

Website FAQs for T-Mobile

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 or Federally Issued ID cards
- Mexican Matricular Consular ID cards

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 form of 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?

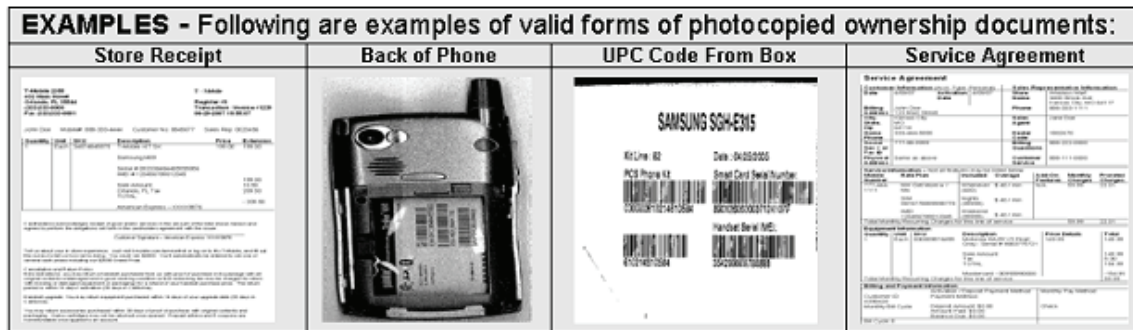
Yes. In order for a friend or family member to send in an ID for your claim, please call us at 1-866-268-7221. Simply advise the customer service agent that you speak with that you would like to authorize someone else to send in the ID for your claim. Please ensure that your claim number is clearly written 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. 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 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.

What kinds of ownership documents can you accept?

We are able to accept a copy of your store receipt showing the purchase of the phone you are claiming, a copy of your service agreement showing the phone you are claiming, a copy of the barcode from the back of the phone you are claiming or a copy of the large barcode from the side of the box the phone came in (this barcode will have one of the numbers labeled as "ESN," "IMEI," "MEID" or "HEX.")



To be accepted, the specified document must contain the following information:

- **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, store phone number and dealer code. The make and model of phone being claimed is also required.
- **Back of Phone** – The battery must be removed and IMEI number must be clearly visible.
- **UPC Code From Box** - Must show IMEI number of phone being claimed.

At this time, there are no other documents that we are able to accept as ownership documents. Documents like subscriber details, device histories, customer account information pages, packing slips, monthly bill statements and rebate forms cannot be accepted as valid ownership documents.

Where is the barcode on my phone?

Remove the cover and battery from the back of the phone. The barcode is located underneath the battery on the back of the phone. To ensure that your fax is as legible as possible, please enlarge and lighten the copy of the back of the phone.

I don't have an ownership document. Now what?

Ownership documents are currently required for all T-mobile claims which require documentation. If you are not able to provide an ownership document, we will be unable to approve your claim.

Asurion sent me the phone I am claiming. Do I need to send in an ownership document?

No. If we are able to verify that the phone you are claiming was sent to you from Asurion on a previous claim, you do not need to send in an ownership document. However, if we are not able to verify this information, we may still ask for an ownership document.

I purchased my phone directly from a T-Mobile corporate store, the T-Mobile website, or the T-Mobile customer care line. Do I need to send in an ownership document?

No. If you purchased the phone you are claiming from a T-Mobile corporate store, the T-Mobile website, or over the phone with T-Mobile customer care, and Asurion is able to locate the record of your purchase, you are not required to send in an ownership document. However, if we are not able to verify where the phone was purchased, you will be asked to provide an ownership document. We will make every effort to locate the record of your phone purchase and will only ask for an ownership document if we are unable to verify the purchase. Please be aware that if your phone was purchased from an authorized T-Mobile dealer (for example, a wireless dealer who handles multiple carriers from one storefront), an ownership document will be required.

How do I know if the T-Mobile store where I purchased my phone is a corporate store?

The easiest way to find this out is to go to <http://www.t-mobile.com> and click on the “store locator” link. Then search for the store where you purchased the phone. If there is a box with a pink T next to the listing for the store where you purchased your phone, this means that it is a T-Mobile corporate store. If there is not a pink T next to the store listing, this means that it is not a corporate store.

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 T-Mobile account at <http://www.t-mobile.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.

- If you are faxing in a copy of the back of your phone as your ownership document, please enlarge and lighten the copy before faxing. Leaving the phone actual size can result in the numbers being too small to read when faxed.
- 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 3 hours of their being received. If you have sent in documents, but you have not received or an e-mail or phone call after 3 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 (T-Mobile), 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.