

covers cell phones, smartphones, data cards & netbooks

# WIRELESS PHONE PROTECTION PROGRAM

**ENROLL TODAY!**  
YOU HAVE 30 DAYS  
FROM ACTIVATION  
TO ENROLL!



LOSS • THEFT • DAMAGE • MALFUNCTION

**asurion**

Your Technology Protection Company



Wireless Phone Protection is a service provided to subscribers of Verizon Wireless. Asurion Insurance Services, Inc., is the agent and provides claims servicing under this program.



## Protect your peace of mind.

Replacing your device could be costly unless you are protected with Wireless Phone Protection.

For just \$4.49 per month (phones) or \$6 per month (advanced devices), Wireless Phone Protection covers you if your device breaks, is lost or stolen, or malfunctions after the manufacturer's warranty expires. Overnight shipping, to an address of your choice, is also available at no extra cost.

|  | Wireless Phone Protection   |  |
|--|---|--|
| Monthly Fee:   |  Phones   |  Advanced Devices |
|  | \$4.49  | \$6.00   |
| Deductible:  | \$39  | \$89   |
| Devices Covered:   | See chart on page 4   |  |
| Loss, Theft, Damage and Malfunction (after manufacturer's warranty expires): | Yes   |  |
| Claims Maximum:  | 2 replacements in a 12-month period with an equipment maximum of \$400 per claim  | 2 replacements in a 12-month period with an equipment maximum of \$1,500 per claim                   |
|  | <ul style="list-style-type: none"> <li>Asurion may fulfill claims with new or remanufactured equipment.</li> <li>Asurion's goal is to fulfill claims with the same make and model you claim. If your model is not available, a like-kind make and model will be substituted.</li> <li>Color and features are not guaranteed.</li> <li>Replacement of accessories may be with generic or non-original manufacturer accessories.</li> </ul> |  |
| Replacement Equipment:   |   |  |
| Cancellation Policy:   | <ul style="list-style-type: none"> <li>You may cancel at any time and receive a prorated refund of your monthly fee.</li> </ul>   |  |

HOW DO I SIGN UP FOR WIRELESS PHONE PROTECTION?

VISIT A VERIZON WIRELESS STORE OR CALL 1.800.2 JOIN IN (256-4646) WITHIN 30 DAYS OF NEW DEVICE ACTIVATION OR UPGRADE.

## Phones

**Deductible: \$39/Per Claim Limit: \$400**

All Plan A phones are within this limit

### A sampling of devices include:

|                            |                            |
|----------------------------|----------------------------|
| Casio G'zOne Rock™         | Samsung Alias™ 2           |
| LG Accolade™               | Samsung Convoy™            |
| LG enV® 3                  | Samsung Intensity™         |
| LG Chocolate® Touch        | Samsung Knack™             |
| Verizon Wireless MiFi 2200 | Samsung Smooth™            |
| Intellegent Mobile Hotspot | Samsung Sway™              |
| Motorola Barrage™          | Samsung Trance™            |
| Motorola Rival™            | Verizon Wireless UMW190    |
| Motorola Entice™ W766      | Global USB Modem           |
| Nokia 7705 Twist™          | Verizon Wireless Blitz™    |
| Nokia Intrigue™            | Verizon Wireless Escapade™ |
| Nokia Shade™               |                            |

## Advanced Devices

**Deductible: \$89/Per Claim Limit: \$1,500**

All Plan B phones are within this limit

### A sampling of devices include:

|                            |                  |
|----------------------------|------------------|
| BlackBerry® 8830           | HTC Eris™        |
| World Edition              | HTC Imagio™      |
| BlackBerry® Curve™ 2       | HTC Ozone™       |
| BlackBerry® Pearl™ Flip    | LG enV® Touch    |
| BlackBerry® Storm™ 2       | Motorola Devour™ |
| BlackBerry® Tour™          | Motorola Droid   |
| Casio® EXILIM              | Palm® Pixi™ Plus |
| Casio® G'zOne Brigade      | Palm® Pre™ Plus  |
| Gateway LT2016U Netbook    | Samsung Omnia™ 2 |
| HP Mini 110-1046NR Netbook | Samsung Rogue™   |
| HP Mini 311-1037NR Netbook |                  |

If you do not see your device listed above, please go to [phoneclaim.com/verizon-deductible](http://phoneclaim.com/verizon-deductible) or call 1.888.881.2622 to check the protection plan for your device.

## Why protect your device?

- Although you are not required to purchase insurance on your device to activate service with Verizon Wireless, you may be required to pay full price for your device.
- Depending on your contract terms, early cancellation fees may apply if you do not keep your wireless service active.



- Keep in mind that manufacturer's warranties usually do not cover loss, theft or damage. Wireless Phone Protection does. You may also have coverage through homeowner's insurance or other means. (Your wireless representative is not qualified to evaluate your existing insurance coverage).

## Wireless Phone Protection provides you with:

### Peace of mind

With Wireless Phone Protection you have peace of mind knowing you're covered for loss, theft, damage and/or mechanical and electrical malfunction after the manufacturer's warranty expires.

### Convenience

- File your lost, stolen, damaged or malfunction claims quickly and easily online or over the phone.
- Get reconnected quickly with next day shipping for lost, stolen, damaged or malfunction claims processed by 11:00 PM Eastern/8:00 PM Pacific.

