

REQUIRED Steps to Complete Your Claim

1	Fill out the Claim Affidavit, being sure to sign the document.
2	Attach a photocopy of a Valid ID (See Examples of Valid IDs below)
3	Fax your documents to 1-866-306-2268

Examples of Valid Personal Identification

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

- Drivers license (US or Canada) Visa / Resident Alien Permit (Green Card) US or foreign passport
- Matricular Consular ID (Mexico) US military ID card (Active or Retired) State issued ID card

Important Reminders:

- The name on the ID must match the name on the account. If the name does not match, then additional documentation may be required. Lightening and increasing the size of the ID before faxing assists with the review of your documents, and helps to prevent delays in claim processing.
- 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	Resident Alien Permit	US or Foreign Passport	Matricular Consular ID	US Military ID Card
				

Please handwrite your Claim ID number on your ID before faxing.

- The easiest way to find the make and model of the phone you are claiming 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/>.
- Please fax all documents together and ensure that all information is legible before faxing. An illegible claim number or wireless phone number or missing page could result in a delay in processing your claim.

You may call Asurion at 1-866-862-3397 if you have questions regarding these instructions or affidavit form.

