

Website FAQs for Sprint

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 are able to file a claim.

What kind of IDs can you accept?

Currently, we are able to accept the following:

- US and Canadian driver's licenses
- US and foreign passports
- US military ID cards
- State issued identification cards
- Resident Alien Permits
- Mexican Matricular Consular 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?

Unfortunately, no. If you do not have a valid driver's license or state issued ID card, please call 1-800-584-3666 to speak with a specialist about what other options may be available. Please ensure that your wireless 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 the primary account holder's name.

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 Sprint account at <http://www.sprint.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 wireless phone number that you are filing the claim on is 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 48 hours of their being received. If you have sent in documents, but you have not received a call after 48 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: Review Team (Sprint), P.O. Box 413886, Kansas City, MO 64141. 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.

I want to mail my documents overnight. Is there a physical address where I can send them?

You may overnight your documents to the following address: Review Team (Sprint), 8880 Ward Parkway, Kansas City, MO 64114. Please be aware that sending your documents via overnight delivery may not speed up your claim processing time.