

Website FAQs for AT&T

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.

Does the affidavit have to be notarized?

Yes. Section III of the affidavit must be completed, signed and sealed or stamped by a certified Public Notary.

Where can I find a notary?

You can find a notary public at your bank, shipping and office supply stores. Some local libraries may also have notary service available. If the affidavit is not notarized, we cannot accept the documentation and your claim will be delayed.

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

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
				

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. We request that you 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 1-888-562-8662 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 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 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.

What page of my billing statement do you need?

The summary page of your billing statement is preferable. We need to see your name and the mobile number you are claiming on the page you send in. If it is a combined billing statement with other AT&T services please send the page that shows your name and the account number.

I went to paperless billing. Will you accept a copy of my bill printed from my online account?

Absolutely! Please just make sure that your name and either the account number or mobile number for the device you are claiming are on the page you are sending.

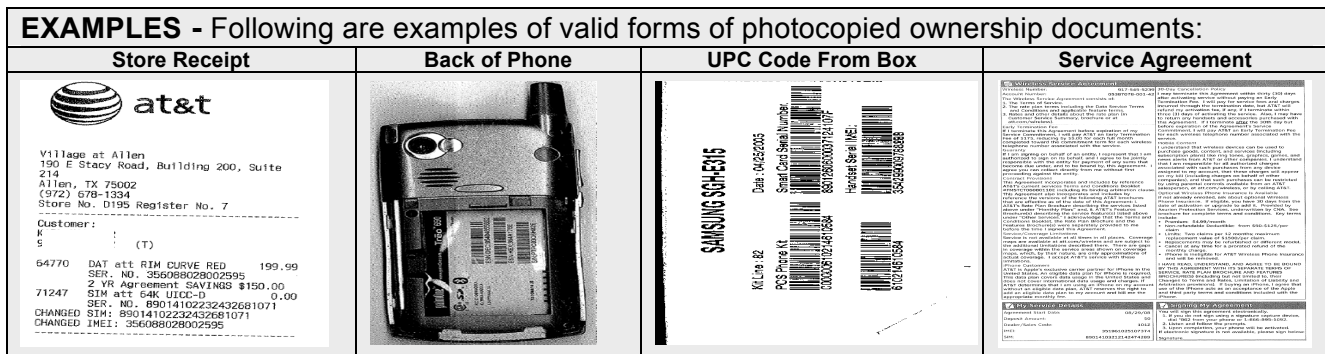
How can I find out the make and model of my phone?

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 AT&T account at <http://www.att.com/>.

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.
- **Packing Slip** – must show the contents of shipment for 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, 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 AT&T 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.

How long will it take to review my documents?

All documents received by Asurion will be processed within 48 hours of their being received.

Where should I mail in my documents?

Please address your envelope as follows: Review Team (AT&T), P.O. Box 413886, Kansas City, MO 64141. Please allow 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 (AT&T), 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.

I want to fax in my documents. Is there a fax number I can use?

You can also fax the documents to 1-888-429-7719. Attn. Asurion Review Team (AT&T)