### Saves Money

- Know exactly what you are going to pay for a replacement device.
- Avoid paying full replacement cost for a device.



## How much does Wireless Phone Protection cost?

A low monthly fee of \$4.49 or \$6.00, depending on device, will be added to your monthly wireless bill.

Acceptance of your application is at the sole discretion of the underwriter, Liberty Mutual Insurance Company or one of its insurance company affiliates. However, if accepted, coverage is retroactive to the time the application is submitted.

Monthly billing will begin immediately following verification that your service and account status are active. After enrollment, a phone call must be completed to or from the insured equipment to complete your application and for coverage to take effect.

## To file a claim, you must:

- Be an authorized user on the account.
- Report the claim within 60 days of the incident.
- Provide proof of ownership and or government issued ID, if requested.

## What information is required to file a claim?

When filing a claim, you will need the following:

- Your wireless number.
- The wireless phone manufacturer and model.
- The purchase date of your wireless phone.
- Your credit card for paying the deductible.

## How do I file a claim?

Filing a claim is simple and easy.

- If your phone is lost or stolen, call Verizon Wireless immediately to suspend service and prevent unauthorized calls.
- Visit [www.phoneclaim.com/verizon](http://www.phoneclaim.com/verizon) to file a claim and initiate the claims process. To file a claim by phone, call our customer care center at 1.888.881.2622\*.

\*Customer care center hours of operation are 24 hours/day, 7 days/week, 365 days/year.

The Wireless Phone Protection program is underwritten by Liberty Mutual Insurance Company or one of its insurance company affiliates.

Note: Any person who knowingly and with intent to injure, defraud or deceive any insurer files a statement of claim on an application containing any false, incomplete or misleading information is guilty of insurance fraud. In Florida, such conduct is a felony of the third degree.

**RECORD YOUR CLAIM INFORMATION**

NAME CLAIM IS UNDER:

DEVICE PURCHASE DATE:

DEVICE MAKE:

DEVICE MODEL:

DATE CLAIM FILED:

CLAIM NUMBER:

DATE CLAIM APPROVED:

# Online Claims

*...get reconnected fast!*

 [phoneclaim.com/verizon](http://phoneclaim.com/verizon)

- Quick, easy and convenient
- Typically takes less than 10 minutes
- Next-day delivery\*
- Receive claim status and package tracking emails



\*Next-day delivery not available in all areas.

## Claim Replacement Conditions:

- Claims may be fulfilled with new or remanufactured equipment. Remanufactured equipment may have minor cosmetic flaws.
- If the exact model is not available, replacement handset will be of like kind and quality to include covered accessories involved with the loss. Colors, features and non-covered accessory compatibility are not guaranteed.
- An additional charge may apply if deductible is collected via COD.
- Once your claim is approved and verified, your replacement equipment will be shipped to an address of your choice by overnight delivery.
- Damaged or recovered lost or stolen equipment must be returned within 15 days. A prepaid envelope with return shipping instructions can be found in your fulfillment packaging. Failure to return damaged equipment may result in the assessment of a nonreturn fee of up to \$300.
- There is no cash paid or reimbursement provided to insureds. This program covers only the equipment that is assigned to the wireless phone number at the time of loss.
- Rates are subject to change upon reasonable notice to the insureds, in accordance with state law.
- All claims must be authorized by Asurion. The phone must be replaced by Asurion.

Wireless Phone Protection™ is a service provided to subscribers of Verizon Wireless. Asurion Insurance Services, Inc. is the agent and provides claims servicing under this program.

# WIRELESS PHONE PROTECTION

## Terms and Conditions



The Wireless Phone Protection program is underwritten by Liberty Mutual Insurance Company or one of its insurance company affiliates. All claims must be authorized by Asurion. The phone must be replaced by Asurion. Wireless Phone Protection™ is a service provided to subscribers of Verizon Wireless. Asurion Insurance Services, Inc. is the agent and provides claims servicing under this program.

## WIRELESS COMMUNICATIONS EQUIPMENT COVERAGE INSURANCE POLICY

Various policies in this policy restrict coverage. Read the entire policy carefully to determine rights, duties and what is and is not covered.

The words “we,” “us” and “our” refer to Liberty Mutual Insurance Company, who is providing this insurance.

The terms “you” and “your” mean, as the context requires, the First Named Insured or any Additional Insured or both.

The word “Agent” refers to Asurion Insurance Services, Inc.

The term “Authorized Service Center” means Asurion Insurance Services, Inc., who is providing repair and replacement services on our behalf.

The term “Wireless Service Provider” means the wireless carrier, Verizon Wireless, who is the First Named Insured, providing the wireless telephone or communication services which is used by the Covered Property.

### A. COVERAGE

In exchange for premium paid when due, we agree to provide the coverage as stated in this Policy, provided that any covered damage or loss to the Covered Property is sustained while your coverage is in effect.

#### 1. Who Is Covered

##### a. First Named Insured

The First Named Insured is Verizon Wireless for its interest in Covered Property.

##### b. Additional Insureds

The First Named Insured has the right to request Additional Insured status for a customer for his or her interest in Covered Property which he, she or it owns (referred to herein collectively with the First Named Insured as “Insured”). Requests for coverage for Additional Insureds are subject to our approval.

