# How to Submit the Required Documentation

## Choose an option (Online or Fax) and follow the steps

## Online (Recommended)

- 1 Print, fill out and sign the Sworn Affidavit & Proof of Loss Statement. Found on page 2 of this document.
- 2 Scan or take pictures of the completed affidavit and your valid photo ID.

  Acceptable forms of photo ID: valid driver's license, passport, federally issued ID card or matricula consular ID.
- 3 Upload both documents at phoneclaim.com/t-mobile-uploader

#### **Fax**

- 1 Print, fill out and sign the Sworn Affidavit & Proof of Loss Statement.
- 2 Photo copy the completed affidavit and your valid photo ID and handwrite your claim ID on each page.
- 3 Fax both documents to 1-866-502-3171.

### How to prevent delays in processing your claim

The document is marked with a barcode that is specific to your claim. Using a photocopy with an incorrect barcode will delay your claim

#### Make sure you have a valid photo ID

- · Acceptable forms of photo ID: valid driver's license, passport, federally issued ID card or matricula consular ID
- Unacceptable forms of ID: student ID, work ID, birth certificate and Social Security card
- · Name on the ID must match name of the T-Mobile Account Owner/Authorized User who completes the Sworn Affidavit & Proof of Loss Statement
- If name does not match, then you may need to provide additional documentation
- The ID cannot be expired. If the ID appears altered, forged, illegitimate or unreadable, we will not be able to proceed with your claim

### Make sure all document scans or faxes are clear and easy to read

- · When making the photo copy of your photo ID, consider using the enlarge and contrast settings to make the ID easier to read
- · Black and white copies are preferred

Visit us online at phoneclaim.com/t-mobile or call Asurion at 1-866-268-7221 for questions regarding the claims process.



# Sworn Affidavit & Proof of Loss Statement

THIS DOCUMENT MUST BE COMPLETED BY AN ACCOUNT OWNER/AUTHORIZED USER ON YOUR T-MOBILE WIRELESS ACCOUNT. THE PERSON COMPLETING THE DOCUMENT MUST ALSO PROVIDE A PHOTO COPY OF THEIR VALID PHOTO ID.

#### **INSURANCE FRAUD IS A CRIME**

For your protection, 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, Asurion takes appropriate steps to stop such fraud and explores all of its available legal remedies.

What device are you claiming?	ALL FIELDS ARE	REQUIRED. PLEASE PRINT U	SING BLUE OR BLACK INK
Claim ID:	Wireless Number:		
Manufacturer: (Examples: Apple, Samsung, LG, etc. )	Model:	amples: iPhone7, GalaxyS6, G3, etc.)	
What happened to the device?			
My Device Is:	Malfunctioning		
Date of Occurrence: Place of	Occurrence:		
Describe What Happened:			
Account Owner/Authorized User information  Full Name:			
Primary Phone:	Alternate Phone:		
Email Address:			
Billing Address:			
City:	State:	Zip Code:	
Claim agreement			
I hereby make an insurance claim against the insurance company as this claim and which is replaced or paid for by the insurer is recovere company. I understand that if I fail to return such property, I am subjet the method of payment used to originally file this claim.	ed at any time, it is the property of th	e insurance company and must be	returned to the insurance
I swear/affirm that the device I am claiming is owned by me and t false or fraudulent information in support of this insurance claim action, including reporting to law enforcement, when it suspects	with the intent to injure, defraud,	or deceive any insurer is a crime.	
Signature:		Date	

