The most common reason is that the documents we received were too dark, too light, or too small to read.

Here are a few tips to ensure that your documents get processed as fast as possible:

- Please make sure that your claim number and wireless phone number are listed on every page of your fax.
- Please print and make sure that all pages are filled out in blue or black ink. Using a pencil may cause your affidavit to be too light to read.
- Please make sure that you are feeding the affidavit into your fax machine in the correct way. Feeding pages through upside down will result in a blank fax being received, and a delay in processing your claim.
- Please ensure that all information is legible before faxing. An illegible claim number or wireless phone number could result in a delay in processing your claim.
- IDs can often times be too dark to read. Please lighten and enlarge the copy of your ID before faxing.

### **How long will it take to review my documents?**

All documents received by Asurion will be processed within 24 hours of their being received. If you have sent in documents, but you have not received a call or an e-mail after 24 hours, your fax may not have been received, or may have been illegible.

### **I don't have access to a fax machine. Can I mail in my documents?**

Yes! You are welcome to mail your documents to us. Please address your envelope as follows: Asurion Attn: Review Team (MetroPCs) PO Box 413886, Kansas City, MO 64141-3886. Please be aware that mailing your documents will delay your claim and can take an average of five to seven business days to reach our documentation processing department.