



<sup>1</sup>**Screen Repair:** Limited to eligible devices in select areas. Newly launched device models may not be eligible. Visit [www.phoneclaim.com/cricket](http://www.phoneclaim.com/cricket) or call 855-309-8342 to check current eligibility. Same-day repair option depends upon claim approval time, parts and technician availability. Repairs are performed by an Asurion-certified technician and come with a 12-month limited warranty. Repairs may use new or refurbished parts; may contain original or non-original manufacturer parts; and may void the manufacturer warranty.

<sup>2</sup>**Cricket Protect:** Includes Cricket Protect Insurance and Cricket Protect Service Warranty. **Cricket Protect Plus:** Includes Cricket Protect Plus Insurance and Cricket Protect Plus Service Warranty and myExpert. The monthly charge for Cricket protection includes the cost of insurance provided in the program. Cricket Protect and Cricket Protect Plus Insurance is insurance coverage underwritten by Continental Casualty Company, Chicago, IL, a CNA company (CNA), and administered by Asurion Protection Services, LLC (In Iowa, Lic. #1001002300, in California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161, In Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), a licensed agent of CNA. The Cricket Protect and Cricket Protect Plus Service Warranty is provided by Asurion Warranty Protection Services, LLC, or one of its affiliates. Terms and conditions are subject to change. Coverage terms may vary by state and eligibility may vary by device. All applicable taxes and surcharges extra. For complete terms, conditions, and limitations, including premiums and deductibles, visit [phoneclaim.com/cricket](http://phoneclaim.com/cricket).

<sup>3</sup>**Next-day replacement:** Claims fulfilled with a replacement device and approved by 7 p.m. ET will be shipped and, in most cases, delivered the next day. Deliveries to Alaska, Hawaii, Puerto Rico, and U.S. Virgin Islands cannot be shipped for next day delivery.

<sup>4</sup>**myExpert and myPhotoVault apps:** The myExpert and myPhotoVault apps require a compatible device with Cricket Wireless service. Technical limits may prevent certain features from working on all devices. There may be limitations on the size of each video that can be backed up and secured with the myPhotoVault app. App functionality requires device powered on and connected to the internet. Data charges may apply for app download. Accuracy, availability and timeliness are not guaranteed. Free versions of the apps with limited features are also available. myExpert, myPhotoVault and other related apps provided by Asurion Mobile Applications, LLC. Only available for devices running iOS 9.0 and up, or Android 5.0 and up. For additional details as well as full terms and conditions, visit [phoneclaim.com/cricket](http://phoneclaim.com/cricket). myExpert and myPhotoVault are trademarks of Asurion, LLC. All rights reserved.

**For WA residents only,** we may cancel the insurance policy or change the insurance terms and conditions with at least 30 days notice unless we cancel for the following reasons and notice: (1) 15 days for fraud or material misrepresentation in obtaining coverage or in the presentation of a claim; (2) 10 days for non-payment; (3) immediately for no longer having active service with Cricket or exhausting your aggregate claim limit. We will not increase the premium or deductible or restrict coverage more than once in any 6 month period but will provide to each WA policyholder a 30 day advance written notice of any premium or deductible increase; or (4) 30 days based on a determination by Cricket or the Agent that the program should no longer be offered. We will not increase the premium or deductible or restrict coverage more than once in any 6 month period but will provide to each WA policyholder a 30 day advance written notice of any premium or deductible increase.

# Welcome to Cricket® Protection Plans

Device protection and expert support for all your tech needs.

With \$29 Screen Repair<sup>1</sup> for eligible smartphones



# We've got you covered

Our Cricket Device Protection Plans.

## Cricket® Protect Plus<sup>2</sup> | \$11

- **Unlimited \$29 Screen Repair<sup>1</sup>** for eligible smartphones (insurance)
- **3 claim limit** per any consecutive 12-month period (excludes screen repair)
- **As soon as next-day device replacement<sup>3</sup> for:**
  - › Loss, theft, physical damage (insurance)
  - › Out of warranty mechanical and/or electrical malfunctions (service contract)
- **myExpert™<sup>4</sup> Tech Support** for your everyday tech needs:
  - › Everyday tech help
  - › Set up devices and transfer content
  - › Ongoing app and connected device support
- **myPhotoVault<sup>4</sup> app** provides unlimited storage for photos and videos

