WIRELESS EQUIPMENT INSURANCE CLAIM AFFIDAVIT FAQs

What do I need to do?

1. Complete this form.
2. Submit the form and a copy of a valid government issued ID of the Insured Subscriber by fax, email, or mail.
3. Please wait 24 hours while your form is reviewed.
4. After 24 hours, call us back at (855) 309-8342 to complete your claim.

What type of identification do I need?

Any of these government-issued photo IDs will work. The name on the ID must match the Insured Subscriber’s name. Be sure your copy is clear, readable, and not altered.

- Driver’s License
- State Issued ID
- Resident Alien Permit
- U.S. Passport
- Immigrant Visa
- U.S. Military ID

What if I don’t have all this information?

If you don’t have the Email Address, Contact Number(s), or the Claimed ESN/MEID, go ahead and submit the form. All other information is required. Including your contact information will help prevent a delay in processing.

Where can I find my device’s ESN/MEID?

Here are three places to look for the ESN/MEID:

- Your original receipt
- Contact your wireless carrier
- If you still have your device:
  - For iPhones: select “Settings”, “General”, and “About” to locate your MEID.
  - For most other devices: your ESN/MEID is located under the battery.

How do I submit my documents?

For fastest results: fax them to (877) 389-2146 or email them to Documents@esecuritel.com.

You can also mail them to eSecuritel Holdings, LLC, Attn: Fraud Management, P.O. Box 03, Alpharetta, GA 30009-9998.

What’s the next step?

After submitting your document, wait 24 hours for it to be reviewed. After 24 hours, please call us back at (855) 309-8342, to complete your claim.
**WIRELESS EQUIPMENT INSURANCE CLAIM AFFIDAVIT**

Send completed form by FAX (877) 389-2146 or email: documents@esecuritel.com

### Section I: Subscriber Information

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<tr>
<th>Insured Subscriber’s Printed Name</th>
<th>Mobile Number</th>
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<th>Wireless Carrier</th>
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<th>Email address</th>
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Your contact information will not be shared with any 3rd parties. The information will only be used to contact you about the status of your claim.

A valid copy of one of the following government-issued IDs must be submitted with this form. Select the type provided.

<table>
<thead>
<tr>
<th>Driver’s License</th>
<th>State Issued ID</th>
<th>Resident Alien Permit</th>
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<tbody>
<tr>
<td>U.S. Passport</td>
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### Section II: Claim Details – Complete for all claims

If your phone has been lost or stolen, you must report your phone as lost or stolen to your wireless carrier before submitting this affidavit. You must request the phone to be permanently disabled on your carrier’s network to prevent further usage.

- **Claimed Phone Make/Model**
- **Claimed ESN/MEID**

Where can I find my claimed phone’s ESN/MEID? See FAQs.

- **Loss/Incident/Failure Date**

- **Check One**: My phone was
  - [ ] Lost
  - [ ] Stolen
  - [ ] Damaged
  - [ ] Just Stopped Working

- **Description of loss, incident or failure**

### Section III: Sworn Statement

eSecuritel considers material misrepresentation of facts regarding your claim as an act of Fraud. If eSecuritel determines the facts of your claim were intentionally misleading, eSecuritel reserves the right to charge you the additional costs incurred by eSecuritel and will take legal action as deemed appropriate. By signing below, you are swearing the information provided in this Claim Affidavit Statement is true to the best of your knowledge.

- **Insured Subscriber’s Signature**
- **Date Signed**