#### 2. Covered Property

Covered Property means only the mobile wireless communications equipment as follows:

- a. The wireless device owned by you for which: 1) the unique identification number (International Mobile Equipment Identity (IMEI), Electronic Serial Number (ESN), or Mobile Equipment ID (MEID) of such wireless device is reflected in the records of the Wireless Service Provider at the time your coverage initially became effective; and 2) for which airtime outgoing usage has been logged with the Wireless Service Provider on your account after coverage became effective; unless you have logged outgoing

airtime on a different wireless phone immediately prior to the time of loss, in which case such wireless device becomes the covered property so long as: i) such wireless device is owned by you and you provide us proof of ownership and ii) airtime usage was logged on such device on your account with the Wireless Service Provider immediately prior to the time of loss.

- b. The following Accessories, used with the wireless device above: one standard battery (attached to wireless device at time of loss if lost or stolen); one standard cigarette lighter adaptor; one standard leather case; one standard home charger; one standard earbud. The following Netbook accessories as part of a Netbook loss: one standard Netbook power cord and one standard battery.

The Verizon HUB may also be insured as Covered Property under this policy. Accessories for the Verizon HUB are covered by this policy if a) such accessory was packaged in the same box with the Verizon HUB by the original manufacturer and b) the accessory was part of the loss incurred to the Verizon HUB.

### 3. Property Not Covered

Covered Property does not include:

- a. Contraband or property used in the course of illegal transportation or trade.
- b. The value of and the cost to research, replace or restore data, or programs not standard for the make and model.
- c. Proprietary handsets included with automobile wireless systems and any motor vehicle or watercraft original or aftermarket equipment or accessories, whether or not permanently installed, including any antenna or wiring.
- d. Any other equipment or accessories not described as Covered Property.
- e. Property that has been entrusted to (including to and from) others for any service, repair or replacement, other than Asurion Insurance Services, Inc., or its designee.
- f. Any fees or charges assessed by Verizon Wireless, whether the charges incurred are legitimate or fraudulent.
- g. Face plates, personalized data, or customized or downloaded software such as music, PIM's, ring tones, games, and screen savers.
- h. Wireless Equipment whose unique identification

number (ESN, EID or IMEI) has been altered, defaced or removed.

- i. Removable data storage devices.
- j. Non-standard batteries.

#### 4. Coverage Period

We cover direct loss or damage that occurs during the policy period shown in the Declarations. Subject to G.4.b. and c., coverage for each Additional Insured begins when coverage of the Additional Insured is approved by us and is retroactive to the date of the application of such Additional Insured. If we do not approve your application for coverage, we will notify you within 30 days that you have not been accepted for coverage.

#### 5. Coverage Territory

We insure the Covered Property worldwide. Any claims occurring outside the United States will be processed in the United States.

#### 6. Covered Causes of Loss

Covered Causes of Loss means risks of mechanical or electrical breakdown or being lost, stolen or directly damaged, except as limited or excluded elsewhere in this policy.

All other terms and conditions of the policy remain in full force and effect.

### B. EXCLUSIONS

1. This insurance does not apply to loss or damage caused directly or indirectly by any of the following:

#### a. Governmental Authority

Seizure or destruction of property by order of governmental authority.

#### b. Nuclear Hazard

Nuclear reaction or radiation, or radioactive contamination, however caused. If physical loss or damage by fire ensues, we will pay only for such ensuing loss or damage.

#### c. War

- (1) War, including undeclared or civil war;
- (2) Warlike action by a military force; or
- (3) Insurrection, rebellion, revolution, usurped power or action taken by governmental authority in hindering or defending against any of these.

2. This insurance does not apply to loss or damage caused by or resulting from any of the following:

#### a. Delay, Loss of Use

Delay, loss of use, loss of service, loss of market, or any other consequential loss or damage, including,

but not limited to, loss of time, loss of profits, inconvenience or delay in repairing or replacing lost or damaged Covered Property.

#### b. Dishonest, Intentional, or Criminal Acts

Dishonest, intentional or criminal acts by an Insured or by any person entrusted with Covered Property, whether acting alone or in collusion with others, with respect to his or her coverage under this insurance.

#### c. Obsolescence

Obsolescence or depreciation.

#### d. Wear, Deterioration, Latent Defect

- (1) Wear and tear, deterioration; or
- (2) Hidden or latent defect, including equipment design defect, or any quality in the property that causes it to damage or destroy itself.

#### e. Cosmetic Damage

Cosmetic damage, however caused, that does not affect the manufacturer's intended use. This includes, but is not limited to:

- (1) Cracking, marring, or scratching.
- (2) Change in color or other change in the exterior finish.

#### f. Covered Under Warranty

Loss or damage that is covered under the manufacturer's warranty. In the event we have knowledge of a prior malfunction, proof of repair may be required before coverage for future claims is applicable.

#### g. Late Claims

Claims reported to Asurion Insurance Services, Inc., more than 60 days after the time of loss or damage.

#### h. Programming, Repair Work

Programming, cleaning, adjusting, repairing, modifying, or performing any other work upon Covered Property.

#### i. Virus

Computer virus or any other malicious code or similar instruction that:

- (1) Disrupts the normal operation of the Covered Property; or
- (2) Results in destruction of or unsuitability of data or programs stored in the Covered Property.

