

How to Submit the Required Documentation

Choose an option (Online or Fax) and follow the steps

Online (Recommended)

- 1 Print, fill out and sign the Sworn Affidavit & Proof of Loss Statement.
Found on page 2 of this document.
- 2 Scan or take pictures of both the completed affidavit and your valid photo ID.
Acceptable forms of photo ID: valid driver's license, passport, federally issued ID card or matricula consular ID.
- 3 Upload both documents at phoneclaim.com/verizon-uploader

Fax

- 1 Print, fill out and sign the Sworn Affidavit & Proof of Loss Statement.
- 2 Photo copy your valid photo ID and handwrite your Claim ID number on the paper.
- 3 Fax both documents to 1-877-595-1399.

How to prevent delays in processing your claim

The document is marked with a barcode that is specific to your claim. Using a photocopy with an incorrect barcode will delay your claim

Make sure you have a valid photo ID

- Acceptable forms of photo ID: valid driver's license, passport, federally issued ID card or matricula consular ID
- Unacceptable forms of ID: student ID, work ID, birth certificate and Social Security card
- Name on the ID must match name of the Verizon Account Owner/Account Manager who completes the Sworn Affidavit & Proof of Loss Statement
- If name does not match, then you may need to provide additional documentation
- The ID cannot be expired. If the ID appears altered, forged, illegitimate or unreadable, we will not be able to proceed with your claim

Make sure all document scans or faxes are clear and easy to read

- When making the photo copy of your photo ID, consider using the enlarge and contrast settings to make the ID easier to read
- Black and white copies are preferred

How to find your device manufacturer, model and ESN/MEID/IMEI

For Apple products:

- Open iTunes
- Choose iTunes > Preferences in Mac OS X
- Choose Edit > Preferences in Windows
- Click the Devices tab
- Position the mouse over "Backup Device" to display ESN/MEID/IMEI

For Android products:

- Log in to google.com/dashboard
- Click the Android section to display ESN/MEID/IMEI

For most devices:

Find this information on:

- Back of the phone/device or under the battery (not all batteries are accessible)
- Your Customer Agreement (available at verizonwireless.com)
- The box the phone/device came in
- If none of these items are available please contact Verizon Wireless

Visit us online at phoneclaim.com/verizon/faq or call Asurion at 1-888-881-2622 for questions regarding the claims process.

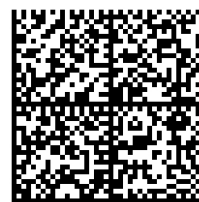


Sworn Affidavit & Proof of Loss Statement

THIS DOCUMENT MUST BE COMPLETED BY AN ACCOUNT OWNER/ACCOUNT MANAGER ON YOUR VERIZON WIRELESS ACCOUNT. THE PERSON COMPLETING THE DOCUMENT MUST ALSO PROVIDE A PHOTO COPY OF THEIR VALID PHOTO ID.

INSURANCE FRAUD IS A CRIME

For your protection, a person who knowingly presents a false or fraudulent insurance claim with the intent to injure, defraud, or deceive any insurer is guilty of a crime and may be subject to fines and confinement in prison. When fraud is discovered, Asurion takes appropriate steps to stop such fraud and explores all of its available legal remedies.



What device are you claiming?

ALL FIELDS ARE REQUIRED. PLEASE PRINT USING BLUE OR BLACK INK

Claim ID: Wireless Number: - -

Manufacturer: Model:

(Examples: Apple, Samsung, Motorola, etc.) (Examples: iPhone6, GalaxyS6, DROIDMAXX, etc.)

ESN/MEID/IMEI:

(Refer to the instructions on the previous page)

What happened to the device?

My Device Is: ☐ Lost ☐ Stolen ☐ Damaged ☐ Malfunctioning

Date of Occurrence: _____ Place of Occurrence: _____

Describe What Happened: _____

Account Owner/Account Manager information

Full Name: _____

Primary Phone: _____ Alternate Phone: _____

Email Address: _____

Billing Address: _____

City: _____ State: _____ Zip Code: _____

Claim agreement

I hereby make an insurance claim against the insurance company as shown on this insurance claim affidavit. I acknowledge that if any property which is the subject of this claim and which is replaced or paid for by the insurer is recovered at any time, it is the property of the insurance company and must be returned to the insurance company. I understand that if I fail to return such property, I am subject to, and authorize a non-return fee of up to \$300 to be charged under the insurance policy using the method of payment used to originally file this claim.

I swear/affirm that the device I am claiming is owned by me and that the information provided above is true and accurate. I understand that knowingly presenting false or fraudulent information in support of this insurance claim with the intent to injure, defraud, or deceive any insurer is a crime. Asurion may take legal action, including reporting to law enforcement, when it suspects fraud in the presentation of insurance claims.

Signature: _____ Date: _____