OR

## Cricket® Protect<sup>2</sup> | \$8

- **3 claim limit** per any consecutive 12-month period
- **\$29 Screen Repairs<sup>1</sup>** for eligible smartphones (counts towards claim limit)
- **As soon as next-day device replacement<sup>3</sup> for:**
  - › Loss, theft, physical damage
  - › Out of warranty mechanical and/or electrical malfunctions
- **myPhotoVault<sup>4</sup> app** provides 16GB of storage for photos and videos

**Communications** If you have provided or in the future provide your email or other electronic address to Cricket, we may communicate Cricket Protect Program information and legal notices to you through electronic means (except in New York). If an email is not provided, the information will be mailed to you.

**BINDING ARBITRATION THE SERVICE CONTRACT AND COVERAGE CERTIFICATE EACH CONTAIN A BINDING ARBITRATION PROVISION THAT REQUIRES THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS STATE EXEMPTIONS ARE PROVIDED) TO FINAL AND BINDING ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN THE SERVICE CONTRACT AND IN SECTION VIII (G) OF THE COVERAGE CERTIFICATE. In the unlikely event we cannot informally resolve any disputes, you will be required to: 1) RESOLVE ANY DISPUTES THROUGH BINDING AND INDIVIDUAL ARBITRATIONS OR SMALL-CLAIMS COURT ACTIONS INSTEAD OF THROUGH THE COURTS OF GENERAL JURISDICTION; AND 2) WAIVE YOUR RIGHTS TO A JURY TRIAL AND TO PARTICIPATE IN CLASS ACTIONS OR CLASS ARBITRATIONS. (EXPRESS STATE EXEMPTIONS MAY APPLY; PLEASE SEE YOUR PROGRAM TERMS AND CONDITIONS).**

**Fraud** Any person who knowingly and with intent to injure, defraud or deceive any insurer files a statement of claim or an application containing any false, incomplete or misleading information is guilty of insurance fraud. In Florida, such conduct is a felony of the third degree.

**Other Coverage** The Coverage Certificate may provide a duplication of coverage already provided by a consumer's personal auto insurance policy, homeowner's insurance policy, renter's insurance policy, personal liability insurance policy or other source of coverage. This insurance is primary over any other insurance you may have. Unless otherwise licensed, Cricket associates are **not qualified or authorized** to evaluate the adequacy of your existing insurance coverage. Questions regarding this plan should be directed to CNA's licensed agent, Asurion Protection Services, LLC., by calling **855-309-8342**.

**Exclusions and Limitations** This insurance coverage does contain limitations and exclusions. Loss caused by indirect or consequential loss, intentional parting with the covered property, intentional acts, obsolescence, cosmetic damage, faulty repair, unauthorized repair or replacement, discharge, dispersal or seepage, abuse, failure to follow the manufacturer's instructions, manufacturer recall, mechanical or electrical failure, damage to batteries (unless otherwise covered as part of a Covered Accessory when part of a Loss to other Covered Property), malware, nuclear reaction, war, seizure, nonstandard software, and failure to reasonably protect the device from further loss are excluded. All exclusions and limitations can be found in the full terms and conditions.

## What you need to know

### New York Producer Compensation

Cricket (producer) has a limited license to sell wireless communications equipment insurance in New York (license # LR-1294361) and will be paid a portion of your contract purchase price by the insurer, Continental Casualty Company. The producer will be compensated by the insurer if you purchase the insurance. The producer's compensation may vary based on the product you purchased. For more information about compensation, please ask your sales representative.

**Agreement to Terms and Conditions** You agree to the Terms and Conditions, including the Coverage Certificate when you enroll. If you would like to review the complete terms and conditions before you enroll, you can ask your sales representative or visit [phoneclaim.com/cricket](http://phoneclaim.com/cricket), or call 855-309-8342.

Complete Terms and Conditions including the Coverage Certificate will also be sent to you after your enrollment.

**Coverage Is Optional** Cricket Protect is an optional coverage that you are not required to purchase in order to buy Cricket services or devices. Program enrollment and replacement authorization shall be at the sole discretion of Continental Casualty Company, a CNA company; Asurion, the plan administrator; or any other authorized representative of CNA in accordance with the terms of the Coverage Certificate and applicable law.

