

## CLAIM DECLARATION FAQs

### How to Submit the Required Documentation

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1. Print, fill out, and sign the Claim Declaration.
2. Scan or take pictures of both the completed Claim Declaration and your valid photo identification.
3. Securely upload both documents and track your claim at [brightstarprotect.com/redpocket](http://brightstarprotect.com/redpocket) 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 (855) 975-9533.

### What Types of Identification are Acceptable to Submit?

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

- Driver's License
- DMV Issued ID Card
- U.S State Issued ID Card
- Resident Alien Permit
- Passport (any country)
- U.S. Passport ID Card
- Immigrant Visa
- Conceal Carry Permit

In order to ensure that your photo identification is legible, the identification must be in color and contain the Enrolled Subscriber's name and photograph, and cannot be expired. If the identification appears altered, forged, illegitimate, or is illegible we may not be able to proceed with your claim.

### What if I Don't Have the Requested Information?

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If you don't know or have an email address or contact number(s), go ahead and submit the form. All information in Section II, Replacement Request Details, is required. If you do not provide the required information, additional documentation and time for review may be required.

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

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#### 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](http://google.com/dashboard)
- Click the Android section to display IMEI/ESN/MEID

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

### What Else do I Need to Know?

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You can view all the terms and conditions applicable to your claim here: [brightstarprotect.com/redpocket](http://brightstarprotect.com/redpocket)

After your Claim Declaration has been processed, you may be instructed to call (855) 975-9533 to continue your Claim.

## CLAIM DECLARATION

**IMPORTANT LEGAL NOTICE:** A person who knowingly makes or presents a false or fraudulent statement with the intent to injure, defraud, or deceive any insurer may be guilty of a crime and liable for civil damages and/or criminal culpability. If fraud is discovered, Brightstar Device Protection, LLC may take appropriate steps for any available legal remedies.

### Section I: Subscriber Information

Enrolled Subscriber's Printed Name \_\_\_\_\_ Mobile Number \_\_\_\_\_

Wireless Carrier \_\_\_\_\_

Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email address \_\_\_\_\_ Contact Number(s) \_\_\_\_\_

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

- |   |  |
|---|--|
| <input type="checkbox"/> Driver's License       | <input type="checkbox"/> U.S. State Issued ID  |
| <input type="checkbox"/> U.S. Passport ID Card  | <input type="checkbox"/> Resident Alien Permit |
| <input type="checkbox"/> Passport (any country) | <input type="checkbox"/> Immigrant Visa        |
| <input type="checkbox"/> DMV Issued ID Card     | <input type="checkbox"/> Conceal Carry Permit  |

### Section II: Replacement Request Details

**If your device has been lost or stolen, before submitting this Claim 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 Claim 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 locating your device's IMEI/ESN/MEID

Loss/Incident/Failure Date \_\_\_\_\_

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

Please describe the loss, theft, incident, or failure:

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### Section III: Sworn Statement

I hereby make a replacement request against the insurance company/service contract provider. I acknowledge that if any property which is the subject of this replacement request and which is replaced or paid for by Brightstar Device Protection, LLC is recovered at any time, it is the property of Brightstar Device Protection, LLC and must be returned to Brightstar Device Protection, LLC. 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 replacement request. A certified electronic signature shall have the same effect as an original signature.

I swear/affirm that the wireless device I am claiming is owned by me and that the information provided above is true and accurate. I understand that any false or misleading statement made may be fraud. Brightstar Device Protection, LLC may take any legal actions possible in the event of a fraudulent claim.

Enrolled Subscriber's Signature \_\_\_\_\_ Date \_\_\_\_\_