#### j. Voluntary Parting

Voluntarily parting with Covered Property by an Insured or by any person entrusted with Covered Property, whether or not induced to do so by any fraudulent scheme, trick, device or false pretense.

**k. Intentional Loss or Damage**

Damage to Covered Property which is the result of it having been used in a manner inconsistent for which it was designed or intended by the manufacturer. We also do not cover damage that is intentional or the result of abuse.

**l. Pollution**

The discharge, dispersal, seepage, migration, escape or presence of pollutants. Pollutants means any solid, liquid, gaseous, or thermal irritant or contaminant including smoke, vapor, soot, fumes, acid, alkalis, chemicals, artificially produced electric fields, magnetic field, electromagnetic field, sounds waves, microwaves, all artificially produced ionizing or non-ionizing radiation and/or waste. Waste includes materials to be recycled, refurbished or reclaimed.

**C. LIMITS OF INSURANCE**

The most we will spend, for any one loss, to repair or replace Covered Property due to a covered claim is either four hundred dollars (\$400) if your device is found in Schedule A or one thousand five hundred dollars (\$1,500) if your device is found in Schedule B, attached hereto. These Limits of Insurance apply separately to each covered claim.

Each Insured is limited to 2 losses in any consecutive 12 month time period. When this limit is exhausted, coverage will cease immediately and we will notify the Insured that his or her coverage has ceased and no future premiums are due.

**D. DEDUCTIBLE**

The deductible is either \$39 or \$89 depending on whether the Covered Property is found in Schedule A or Schedule B, attached hereto, and is non-refundable and is payable to us or Asurion at the time a repair or replacement is approved by Asurion Insurance Services, Inc. This Deductible will apply to each filed and approved covered claim, and does not reduce the Limit of Insurance. Only an Insured may pay the deductible.

**E. INSURED'S DUTIES IN EVENT OF LOSS TO INSURED'S COVERED PROPERTY**

In the event of loss or damage to Covered Property, the Insured presenting the claim must cooperate with us and see that the following are done:

**1. Notify Wireless Service Provider**

If the Covered Property is lost or stolen, notify Verizon

Wireless to suspend your wireless communications service prior to filing the claim.

**2. Notify Police**

If a claim involves a violation of law or any loss of possession, notify the police and obtain a police report or case number, the police station phone number, and the officer's name and badge number taking the report. If requested, provide a copy of the police report to Asurion Insurance Services, Inc., within 30 days of request.

**3. Notify Agent, Give Description**

Notify Asurion Insurance Services, Inc., within 60 days of the time of loss.

Give a complete description of:

- a.** The Covered Property, including telephone number, device make and model, and unique identification number (ESN, MEID or IMEI); and
- b.** How, when and where the loss or damage occurred.

**4. Protect**

Take all reasonable steps to protect the Covered Property from further damage.

**5. Permit Inspection**

Permit us or our Agent to inspect the damaged property. If requested, take or send the Covered Property to our Agent, or our Agent's designee, for equipment failure evaluation.

**6. Statement Under Oath**

If requested by us or our Agent, submit to questioning under oath about a claim or other matter relating to the Policy. In such event, the answers must be signed.

**7. Proof of Loss and Ownership**

If required, provide:

- a.** A copy of original ownership records, such as a bill of sale;
- b.** A signed, sworn proof of loss or damage containing the information we or our Agent request to settle the claim. We may require this statement to be notarized, for which you may incur a nominal fee.
- c.** A copy of a government-issued photo identification.
- d.** Other records and documents that may be reasonably requested. These records must be provided within 30 days after our request for the documentation.

**8. Salvage and Recovery**

The Additional Insured is required to return the damaged property to the Authorized Service Center. If the replacement equipment is sent to you, the

Authorized Service Center will provide a prepaid shipping label and envelope to return the damaged property in. Disposal of the damaged Covered Property other than by returning it to the Authorized Service Center requires the prior consent of the Authorized Service Center. If the damaged Covered Property is not returned to the Authorized Service Center within 15 days of the receipt of the replacement equipment, a Salvage Non-Return Fee of up to three hundred dollars (\$300.00) may be billed to the Additional Insured. The Salvage Non-Return Fee will not exceed the actual value of the Covered Property that was not returned. Any recovery of lost or stolen property will accrue entirely to our benefit.

### 9. Take Delivery

We may ship the approved replacement device directly to you within the United States. We may also make available to you the approved replacement device for pick up at your Wireless Service Provider. You must be available to take delivery of the replacement equipment within 30 days of claim authorization or pay the added cost of re-delivery.

## F. OUR DUTIES IN EVENT OF LOSS

### 1. When We Repair or Replace

If a claim is made, we or Asurion Insurance Services, Inc., will notify the Insured of Asurion Insurance Services, Inc.'s assessment of the claim within 10 days after we or Asurion Insurance Services, Inc., receive all the information requested from the Insured presenting the claim. Repair or replacement of the lost or damaged Covered Property will be done within 30 days after the Insured, or his or her designee, has complied with all the terms of this Policy, and we have agreed with the Insured about the repair or replacement.