**Non-Return Fee** If your device is damaged or if your lost device is later found, you can avoid non-return fees of up to \$850 (the fee is based on the cost of the claim to the insurance company) by simply returning the device as directed by us in the return envelope that we provide to you.

**Customer Satisfaction** Asurion and CNA strive to satisfy every customer and ask that you allow us the opportunity to resolve any question, concern or complaint you may have by calling us at 855-309-8342.

**For residents of California, Indiana, Maryland, and Illinois:** The consumer hotline for the California Department of Insurance is 800-927-HELP (4357), for the State of Indiana Department of Insurance is 800-622-4461, and for the Maryland Insurance Administration is 800-492-6116. The Illinois Department of Insurance can be contacted by mail at 320 W. Washington St., Springfield, IL 62767, by phone at 1-877-527-9431 or online at <https://mc.insurance.illinois.gov/messagecenter.nsf> (online form) or <https://insurance.illinois.gov/Complaints/PropertyCasualtyComplaintForm.pdf>

## \$29 Screen Repair<sup>1</sup> (for eligible smartphones)

- **As soon as same-day screen repair** for eligible smartphones, in select locations
- Choose a **convenient repair location** or have a tech come to you, in select locations
- All smartphone screen repairs come with a **12-month limited warranty**
- Find current eligible smartphone models at [phoneclaim.com/cricket](http://phoneclaim.com/cricket)

## Peace of mind included

Nearly 1 in 5 people will have their phone lost, stolen or damaged this year.\* Cricket Protection Plans take the headache out of replacing a lost, stolen or damaged device.

## Full Retail Cost to replace a device Without a Cricket® Protection Plan

$$\underline{\hspace{2cm}} + \$25 = \underline{\hspace{2cm}}$$

(Original Price)                      (Upgrade Fee)                      (Total)

## With a Cricket® Protection Plan

$$\underline{\hspace{2cm}} + \underline{\hspace{2cm}} = \underline{\hspace{2cm}}$$

(2x monthly charge)                      (Deductible)                      (Total)

**Don't wait.** You must enroll within 7 days of activation or device upgrade.

Today's Date: \_\_\_\_\_

**For more information or to enroll, contact:**

\*2020 Asurion Mobile Claims Data, pulled 2021  
Verify your enrollment by visiting your Cricket online account at [cricketwireless.com](http://cricketwireless.com) OR download myCricket app from the app store.

# Key terms and conditions

## Monthly Charge<sup>3</sup>

**Cricket Protect Plus<sup>2</sup>:** \$11 per month. Includes Cricket Protect Plus Insurance, Cricket Protect Plus Service Contract, myExpert support, myExpert app and unlimited storage with myPhotoVault app for one eligible device.

**Cricket Protect<sup>2</sup>:** \$8 per month. Includes Cricket Protect Insurance and Cricket Protect Service Contract, and 16GB storage with myPhotoVault app for one eligible device.

**Auto Pay Option:** Enrollment in this payment feature is optional. If you elect to enroll in the Auto Pay feature, **your enrollment in the program is for a continuous service that will renew monthly until cancelled. All applicable taxes and surcharges are extra.**

For New York residents, the following may be purchased separately by calling Cricket at 1-800-274-2538: Cricket Protect Insurance for \$5.25 per month, Cricket Protect Service Warranty for \$3.75 per month, Cricket Protect Plus Insurance for \$5.50 per month, Cricket Protect Plus Service Warranty for \$3.50 per month, and myExpert support for \$3.00 per month. If you are enrolled in Cricket Protect Insurance, and you can submit proof that you have purchased and maintain a separate extended service contract, the premium for Cricket Protect Insurance will be reduced by \$1.00.

## Partial List of Smartphones Eligible for Screen Repair<sup>1</sup>

**Apple iPhone:** 5S / 5C / 6 / 6 Plus / 6S / 6S Plus / 7 / 7 Plus / 8 / 8 Plus / SE / SE 2020 / X / XR / XS / XS Max / 11 / 11 Pro / 11 Pro Max / 12 / 12 Mini / 12 Pro / 12 Pro Max

**Samsung Galaxy:** S6 / S7 / S7 Edge / S8 / S9 / S10 / S20 FE 5G / S20 FE 5G / S20 Plus 5G / A52 / A51 5G

**LG:** V35 ThinQ

The screen deductible/service fee is \$29 for each approved screen repair. To find current smartphone eligibility for screen repair, including if newly released models have been added, go to [phoneclaim.com/cricket](http://phoneclaim.com/cricket). Eligible smartphones and available markets are subject to change. Visit [phoneclaim.com/cricket](http://phoneclaim.com/cricket) or call 855-309-8342 for device and location eligibility.

