



Thank you for registering a claim

We are sorry to hear you need to make a claim. In order for us to process your claim as quickly as possible, please make sure you complete the form fully and clearly, and remember to include a daytime contact number. If any information is missing or unclear we will need to contact you and this will delay the assessment of your claim.

Claiming for a faulty or damaged phone

Before you return your claim paperwork, please ensure you have completed the following actions to prevent a delay on your claim. If you need to, you can provide further information on additional sheets of paper (please remember to include your claim ID).

Claim Check List	Tick
Provided a daytime contact telephone number on the claim form.	
Kept hold of your item - do not send it with your claim form. We'll be in touch to let you know when and where to send it.	
Provided valid payment details for the policy excess – you can pay by debit/credit card, cheque or postal order. Cheques and postal orders should be made payable to Lifestyle Services Group Limited. Please note - we do not accept American Express or Diner's Club cards. Please do not send cash.	
Please ensure you have signed and dated the claim form. Please note only the policy holder can sign the declaration on the form.	
Please enclose a proof of ownership for any accessories you're claiming for, e.g. a till receipt or despatch note that confirms the purchase date and price. If you don't have this please contact the company you purchased the item from.	
Please also enter the colour of your mobile phone. If a repair cannot be made we always try to match the replacement phone colour to the phone you're claiming for but sometimes due to stock availability this isn't always possible.	

How do I return my claim form?

Please return your completed claim form along with any supporting paperwork in an envelope to the address below. We recommend that you keep a photocopy of any paperwork that you send to us.

Post:

TSB Mobile Phone Insurance Claims Department
Lifestyle Services Group Limited
PO Box 98
Blyth
NE24 9DL

What will happen next?

Once your claim form has been received, we will aim to assess your claim within 1 working day.

If your claim is accepted, we will contact you to arrange for your damaged phone to be sent for repair. When your phone has been received at the repair centre they will spend up to a maximum of 2 working days repairing it.

Your repaired phone will then be despatched by courier and will need to be signed for. If you are not at the requested delivery address to sign for the phone, the courier will leave a card informing you where you can collect your phone from.

If your phone cannot be repaired we will call you to discuss the settlement of your claim. If the same make and model is not available, your phone may be replaced with one of similar specification and quality, which may be from refurbished stock. If we do not have any stock available then we may provide you with a cash settlement.

To track the progress of your claim online, log into TSB online banking and select the 'Account benefits' tab under your Added Value Current Account.

Accessories information

If you are claiming for any accessories that were damaged at the same time as your item, please provide the details on a separate sheet of paper. Please enclose the original proof of ownership for the accessories listed.



Mr M. Besta
18 18 WYE VALLEY ROAD
PETERBOROUGH
PE2 9SP

Claim No: WC39982177
Policy No: W30763015
Date: 19 Aug 2014
Excess: £100

Accidental Damage Claim Form

Please complete in black ink only

Your Details

Your daytime telephone number

07581272524

Other contact number

Handset Details

IMEI

358828050951005

Handset

APPLE iPhone 5S 16GB Silver

Network

Vodafone

Colour

White

Memory size (GB)

16

Details of damage

Date and time of damage

Date

18/08/2014

Location of damage

Premises

18

Time

17:30

Street

Way Valley Road

Town/City

Peterborough

About the incident

Please describe as fully as possible how the incident occurred. If there is any other information that you would like us to consider when assessing your claim, please provide us with the details. We will consider all information provided.

Accidently fell down

Where was the phone at the time of the incident?

my pocket

Who was responsible for the phone at the time of the incident?

Mr M. Besta

What were you doing at the time of the incident?

Walking

Who is the normal user of the phone?

Mr M. Besta

Declaration

By signing this declaration you confirm and agree to the following:

- The information provided on this form is complete and correct whether I, the policy holder, have completed the form, or someone else has done so on my behalf.
- I enclose my excess payment and all the necessary paperwork to support my claim.
- I understand that any false or misleading information I provide will be deemed as fraud and may be shared with the Police, other insurers, airtime providers and relevant agencies, and could result in legal action being taken.
- I give my permission, and this is my authority, for my airtime provider, bank, insurer and the Police to release any information required to assess my claim, and it may be used to track the phone's location.
- I am not making a claim through any other insurance policy I have which provides cover for this mobile phone.
- I understand that if my claim is successful any replacement handset I receive (if we can't repair the handset) may be from refurbished/remanufactured stock.

Please tick

☐☐☐☐☐☐

Signed

Dated

Delivery Information

If your claim is successful, where would you like us to send your repaired/replacement mobile phone? We can deliver the item to any address that suits you best e.g. your work address, as long as it is in the UK (this includes the Channel Islands and Isle of Man).

Please note - This must be a valid address to which you have access to. If this is an address to which others have access to e.g. a work address or shared accommodation and the package is signed for by someone else on your behalf, you are responsible for taking all reasonable precautions to ensure you receive the phone.

Address

18 Wye Valley Road

City

Peterborough

Postcode

PE2 9SP

Credit or Debit Card Payment

I authorise Lifestyle Services Group Limited to take the excess payment of £100 from the following account once my claim is accepted. Please note - we do not accept American Express or Diners Club cards.

Card number

4763676570948113

Issue number

Valid from

July 2014

Expires end

June 2017

Cardholder name

Murali Mohan Besta

Signature of cardholder

Date

For office use only

- | | | |
|-------------------------------|---------------------------------|-----------------------------|
| <input type="checkbox"/> Cash | <input type="checkbox"/> Cheque | <input type="checkbox"/> PO |
| <input type="checkbox"/> Card | <input type="checkbox"/> A | <input type="checkbox"/> B |
| <input type="checkbox"/> C | <input type="checkbox"/> D | <input type="checkbox"/> |



HMC39982177

LSG/CL/361/02/0214