### 2. Our Options

At our option, we or Asurion Insurance Services, Inc., may provide substitute equipment or repair the Covered Property with substitute parts, of like kind, quality and functionality, that:

- a. Have been refurbished, and may contain non-original manufacturer parts; or
- b. Are a different brand, model or color.

## G. ADDITIONAL CONDITIONS

### 1. Arbitration

This Arbitration provision requires the submission of any dispute to Arbitration.

- a. Instead of first suing in court, disputes or controversies must be arbitrated on an individual, non-class basis, without resort to any form of class action or class arbitration. This will apply without limitation to disputes or controversies of any nature whatsoever (whether in contract, tort, or otherwise, including statutory, common law, fraud, other intentional tort, property and equitable claims) arising out of, relating to, or in connection with:
  - (1) This policy;
  - (2) Any activities, transactions, services or interactions of any kind involving any Insured and us, and the relationships which result from this policy, including, to the full extent permitted by applicable law, relationships with third parties who are not parties to this policy; or
  - (3) The validity, scope or enforceability of this arbitration provision or the entire policy.

For purposes of this section G.1., "we" or "us" will include any of our employees, agents, representatives or associated businesses who are involved in any way in any activities, transactions, or services with any Insured relating to this policy.
- b. Such arbitration shall be nonbinding, and be resolved before a single arbitrator. All Insureds and we waive any right to pursue on a class basis any such dispute, controversy or claim, even if applicable law permits class actions or class arbitrations.
- c. The selection of the arbitrator shall be governed by, and all arbitration shall be administered by the American Arbitration Association ("AAA") in accordance with its Wireless Industry Rules and Procedures in effect at the time the demand for arbitration is filed. The Rules and Procedures, as well as forms and information on arbitration in general may be obtained by calling 1-800-778-7879, or by visiting AAA's Web site at [www.adr.org](http://www.adr.org).
- d. Any arbitration which the Insured attends will take place at a location within the federal judicial district that includes the Insured's billing address at the time the demand for arbitration is filed.
- e. Upon written request, we will advance to the Insured either all or part of the fees of the AAA and of the arbitrator. The arbitrator will decide whether the Insured or us will ultimately be responsible for these fees and may waive the Insured's fees upon a finding of economic hardship.

f. The arbitrator shall apply relevant, substantive law and applicable statutes of limitation and shall provide written reasoned findings of fact and conclusions of law. This arbitration provision is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act, 9 U.S.C. Sections 1, et. seq.

g. If any portion of this arbitration provision is deemed invalid or unenforceable, it shall not invalidate the remaining portions of the arbitration provision. THE INSUREDS AND WE AGREE THAT THIS ARBITRATION WILL BE ON AN INDIVIDUAL BASIS. THE INSUREDS AND WE UNDERSTAND AND AGREE THAT BECAUSE OF THIS ARBITRATION PROVISION NEITHER INSURED NOR WE WILL HAVE THE RIGHT TO FIRST GO TO COURT, HAVE A JURY TRIAL OR PARTICIPATE AS A REPRESENTATIVE OR MEMBER OF ANY CLASS OF CLAIMANTS UNDER A CLASS ACTION OR CLASS ARBITRATION UNTIL THE ARBITRATION REQUIRED BY THIS PROVISION HAS BEEN COMPLETED AND THE INSURED AND WE HAVE BEEN UNABLE TO RESOLVE OUR DISPUTE, CLAIM OR CONTROVERSY. FURTHER, ALL INSUREDS AND WE WAIVE OUR RIGHT TO PARTICIPATE AS A REPRESENTATIVE OR MEMBER OF ANY CLASS OF CLAIMANT UNDER A CLASS ARBITRATION EVEN IF CLASS ARBITRATION WOULD OTHERWISE BE PERMISSIBLE UNDER APPLICABLE LAW.

In Washington state, the last three paragraphs of G.1 are replaced in their entirety by the following:

THE INSUREDS AND WE AGREE THAT THIS ARBITRATION WILL BE ON AN INDIVIDUAL BASIS. THE INSUREDS AND WE UNDERSTAND AND AGREE THAT BECAUSE OF THIS ARBITRATION PROVISION NEITHER INSURED NOR WE WILL HAVE THE RIGHT TO FIRST GO TO COURT, HAVE A JURY TRIAL OR PARTICIPATE AS A REPRESENTATIVE OR MEMBER OF ANY CLASS OF CLAIMANTS UNDER A CLASS ACTION OR CLASS ARBITRATION. FURTHER, ALL INSUREDS AND WE WAIVE OUR RIGHT TO PARTICIPATE AS A REPRESENTATIVE OR MEMBER OF ANY CLASS OF CLAIMANT UNDER A CLASS ARBITRATION EVEN IF CLASS ARBITRATION WOULD OTHERWISE BE PERMISSIBLE UNDER APPLICABLE LAW.

## 2. Claim Authorization and Loss Payment

We or Asurion Insurance Services, Inc. has the right to settle the loss with the Insured or his or her designee. No claims will be accepted unless authorized by Asurion Insurance Services, Inc. All repairs and replacements must be made by the Authorized Service Center, unless the Authorized Service Center gives the Insured other specific directions. In no event will Insureds be reimbursed for any out-of-pocket expenses.

## 3. Cancellation

### a. How First Named Insured Cancels

The First Named Insured may cancel the policy by mailing or delivering to us advance written notice of cancellation. In this event, the First Named Insured agrees to deliver notices of cancellation to all Additional Insureds, 60 days prior to cancellation of their coverage, or to pay the Agent for delivery thereof.

