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Case ID: 102310942579

My mother lives in India, aged 75, high blood pressure patient, had a fall at home in December 2023, and had to rush her into an emergency and was hospitalized for a week. Her fall resulted in paralyzed on her left side, so she has become bedridden, requiring support for basic movements. I have attached her medical report for your perusal.

There is a saying "bad times come together", my wife had a cyst in her uterus and underwent myomectomy with Bilateral ureteric stenting on 12th February 2024. Her surgery was technically challenging, lasting for more than 5 hours and was advised to be under care and supervision for 3 months with regular follow up with doctor. Her treatment was covered by local insurance and all the paperwork was sent directly to Insurance by the hospital so we do not have records, but we can get a letter from the doctor in this regard if needed.

My son who was in India, stayed back in India and took care of both my mother (his grandma) and my wife (his mother) for the past few months, and headed back to USA recently on May 27th.

My son who was in the middle of many things could not remember the apple user id since it was created once at the time of Phone set up and he forgot the same. After he lost the phone in February, I called up Apple support for the replacements, but Apple insisted for the apple id for tracking the device, without the apple id, the case ticket was not created in time by Apple. I had the original package and the serial number and told Apple that I took Apple care and support for the device, but without Apple id, Apple was not creating the ticket. I waited for my son to come back to USA so we can file the claim. After his return, after multiple attempts with Apple support executives, his ID was found and the ticket was filed finally, hence you got the submission late.

I kindly request you to ignore the delay as one time courtesy and do the needful.

Appreciate the help.

Thanks and Regards

Gopal

June 4th 2024.