



WIRELESS EQUIPMENT INSURANCE CLAIM AFFIDAVIT FAQs

How to Submit the Required Documentation?

1. Print, fill out, and sign the Claim Affidavit.
2. Make a copy of a valid government issued identification that contains a photograph.
3. Submit the Claim Affidavit and copy of the valid government issued identification by email or mail.
4. Please allow 1-2 business days for your documentation to be reviewed. Additional time may be required if submitted by mail.
5. If you provided us with your email address, you will receive a confirmation email once your documentation has been reviewed. Call us at _____ to complete your claim. Or, if you did not provide your email address, call us at _____ 1-2 business days after you submitted your documentation.

What Type of Identification is Required?

Below are the acceptable forms of personal photo identification that you may submit:

- Driver's License
- State or Federally Issued ID
- Resident Alien Permit
- U.S. or Foreign Passport
- Immigrant Visa
- U.S. Military ID

The name on the identification you submit must match the Insured Subscriber's name. All forms of identification must be legible, unaltered, legitimate, and contain your photograph. The identification cannot be expired. If the identification you submit appears altered, forged, illegitimate, or is illegible we will not be able to proceed with your claim. When making a copy of the identification, consider increasing the size and providing it in color to better assist in the review.

What if I Don't Have the Requested Information?

If you don't know the Email Address or Contact Number(s), go ahead and submit the Form. All other information is required.

How do I Find My Device's ESN/MEID?

Here are three ways to determine your device's ESN/MEID:

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

How do I Submit my Documents?

For fastest results: email the Claim Affidavit and copy of your ID to Sprint.Documents@esecuritel.com.

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

What Happens Next?

After submitting the Claim Affidavit and photo ID, please allow 1-2 business days for the documentation to be reviewed. If you provided us with your email address, you will receive a confirmation email once your documentation has been reviewed. Call us at _____ to complete your claim. Or, if you did not provide your email address, call us at _____ 1-2 business days after you submitted your documentation.

WIRELESS EQUIPMENT INSURANCE CLAIM AFFIDAVIT

Send completed Affidavit by email: sprint.documents@esecuritel.com

IMPORTANT LEGAL NOTICE: 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, eSecuritel will take appropriate steps to stop such fraud and will explore all available legal remedies.

Section I: Subscriber Information

Insured Subscriber's Printed Name _____ Mobile Number _____

Wireless Carrier _____

Billing Address _____

City _____ State _____ Zip Code _____

Email address _____ Contact Number(s) _____

Please clearly write your e-mail address, as we will contact you that we have received your documents. The information will only be used to contact you about the status of your claim.

You must submit a valid copy of one of the government-issued IDs listed below. Please select the type provided.

- | | |
|--|--|
| <input type="checkbox"/> Driver's License | <input type="checkbox"/> State/Federal Issued ID |
| <input type="checkbox"/> U.S. Passport | <input type="checkbox"/> Immigrant Visa |
| <input type="checkbox"/> Resident Alien Permit | <input type="checkbox"/> U.S. Military ID |

Section II: Claim Details – Complete for all claims

If your device has been lost or stolen, before submitting this Claim Affidavit, you must report your device as lost or stolen to your wireless carrier and the device must be permanently disabled on your carrier's network. By submitting this Claim Affidavit, you acknowledge and certify that you have reported your lost or stolen device to your wireless carrier and have requested that the device be permanently disabled on your wireless carrier's network.

Claimed Device Make/Model _____ Claimed ESN/MEID* _____

*Where can I find my claimed device's ESN/MEID? See FAQs.

Loss/Incident/Failure Date _____

Check One: My device was Lost Stolen Damaged Just Stopped Working

Description of loss, incident or failure _____

Section III(a): 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 as stated in the insurance policy using the method of payment used to originally file this claim. An electronic signature shall have the same effect as an original signature.

I swear/affirm that the wireless device I am claiming is owned by me and that the information provided above is true and accurate. I understand that any false or misleading statement made herein is fraud and I may be found guilty of a crime. eSecuritel will take all legal actions possible in the event of a fraudulent claim.

Insured Subscriber's Signature _____ Dated Signed _____