### b. How Additional Insureds Cancel

An Additional Insured may cancel coverage provided to him or her by notifying the Agent or Verizon Wireless, who will advise the Agent.

### c. How We Cancel

- (1) We may cancel coverage for nonpayment of premium by mailing or delivering written notice of cancellation, including the actual reason for cancellation, at least 10 days before the effective date of cancellation.
- (2) When an Additional Insured's coverage has been in effect for less than 60 days, we may cancel for any reason by mailing or delivering written notice of cancellation, including the actual reason for cancellation, at least 30 days before the effective date of cancellation. We may cancel the coverage of any Additional Insured for fraud or intentional misrepresentation made in obtaining this insurance or in filing a claim under this insurance, by mailing or delivering written notice of cancellation, including the actual reason for cancellation, at least 15 days before the effective date of cancellation.
- (3) When coverage has been in effect for 60 days or more, we may cancel the coverage of any Additional Insured for fraud or intentional misrepresentation made in obtaining this insurance or in filing a claim under this insurance,

by mailing or delivering written notice of cancellation, including the actual reason for cancellation, at least 15 days before the effective date of cancellation.

(4) We also may cancel coverage for all Insureds by mailing or delivering written notice of cancellation at least 30 days before the effective date of cancellation, including the actual reason for cancellation, if:

- (a) For any reason, we choose to stop providing this coverage for all Insureds in a given class;
- (b) Verizon Wireless has provided monthly premium billing and collection service and ceases to do so; or
- (c) The Agent or the Authorized Service Center ceases to provide its claim service.

(5) How Notice of Cancellation Is Provided

If there is a cancellation in accordance with Section G.3.c., notice will be sent to:

- (a) Each Additional Insured affected by the cancellation, using his or her last mailing address on file with the First Named Insured;
- (b) The Agent; and
- (c) The First Named Insured.

The First Named Insured agrees to pay or act as delivery agent for notice of cancellation to all Additional Insureds.

#### d. Effective Date of Cancellation

Notice of cancellation will state the effective date of cancellation. The coverage will end on that date.

#### e. Return Premiums, If Any

If this policy is canceled, any refunds due will be on a pro rata basis. The cancellation will be effective even if the refund has not been made or offered.

#### f. Proof of Mailing

If notice is mailed, proof of mailing will be sufficient proof of notice.

In Washington state, the above paragraph G.3 is replaced in its entirety by the following:

### 3. Cancellation

#### a. How Named Insured Cancels

The Named Insured may cancel this policy by mailing or delivering to us advance written notice of cancellation. In this event, the Named Insured agrees to pay or act as delivery agent for notice of

cancellation to all Additional Insureds 60 days prior to cancellation of their Coverage.

#### b. How Additional Insureds Cancel

An Additional Insured may cancel coverage provided to him or her by notifying the Agent or the Wireless Service Provider, who will advise the Agent.

#### c. How We Cancel

(1) We may cancel coverage for nonpayment of premium by mailing or delivering written notice of cancellation, including the actual reason for cancellation, at least 10 days before the effective date of cancellation.

(2) We may cancel for any other reason by mailing or delivering written notice of cancellation, including the actual reason for cancellation, at least 45 days before the effective date of cancellation for all other reasons.

(3) We also may cancel Coverage for all Insureds by mailing or delivering written notice of cancellation at least 45 days before the effective date of cancellation, including the actual reason for cancellation, if:

- (a) For any reason, we choose to stop providing this coverage for all Insureds in a given class;
- (b) The Verizon Wireless has provided monthly premium billing and collection service and ceases to do so; or
- (c) The Agent or Asurion Insurance Services, Inc. ceases to provide its claim service.

(4) How Notice of Cancellation Is Provided

If there is a cancellation in accordance with Section G.3.c., notice will be sent to:

- (i) Each Insured affected by the cancellation, using his or her last mailing address on file with the Named Insured;
- (ii) The Agent; and
- (iii) The Named Insured.

The Named Insured agrees to pay or act as delivery agent for notice of cancellation to all Additional Insureds.

#### d. Effective Date of Cancellation

Notice of cancellation will state the effective date of cancellation. The coverage will end on that date.

#### e. Return Premiums, If Any

If this policy is canceled, any refunds due will be on a pro rata basis. The cancellation will be effective even if the refund has not been made or offered.

**f. Proof of Mailing**

If notice is mailed, proof of mailing will be sufficient proof of notice.

**4. Eligibility**

- a.** To be eligible for coverage you must be a valid, active and current subscriber of Verizon Wireless.
- b.** If your request for enrollment of coverage is submitted within 30 days of initial activation of the Verizon Wireless service for the Covered Property, and you are approved by us, we cover direct loss or damage that occurs during the policy period shown in the Declarations.
- c.** If your request for enrollment of coverage is submitted more than 30 days after initial activation of Verizon Wireless service for the Covered Property, you are not eligible for this insurance and your enrollment will be rejected; in such instance, no coverage is ever in effect.
- d.** You must not have engaged in fraud or abuse with respect to this or a similar communications equipment insurance program.
- e.** You must not be in breach of any material term of the policy, including but not limited to failure to return damaged Covered Property when requested in conjunction with a loss.

