

### **Eerna Protect Screen Protection Plan– Most Important Terms & Conditions**

- Eerna Protect Screen Protection membership is powered by CPP Global Assistance Bangladesh Limited in conjunction with its third party suppliers / service providers
- Your membership begins on the date of purchase of your device and continues for a period of 12 months as per membership details mentioned in your Welcome Pack
- You must provide complete and accurate data at the time of set-up of your membership
- Should you have any queries about these terms and conditions or your Membership, you can contact Us by telephoning on 09612-100 900 (10 AM to 7 PM, Everyday)
- You can purchase the membership along with any smartphone/tablet within 72 hours of device purchase date
- As part of the Eerna Protect Screen Protection membership , you will be offered the following benefits
  - **Single number assistance:** For any assistance related to your Eerna Protect Screen Protection membership benefits including claims related assistance
  - **F-Secure Safe - For Smartphones and Tablets:** For Android & iOS | Remote data wipe & phone lock | GPS tracking | Contacts back-up | Call & SMS blocker | Anti-virus & Anti-malware | Banking Protection | Parental Control
  - **Appointment with Doctor (In India):** Doctor's Online Consultation, Doctor Appointment, Medical Reports Review & Cost Estimate required for any treatment (only for selected Hospitals in India). Call CPP's helpline number 09612-100 900 (10 AM to 7 PM, Everyday)
  - **Complimentary screen damage protection:**
    - As part of the Eerna Protect Screen Protection Membership, you will be enrolled into a complimentary insurance cover for protection of the screen of your mobile device/tablet as an insured beneficiary for under the Group Policy taken by CPP Bangladesh for its customers
    - You will be eligible for the repair of the damaged screen of your mobile device/tablet once during the policy period for up to 50% of the device/tablet price
    - You can get the screen repaired only from Brand authorized service centres in Bangladesh
    - You must inform about damage incident by calling CPP hotline (daily 10:00am to 7:00pm) within 24 hours of the incident by calling
    - If any repair is done from any un-authorized before availing the service, you will not be eligible to get repairs under the offer
    - Only damaged (cracked/broken) screen can be repaired under the offer membership, screens not working due to any other reason cannot be repaired
    - The complimentary screen damage insurance cover is provided by Reliance General Insurance Company. Please read the detailed terms and conditions for any queries
    - For claiming the screen protection service, you will have to make payment of the repair/service charges at authorised service centre and submit a claim to CPP along with required documents (specified by CPP). CPP will submit the documents to insurance company who will process the claim.
    - Once the membership is purchased, it cannot be cancelled. No refund will be offered to you in case of cancellation