

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 1 business day while your form is reviewed.
4. After 1 business day, call us back at (844) 534-3098 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. **For best results, we recommend that you take a picture of your ID.**

- 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 (866) 308-1906
- Email them to Sprint.Documents@esecuritel.com
- Log On at myphoneguardian.com/virginmobile, find your claim, and upload directly

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 1 business day for it to be reviewed.
After 1 business day, please call us back at (844) 534-3098, to complete your claim.

WIRELESS EQUIPMENT INSURANCE CLAIM AFFIDAVIT

Send completed form by FAX (866) 308-1906 or email: Sprint.Documents@esecuritel.com

Section I: Subscriber Information

Insured Subscriber's Printed Name _____ Mobile Number _____

Wireless Carrier _____

Billing Address _____

City _____ State _____ Zip Code _____

Email address _____ Contact Number(s) _____

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.

Driver's License	<input type="checkbox"/>
U.S. Passport	<input type="checkbox"/>

State Issued ID	<input type="checkbox"/>
Immigrant Visa	<input type="checkbox"/>

Resident Alien Permit	<input type="checkbox"/>
U.S. Military ID	<input type="checkbox"/>

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 _____