



Dear Account Holder,

This notice pertains to all mobile numbers enrolled in an AT&T device protection program on your AT&T Wireless account for any account with a billing address in New Jersey. We recognize during these challenging times that you may be directly impacted by the COVID-19 pandemic and we would like to explain benefits which are available to you as the account holder with a mobile number(s) enrolled in one of AT&T's Device Protection programs.

As a resident of New Jersey, if you are experiencing a financial hardship due to COVID-19, you may receive a 90-day grace period to pay your insurance premiums, so that your policy is not cancelled. You may elect for this 90-day grace period to begin retroactively on April 1, 2020 or opt for the grace period to begin on May 1, 2020.

If you are experiencing financial hardship due to COVID-19 and choose to use the grace period, we will:

- Not charge late payment fees or report late payments to credit reporting agencies, during the 90-day period.
- Allow premiums not paid during the 90-day period to be paid over 12 months in up to 12 equal installments.
- Ensure that late payments during the 90-day period are not considered in any future premium calculations at any time.

If you have any questions regarding your rights described in this notice, please contact Asurion at 1-877-699-5799. If you are experiencing a financial hardship due to COVID-19 and want billing assistance, please call AT&T Customer Care at 1-800-331-0500. You may also submit a waiver request for late fees at att.com/waiver. You must have your AT&T Account user ID and password ready. AT&T Enterprise customers should contact their AT&T Account Team.

Thank you,

Asurion