

## Website FAQs for Walmart Mobile Care Plus

### Why do I have to fill out a claim affidavit form?

The purpose of the claim affidavit is to prevent possible fraudulent activity on your account and to ensure that only you or an authorized user on your account is able to file a claim.

### What kind of IDs can you accept?

Currently, we are able to accept the following:

- US and Canadian driver's licenses
- US and foreign passports
- US military ID cards
- State issued identification cards
- Resident Alien Permits
- Mexican Matricular Consular ID cards

EXAMPLES – The following are some examples of valid forms of photocopied personal identifications:				
Drivers License	Resident Alien Permit	US or Foreign Passport	Matricular Consular ID	US Military ID Card
				

We do not accept the following IDs: student IDs, birth certificates, Social Security cards, credit cards, temporary IDs, and foreign IDs other than passports. We are not able to accept any work IDs, even if they are government issued.

We do not accept IDs that are expired. If the ID appears altered, forged or not legitimate, we will not be able to proceed with your claim.

When faxed, IDs can become darker. Please lighten and enlarge your ID to assist processing

### I am concerned about identity theft. Is it safe to send in my ID?

The security of your identity is very important to Asurion. All faxed documents arrive for processing in digital format, so there is not a hard copy of your ID. All documents are handled by professional insurance claims processors and are secured against unauthorized access. To further protect your identity, you are welcome to mark out your Social Security or driver's license number as it appears on your ID. Please enlarge the copy of your ID to ensure all other information is legible.

### How can I find out the make and model of my device?

If you still have the device, the easiest way to find the make and model is to take off the back cover and battery. The make and model should be listed near the barcode on the back of the device.

If you do not have the device, you may want to check your receipt from the purchase of the device, your service agreement, the box the device came in, a recent copy of your wireless bill, or your Walmart Mobile Care Plus account at [See.walmart.com/mobilecareplus](http://See.walmart.com/mobilecareplus) and click on the Billing Information link.

### **Why am I being asked to refax my documents?**

There are many reasons why a fax might be rejected. The most common reason is that the documents we received were too dark, too light, or too small to read.

Here are a few tips to ensure that your documents get processed as fast as possible:

- Please make sure that your claim number and wireless device number are listed on every page of your fax.
- Please print and make sure that all pages are filled out in blue or black ink. Using a pencil may cause your affidavit to be too light to read.
- Please make sure that you are feeding the affidavit into your fax machine in the correct way. Feeding pages through upside down will result in a blank fax being received, and a delay in processing your claim.
- Please ensure that all information is legible before faxing. An illegible claim number or wireless device number could result in a delay in processing your claim.
- IDs can often times be too dark to read. Please lighten and enlarge the copy of your ID before faxing.

### **What kinds of ownership/exchange documents can you accept?**

We are able to accept a copy of your Walmart or Carrier receipt/bill of sale showing the purchase of your device or in the case your original device was exchanged under warranty with a different make and model you may include an exchange receipt and/or a packing slip from Walmart, Carrier or Manufacturer.

Document must list:

- Date of Purchase or Warranty Exchange
- Equipment Provider
  - Example: Walmart, Manufacturer, Carrier (AT&T, Verizon Wireless, T-Mobile, Sprint)
- Make and Model of device
- ESN, IMEI or MEID of device

### **How long will it take to review my documents?**

All documents received by Asurion will be processed within 24 hours of their being received. If you have sent in documents, but you have not received a call or an e-mail after 24 hours, your fax may not have been received, or may have been illegible.

**I don't have access to a fax machine. Can I mail in my documents?**

Yes! You are welcome to mail your documents to us. Please address your envelope as: Asurion Attn: Review Team (Walmart Mobile Care Plus), PO Box 413886, Kansas City, MO 64141-3886. Please be aware that mailing your documents will delay your claim and can take an average of five to seven business days to reach our documentation processing department.