

Dear Customer,

Thank you for contacting us. We are very sorry to hear that your gadget has been damaged.

Before we can process your claim, you need to carefully read through our Question & Answer guide and send us evidence of ownership. Please scan and email them to: gadgetclaims@supercoverinsurance.com.

The documents must be returned to us within 30 days of receipt of this letter in order for us to proceed with this claim. Failure to do so will result in your claim being closed and no replacement or repair due.

Upon receipt of your evidence of ownership, we will start processing your claim.

Warning: We operate a zero tolerance policy towards fraud. Insurance fraud is illegal and punishable with a prison sentence. Details of all suspected fraudulent claims will be passed to the police for investigation.

Yours Faithfully,

Claims Advisor
Gadgetinsurance.com

We are members of **Insurance Fraud Investigators Group (IFIG)**, dedicated to detection and prevention of **Insurance fraud**. As a member of IFIG we are committed to the organisation's key aims of identifying fraud of any kind and reporting it to them for investigation.

CLAIMS PROCEDURE – FREQUENTLY ASKED QUESTIONS

1. What documentation do I need to send?

In order to process your claim, we request that you fax or email the following documentation to us:

- I. Evidence of ownership for your gadget

2. What is considered acceptable evidence of ownership?

One of these documents is required as evidence of ownership:

- I. Receipt from original purchase of the gadget
- II. Delivery note if the phone was posted out to you

- III. Contract agreement with a Service Provider (in the case of mobile phones)
- IV. Gift Receipt

Please note: all documents must include the make, model, IMEI/serial number and date of purchase of the gadget.

In the case of a mobile phone, if you cannot get a copy of your contract agreement from your Service Provider, you can request they email us DIRECTLY with the following details:

- I. Your name and address
- II. The make, model and IMEI of the handset
- III. The date of connection of contract

Please note: we DO NOT accept any forwarded emails.

3. Will I have to pay an excess fee?

Yes, all claims are subject to an excess fee. This will need to be paid once your claim has been approved. (Once we have received and accepted your evidence of ownership). To find out which excess fee is applicable to you, please refer to your Terms and Conditions.

4. What is an IMEI number?

The IMEI number is your mobile phone's unique 15-digit ID number. It can usually be obtained by entering *#06# on your mobile's keypad – it will then be displayed on the screen. It can also be found on the phone's purchase receipt or despatch note.

In the case of any other gadget, you will need to provide the serial number in the event of making a claim. This can normally be found on the item itself or the accompanying handbook/instruction manual.

5. How long will my claim take to process?

Once we receive your evidence of ownership, we will assess your claim and will aim to let you know the outcome within 48 hours. Once you send your gadget to our repair centre they will aim to repair / replace your gadget within 72 hours. However due to the severity of the damage, it can take up to 7 – 10 working days for it to be repaired.

6. How will I get my replacement / repaired gadget?

We will send it to wherever you specify on the Claim Form, whether it be your home or a work address. A signature will be required at the time of delivery.

7. Will the replacement gadget I receive be identical to my original one?

If the same item is not available, a replacement of comparable specification or equivalent value (taking into account the age and condition of the original item) will be sent to you; before we send you anything, we will call you to discuss the options available.

8. How do I disable the 'Find my iPhone' function?

Note: For iPhones only

If your gadget is an iPhone, please disable the 'Find my iPhone' function before sending it to the repair centre. If the 'Find my phone' function is not disabled, unfortunately our repair centre will not be able to process the repairs of the phone and will have no choice but to return the device to you so that the "Find My iPhone" function can be disabled.

Please refer to the procedure below on how to disable the 'Find my iPhone' option.

Option 1: Turn off "Find My iPhone" (Where the device can power on)

1. Go to *Settings > iCloud*
2. Turn off "Find My iPhone".

Option 2: Remove the device from account at iCloud.com (Where the device cannot power on)

1. Sign in to www.icloud.com/find <<http://www.icloud.com/find>> with their Apple ID.
2. Select the device that needs to be removed from the account.
3. If the device is offline, click *Remove from Account*.
4. If the device is online, click *Erase*. When the erase is complete, click *Remove from Account*

SUPEROVER INSURANCE LTD.
DAMAGE CLAIM FORM

PERSONAL INFORMATION

Full Name			
Home Address			
Date of Birth	--/--/--	Occupation	
Are you VAT registered?	(Only applicable if you are self-employed)		
Contact No. (Home)		Mobile No.	
Email Address:			

CLAIM DETAILS

This information will be checked with your service provider and other relating authorities. If any information is disputed by them, the claim will be invalidated.

Make & Model		Mobile No	
Colour		Storage Capacity (if applicable)	
IMEI / Serial No.		Date of Purchase	
Lock Code (if mobile phone)		Login Password (if laptop)	
Network (if mobile phone)			
Date and Time of the damage			
Is the item still in use?	YES/NO		
Date and Time last used	(Only applicable if the item has stopped working)		
Are you the owner of the item?	YES/NO (If No, then who is the owner and how is the person related to you?)		
Has the item ever been claimed on or repaired previously?	YES/NO(if yes, please provide complete details)		
If item is not repairable and we were to send you a replacement, what other colours will you prefer to be replaced with, if your original colour is unavailable?			

COMPLETE DETAILS OF THE INCIDENT

Please explain in full how and when the damage occurred and provide full details of the damage and faults with the gadget.

(Lack of information may result in a delay in processing your claim)

(Please provide details on a separate sheet, if necessary.)

Do you have any other insurance policy that you could claim under for this same item?

Have you, within the last 2 years, made a claim under any insurance policy for any gadget? If so, please provide the following details:

Company claimed with	
Item claimed on	
Reason for Claim	

(If you have made more than one claim, please provide details on a separate sheet)

Note: You back up your data before sending the item for repairs as we do not cover for the loss of data. Further to this, you disable the "Find my iPhone" option as it stops the repair centre from carrying out any repairs to the phone. (This is only applicable to Apple products and instructions on how to disable are given in enclosed claims pack)

Note: IF YOU SUBMIT A CLAIM WHICH IS DECLINED, AND THEN SUBMIT THE SAME CLAIM CHANGING THE CAUSE, THIS MAY BE CONSIDERED AS FRAUD AND APPROPRIATE ACTION WILL BE TAKEN.

DECLARATION

I declare that the answers given are true and complete to the best of my knowledge and belief, and that if someone has filled in this form on my behalf that I have checked and agreed to the answers. I understand that the information may be checked and passed to other insurance companies or organisations to prevent fraud and I consent to such checks being made and the sharing of my information.

I understand that if I make a claim which is false, exaggerated or fraudulent in any way, my claim will not be paid, the insurance will end with no refund of premium and details of the fraud will be passed to the appropriate authorities for prosecution. If fraud is suspected then details will be passed to the police for further investigation.

In the event of my gadget not appearing on the Police Stolen Equipment National Database (SEND), I understand that Supercover will register the details.

I understand that if my gadget is replaced, the damaged or lost item is no longer my property and ownership will be transferred to Supercover.

CUSTOMER NAME

DATE

CHECKLIST

When you have completed this form, please check that you have enclosed one or more of the following with it:

- ☐ A receipt from the original purchase of the gadget (must include make, model, IMEI/serial number of the gadget and date).
- ☐ A despatch note if the phone was posted out to you (must include the make, model, IMEI/serial number of the gadget and date).
- ☐ The contract agreement with a Service Provider (if a mobile phone).

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