**5. Changes**

The First Named Insured, on its own behalf and on behalf of the Additional Insureds, is authorized to make changes in the terms of the policy with our consent. The policy's terms can be amended or waived only by endorsement issued by us and made a part of the policy. If notice of such changes is mailed, proof of mailing will be sufficient proof of notice.

**6. Concealment, Misrepresentation or Fraud**

This policy is voidable in any case of fraud, intentional concealment or misrepresentation of a material fact, by either the First Named Insured or any Additional Insured or his or her designee at any time, concerning:

- a.** This policy;
- b.** The Covered Property;
- c.** The Insured's interest in the Covered Property; or
- d.** A claim under this policy; but only with respect to his or her coverage.

**7. Conformity To Statute**

We agree that any terms of this policy not in conformity with the statutes of the state in which this policy is issued are amended to conform to those applicable state statutes.

**8. Benefit Only Available To Insureds**

No person or organization, other than an Insured, will benefit from this insurance.

**9. Legal Action Against Us**

No one may bring a legal action against us under this policy unless:

- a.** There has been full compliance with all the terms of this policy;
- b.** The action is brought within 2 years after the Insured has knowledge of the loss or damage;
- c.** The action is brought in compliance with Section G.1.

**10. Liberalization**

If we adopt any revision in this policy which would broaden the Coverage under this policy without additional premium within 60 days prior to or during the policy period, the broadened coverage will immediately apply to this policy.

**11. Premiums**

- a.** The First Named Insured is responsible for the payment of all premiums.
- b.** Within fifteen days after the end of each month, the First Named Insured:
  - (1)** Will report to the Agent the total number of Covered Property units that were covered under this policy as of the last day of that month; and
  - (2)** Will remit the monthly earned premium to us through the Agent based on that report.
 The premium will be calculated by multiplying the rate per unit of Covered Property shown in the Declarations by the total number of such units. The First Named Insured may request that Additional Insureds be billed for their individual units of Covered Property. In that event, the rate will be the same as the policy rate billed to the First Named Insured. If the First Named Insured provides monthly billing and collection services for the Agent, all funds collected by the First Named Insured are our property. We may examine and audit the First Named Insured's books and records relating to such premium payments at any time during the policy period and up to three years afterward.

## 12. Transfer of Rights and Duties Under This Policy (Assignment)

No rights and duties under this policy may be transferred.

## 13. Transfer of Rights of Recovery Against Others To Us (Subrogation)

If after we provided repair or replacement for such loss or damage, any Insured has rights to recover damages from another, those rights are transferred to us to the extent of our cost of repair or replacement. The Insured must do everything necessary to secure our rights and must do nothing after loss or damage to impair them.

In Washington state, the following paragraph is added to Section G:

### 14. Nonrenewal

If we decide not to renew this policy, we will mail or deliver to the Named Insured shown in the Declarations and the Named Insured's agent or broker, at their last mailing addresses known to us, written notice of the nonrenewal stating the reasons for nonrenewal. We will also mail to any mortgage holder, pledgee or any other person shown in this policy to have an interest in any loss which may occur under this policy, at their last mailing address known to us, written notice of nonrenewal. We will mail or deliver these notices at least 45 days before the:

- A. Expiration date of the policy.
- B. Anniversary date, if this policy has been written for a term of more than 1 year.  
Otherwise, we will renew this policy unless:
  - a. The Named Insured fails to pay the renewal premium after the Insurer has expressed its willingness to renew, including a statement of the renewal premium, to the Named Insured's insurance agent or broker at least 20 days before the expiration date;
  - b. Other coverage acceptable to the Insured has been procured prior to the expiration date of the policy; or
  - c. The policy clearly states that it is not renewable, and is for a specific line, subclassification, or type of coverage that is not offered on a renewable basis.

If notice is mailed, proof of mailing will be sufficient proof of notice.

The foregoing is a generalized description of the policy. It is not a full and complete version of the policy. Some provisions may differ by state based upon applicable state law. For more information, or a copy of the policy, you may visit [www.phoneclaim.com/verizon](http://www.phoneclaim.com/verizon) or you may call Asurion at 1-888-881-2622 or send a self-addressed envelope to Asurion. ATTN: Policy Copy, P.O. Box 110656, Nashville, TN 37222-0656. Please include your wireless telephone number so the proper policy can be delivered to you.

### IMPORTANT NOTICE TO POLICYHOLDERS— TERRORISM RISK INSURANCE ACT OF 2002

You are hereby notified that, under the Terrorism Risk Insurance Act of 2002, as amended, we must make terrorism coverage available if your policy covers commercial property. However, the actual coverage provided by your policy for acts of terrorism, as is true for all coverages, is limited by the terms, conditions, exclusions, limits, other provision of your policy, any endorsements to the policy and generally applicable rules of law.

Any terrorism coverage provided by this policy may be partially reimbursed by the United States Government under a formula established by Federal Law. If applicable, under this formula, the United States Government will pay 85% of covered terrorism losses exceeding a statutorily established deductible paid by insurers until such time as insured losses reach the \$100 billion cap that limits U.S. Government reimbursement as well as insurers' liability for losses. If that occurs, your coverage may be reduced. You will not be required to pay a premium for terrorism coverage at this time. If a premium is going to be charged for terrorism coverage, we will provide you with advance notification of what that premium will be.

