

Asurion Documentation Process: Sprint

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	Forward your documents to Asurion by mail or fax

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 of the primary account holder. If the name does not match, then additional documentation may be required. Increasing the size of the ID and lightening 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 the number of the wireless device you are claiming on your ID before faxing.

Finding your phone model:

- 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 Sprint account at <http://www.sprint.com/>.

All documents must be legible. Once we receive the items listed above, we will complete our review of your claim. You must return all documentation to the address listed on the affidavit within 60 days of the date you requested your replacement as provided in the Coverage Certificate or your claim may be denied. If you have any questions, please contact us at 1-866-207-6894.

For the Equipment Protection Program: Underwritten by Continental Casualty Company, a CNA company. Program agent: Asurion Protection Services, LLC (In California, Asurion Protection Services Insurance Agency, LLC (CA License Number: OD63136); in Puerto Rico, Asurion Protection Service of Puerto Rico, Inc. Puerto Rico Resident Agent Jorge J. Amadeo, Eastern America Insurance Agency, Inc.)

*In California, Asurion Protection Services Insurance Agency, LLC (CA License Number: OD63136); in Puerto Rico, Asurion Protection Service of Puerto Rico, Inc. Puerto Rico Resident Agent Jorge J. Amadeo, Eastern America Insurance Agency, Inc.

Instructions

DO NOT FAX THIS PAGE

Sprint Sworn Affidavit and Proof of Loss Statement



ASN-SPT-DOC

Mail Documents to: Asurion Protection Services, LLC* Attn: Review Team (ERP) P.O. Box 413886 Kansas City, MO 64141-3886	O R	Fax documents to: 1-888-832-0511
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ALL FIELDS ARE REQUIRED AND MUST BE FILLED IN (PLEASE PRINT) USING BLUE OR BLACK INK.

IMPORTANT LEGAL NOTICE: Any person who knowingly and with intent to injure, defraud or deceive any insurer, files a statement of claim containing any false, incomplete, or misleading information is guilty of insurance fraud, which is a crime. All claim files and documentation, including this affidavit, are subject to inspection by the various State Departments of Insurance.

Claimed Wireless Device Number () -

I. Personal Information of Account Holder:

Account Holder's First and Last Name: _____

Daytime Phone Number: _____ Evening Phone Number: _____

E-mail Address: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

2. Equipment and Claim Details

Phone Manufacturer (Ex. Blackberry, Samsung, LG, etc.):

Model (Ex. Rumor, Touch, 8830, etc.):

Check **one (1)** of the following – Your phone was... Lost Stolen Damaged Malfunctioning

Date of occurrence : _____ Place of occurrence: _____

Detailed description on what happened to your phone: _____

Note: If your phone was damaged or malfunctioning, you are required to return it to Asurion upon receipt of your replacement phone.

3. Attach Photocopy of Your Valid Government Issued Photo ID

(Please be sure to lighten and enlarge your ID, and clearly write your claimed wireless number on it to match to your claim)

Check type of photo ID you are attaching: Drivers License Passport Military ID

Visa / Resident Alien Permit Matricular Consular ID State issued identification card

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
				

Note: Student IDs, work IDs, birth certificates and Social Security cards are not accepted as valid identification.

4. Account Holder Signature

I hereby swear or affirm that I have completed the foregoing, and the facts alleged are true, to the best of my knowledge and belief.

SIGNED on this _____ day of _____, 20____.

Account Holder Signature: _____