

## **AT&T Prepaid Frequently Asked Questions**

### **Background**

Various state insurance agencies have issued directives to insurance producers that impact some of the device protection programs that we provide along with our mobility carriers. Some of these directives require insurance producers like Asurion to post the directives online

(Phoneclaim.com) and in some cases, send individual notices to insurance customers advising them of the reasonable accommodations made available as a result of COVID-19 related financial hardship. These postings and notices may include phone numbers to contact the wireless carrier and/or Asurion so that you are informed of the reasonable accommodations made available to our customers in the event they are unable to pay their wireless bill and/or the monthly charge for device protection, on time. The FAQs listed below should be helpful in answering your questions and will also provide direction in the event you require further assistance.

### **FAQs**

**Q: Why am I getting this notice?**

**A:** As a result of the coronavirus pandemic, some state's Departments of Insurance have issued directives to insurance producers that require that certain accommodations must be made. The notice that you've received was required to be sent to you as part of your state's directive. However, because you have already paid your premium for wireless device protection and do not have an outstanding premium balance, this information is for reference purposes only.

**Q: What am I supposed to do?**

**A:** This notice is being sent for reference purposes only and no further action on your part is required at this time.

**Q: Who do I call for questions?**

**A:** If you have questions about your device protection, please contact Asurion at 1-877-699-5799. If you have questions regarding your AT&T PREPAID wireless account, please contact AT&T PREPAID at 1-800-901-9878.

**Q: What should I do if I cannot afford to pay my device protection monthly charge?**

**A:** If you are currently enrolled you already paid your current monthly premium. When you make your purchase decisions for next month, if you elect not to prepay your monthly premium, device protection will no longer remain available to you.

**Q: What do I do if I am also unable to pay my wireless phone bill?**

**A:** We know that many people are experiencing financial hardships as a result of the coronavirus pandemic. In the event you are unable to pay your wireless phone bill, please contact AT&T at 1-800-901-9878.