It can happen anytime.  
Will you be covered?



FILING A CLAIM IS EASY

[phoneclaim.com/verizon](http://phoneclaim.com/verizon)



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AS10055

WIRELESS PHONE PROTECTION **NOW WITH**

# MOBILE RECOVERY™

Enjoy the protection of Wireless Phone Protection now with the security of Mobile Recovery.



Recover Your Phone Today  
Or Replace It Tomorrow

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Wireless Phone Protection with Mobile Recovery can only be used on a compatible phone. The Mobile Recovery feature and its terms are subject to change or cancellation at any time by Asurion or Verizon Wireless. Wireless Phone Protection with Mobile Recovery is available only for Wireless Phone Protection customers in the state of Florida.

# HOW IT WORKS

Once enrolled in Wireless Phone Protection, download the Mobile Recovery application from **MyMobileRecovery.com**.†

If you misplace your phone, go to **MyMobileRecovery.com**, and sign in to locate or secure your phone.

- **Locate**

See a visual history of where your phone has been and use GPS to get its current location

- **Alarm**

Sound an alarm from your phone - even if it is on silent or vibrate

- **Lock**

Secure your data and prevent access to your information by triggering your phone to lock itself wherever it is\*

- **Wipe**

Protect your privacy by remotely erasing your contacts from a lost or stolen phone



Be sure to back up your contacts with Verizon Wireless' Backup Assistant<sup>SM</sup> before wiping your contacts. For complete details on Backup Assistant, go to [verizonwireless.com/backupassistant](http://verizonwireless.com/backupassistant).

**DOWNLOAD NOW!**

Go to [MyMobileRecovery.com](http://MyMobileRecovery.com) to download and set up.

## Wireless Phone Protection with Mobile Recovery

| Monthly Fee:   | Phones <sup>†</sup>  | Advanced Phones <sup>†</sup>   |
|--|--|--|
|  |  | \$4 <sup>99</sup>  |
| <b>Insurance Deductible:</b><br>(lost, stolen, damaged or malfunction after manufacturer's warranty expires) | \$39   | \$89   |
| <b>Mobile Recovery:</b>  | Included at no additional cost   |  |
| <b>Insurance Claims Maximum:</b>   | 2 replacements in a 12-month period with an equipment maximum of \$400 per claim | 2 replacements in a 12-month period with an equipment maximum of \$1,500 per claim |
| <b>Insurance Replacement Equipment:</b>  | Claims may be fulfilled with new or remanufactured equipment                     |  |
| <b>Cancellation Policy:</b>  | You may cancel at any time and receive a prorated refund of your monthly fee     |  |

See page 3 of the Wireless Phone Protection Program brochure for full details and pricing. The Wireless Phone Protection program is underwritten by Liberty Mutual Insurance Company or one of its affiliates.

†Not all phones are compatible. For a list of compatible phones, visit [MyMobileRecovery.com/phones\\_supported](http://MyMobileRecovery.com/phones_supported).

\*Applies to internal phone memory only - does not lock or protect removable memory. Terms and Conditions for Mobile Recovery are available at [MyMobileRecovery.com](http://MyMobileRecovery.com). A link to the terms and conditions will also be provided when you download the Mobile Recovery application to your phone.

NOTE: Phone must be powered on, have text messaging capability, and be within the Verizon Wireless National Enhanced Services Coverage Area for Mobile Recovery features to function. Data usage charges may apply for download and use of this application. Mobile Recovery is a service provided by Asurion Mobile Applications. **Mobile Recovery is not an insurance product.**



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# EQUIPMENT COVERAGE

LOSS • THEFT • DAMAGE • MALFUNCTION

for Tablets



# Equipment Coverage gives you peace of mind when the unexpected happens

## Comprehensive Coverage

- Loss
- Theft
- Damage (even water damage and cracked screens)
- Malfunction after the manufacturer's warranty expires

## Fast and Easy Claims Process

- Lost, theft, damage and malfunction after the manufacturer's warranty expires claims can be filed 24/7, online or by phone
- Receive a next day replacement for loss, theft, and damage claims completed by 12AM ET, 12AM CT, 11PM MT, and 10PM PT

### Equipment Coverage for Tablets

|                       |  |
|-----------------------|--|
| Monthly Fee           | \$9  |
| Deductible            | \$129  |
| Claim Maximums        | 2 claims in any consecutive 12-month period with a maximum replacement value of \$1,500. |
| Replacement Equipment | Claims may be fulfilled with new or remanufactured equipment.                            |
| Cancellation Policy   | You may cancel at any time and receive a prorated refund of your monthly fee.            |

The insurance coverage does contain limitations and exclusions. For example, intentional damage, cosmetic damage, and damage caused by viruses are excluded. Complete exclusion limitations can be found in the Terms and Conditions.

See Equipment Protection Programs brochure for complete terms and conditions. Terms and conditions can also be found online at [phoneclaim.com/verizon](http://phoneclaim.com/verizon).

Not available for Apple® iPad™.

Equipment Protection for Tablets is underwritten by Liberty Mutual Insurance Company. Asurion Insurance Services, Inc. is the agent and provides the claims servicing under this program.