



# Protection<360>® Claims

## Tips to make sure your customer's claims experience is a smooth one



**File a claim via the Protection<360>® app by Assurant® or mytmocclaim.com**

Your customers can do this while you're gathering account information. This will eliminate the call transfer and improve customer experience and FCR.



**Provide the date of loss/incident**

This identifies which device was in use on the claim date and determines whether it had coverage on that date.



**File a claim immediately**

1. Prevents them from forgetting the date of the loss/incident
2. Reduces the likelihood of the SIM card being moved to a new device
3. Avoids having them forget key information about what happened to the device



**Pay a service fee/deductible within 30 days**

Otherwise, their claim will be automatically closed. After this time period, the customer has 60 days to contact Assurant to reopen the claim and pay their service fee/deductible. After a total of 90 days from the date they file a claim, it can no longer be reopened.



**Download a new shipping label if necessary**

If a customer has misplaced the prepaid shipping label required to return their damaged device, the instructions for downloading a new one from mytmocclaim.com are [here](#).

## Unrecovered Equipment Fee

Once a customer has received a replacement device for a physical damage claim, they must return their claimed device immediately.

If a customer doesn't return their device within 10 days, Assurant will send them a reminder 14 days after the shipment of their device and again at 21 days.

If Assurant doesn't receive the device by day 45, the customer will automatically be charged an unrecovered equipment fee no greater than the value of the replacement device plus applicable shipping costs. T-Mobile bills this directly to the customer's monthly statement. If the customer returns their damaged device within 90 days, their statement will be credited within one to two billing cycles. (If there's a risk of service interruption due to an outstanding balance, work with your manager on next steps). Assurant is unable to credit the customer on T-Mobile's behalf.

## ACTIVITY

Download the Protection<360>® app by Assurant® and see how easy it is to start the claim process or to simply document the claim. This will save you time and make your customers happier. Click [here](#) to access the Protection<360>® app by Assurant® C2 doc.



## BE REBELLIOUSLY OPTIMISTIC!

Don't make your customers wait. Recommend that they use [mytmocclaim.com](#) or the Protection<360>® app by Assurant® to file a claim every time.

T-Mobile reps are not licensed producers and are not qualified or authorized to assess the adequacy of the customer's existing coverage. If your customer has any questions regarding their coverage, they can go to mytmocclaim.com, use the Protection<360>® app by Assurant® or call Assurant at 1-866-866-6285.

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