

WIRELESS EQUIPMENT SERVICE REQUEST STATUTORY DECLARATION FAQs

How to Submit the Required Documentation:

1. Print, fill out, and sign the Service Request Statutory Declaration.
2. Scan or take pictures of both the completed Statutory Declaration and your valid photo identification.
3. Securely upload both documents and track your service request at www.brightstarprotect.com/fido under My Plan.

Once submitted, please allow up to 2 business days for your documentation to be reviewed. Additional time may be required if submitted by mail. If you provide your email address, we will contact you once we have received your documents. If you have not received communication regarding the status of your replacement request within 2 business days of submitting your documentation, call us at 1-866-327-3399.

What Types of Identification are Acceptable to Submit?

Valid government-issued photo identification acceptable to submit are listed below.

- Driver's License
- Passport
- Permanent Resident Card
- Temporary Visa
- Military ID
- Provincial Issued ID

In order to ensure that the photo identification you submit is legible, the identification must be a colour copy, contain the enrolled Subscriber's name as well as photograph, and cannot be expired. If the identification you submit appears altered, forged, illegitimate, or is illegible, we may be unable to proceed with your Service Request.

What if I Don't Have the Requested Information?

If you don't know, or have, the email address or contact number(s), go ahead and submit the Service Request Statutory Declaration. All information in Section II, Service Request Details, is required. If you do not provide the required information, additional documentation and time may be required. Please see below for help locating your device's IMEI/ESN/MEID

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

For most devices:

- Your original receipt
- The box the device came in
- Back of the device or under the battery (not all batteries are accessible)
- Your wireless carrier customer agreement

For Android Devices:

- Log in to google.com/dashboard
- Click the Android section to display IMEI/ESN/MEID

For Apple Devices:

- Select "Settings" > "General"> "About" to display IMEI/ESN/MEID

If none of these items are available, please contact your wireless carrier.

What else do I Need to Know?

You can view all the terms and conditions applicable to your Service Request here: www.brightstarprotect.com/fido. After your Service Request Statutory Declaration has been processed, you may be instructed to call 1-866-327-3399 to continue your Service Request.

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IMPORTANT LEGAL NOTICE: Based upon circumstances related to this Service Request, Brightstar Device Protection needs to obtain additional information or verify information provided. A person who knowingly presents a false or fraudulent Service Request Statutory Declaration with the intent to injure, defraud, or deceive may be guilty of a crime and may be subject to fines and confinement in prison. When fraud is discovered, Brightstar Device Protection takes appropriate steps to stop such fraud and will explore all available legal remedies.

Section I: Subscriber Information

Enrolled Subscriber's Full Name _____ Mobile Number _____

Wireless Carrier _____

Billing Address _____

City _____ Province _____ Postal Code _____

Email Address _____ Contact Number(s) _____

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

- Driver's License
- Passport
- Provincial Issued ID
- Temporary Visa
- Permanent Resident Card
- Military ID

Section II: Service Request Details

If your device has been lost or stolen, before submitting this Service Request Statutory Declaration, 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 Service Request Statutory Declaration, 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.

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

** See FAQs for help with locating your device's IMEI/ESN/MEID.*

Loss/Incident/Failure Date _____

My device is (select one): Lost Stolen Damaged Malfunctioning

Please describe the loss, incident or failure:

Section III: Sworn Statement

I hereby make a Service Request against the Program Administrator as shown on this Service Request Statutory Declaration. I acknowledge that if any property which is the subject of this Service Request and which is replaced or paid for by the Program Administrator is recovered at any time, it is the property of the Program Administrator and must be returned to the Program Administrator. I understand that if I fail to return such property, I am subject to, and authorize, a non-return fee using the method of payment used to originally file this Service Request. An electronic signature shall have the same effect as an original signature.

I swear/affirm that the wireless device I am requesting for service 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. Brightstar Device Protection will take all legal actions possible in the event of a fraudulent Service Request.

Subscriber's Signature _____ Date Signed _____