## Replacement Deductibles/ Service Fees

The deductible/service fee schedule is occasionally updated, as some devices may be moved to a different tier during the term of enrollment. For a complete list of devices with associated deductible/service fee amounts, visit [phoneclaim.com/cricket](http://phoneclaim.com/cricket) or call 855-309-8342.

## Partial list of covered devices (02/2022)

<b>TIER 1</b> \$10	Motorola G7 Supra 32GB, Samsung GALAXY A02S 32GB, Cricket INFLUENCE 32GB, Emblem Cricket Ovation 32GB
<b>TIER 2</b> \$40	Emblem Cricket Ovation 2 32GB, Motorola MOTO G POWER 2021 64GB, Motorola MOTO G STYLUS 2021 128GB
<b>TIER 3</b> \$75	Motorola MOTO G STYLUS 5G 128GB, Samsung Galaxy A12 32GB
<b>TIER 4</b> \$130	Samsung Galaxy A32 5G 64GB, Samsung Galaxy A51 5G 128GB, Samsung Galaxy A52 5G 128GB, Samsung Galaxy A6 (2018), iPhone 6 / 7 / 8 / SE / SE 2020, Motorola ONE 5G 128GB
<b>TIER 5</b> \$250	Apple iPhone: X, XS, XR, 11 / 11 Pro Max; 12/ 12 Mini, 12 Pro, 12 Pro Max, 13, Pro, Pro Max, Samsung Galaxy: S8, S9, S10, Samsung Galaxy S20 Plus 5G 128GB Samsung Galaxy S20 FE 5G 128GB

**To enroll**, visit a Cricket Wireless store or online at [cricketwireless.com](http://cricketwireless.com), or call 1-800-CRICKET (274-2538) when you activate service or upgrade a device.

**To file a claim**, visit [phoneclaim.com/cricket](http://phoneclaim.com/cricket) or call 855-309-8342 Mon-Sat, 8 a.m. EST-11 p.m. EST, and Sun, noon EST-9 p.m. EST.

- File claim within 60 days of the date of loss or damage
- If your device was lost or stolen, contact Cricket to temporarily suspend service and prevent unauthorized use
- Pay the non-refundable deductible/service fee per approved claim
- If your device is defective or damaged, return it using the prepaid shipping label provided with your replacement device. Non-return charges of up to \$850 (based on the value of your replacement device) may be added to your wireless bill for failure to return your defective or damaged device



**Replacement Deductibles/Service Fees (depending on Device Tier)**

Tier 1: \$10, Tier 2: \$40, Tier 3: \$75, Tier 4: \$130, Tier 5: \$250. Devices may be moved to a different deductible/service fee tier during your enrollment and these changes are updated online. For a complete and current list of devices with current associated deductible/service fee amounts, visit [phoneclaim.com/cricket](http://phoneclaim.com/cricket) or call 855-309-8342.

**Screen Deductible (Benefit limited to eligible devices in Tiers 4 and 5)**

**Cricket Protect Plus<sup>2</sup>:** Unlimited screen repairs (screen repairs will not count towards your claim limit). \$29 deductible applies. **Cricket Protect<sup>2</sup>:** Up to 3 screen repairs (screen repair will be counted towards your claim limit). \$29 deductible applies.

**Bring Your Own Devices**

Cricket Protect Plus and Cricket Protect are available for select BYOD devices. For a list of eligible BYOD devices, visit [cricketwireless.com/coveredphones](http://cricketwireless.com/coveredphones) or ask a store representative for details. Replacement deductibles/service fees for BYOD devices depend on device tier. Visit [phoneclaim.com/cricket](http://phoneclaim.com/cricket) or call 855-309-8342 for associated replacement deductible/service fee amounts.

**Claim Limits**

**Cricket Protect Plus<sup>2</sup>:** Maximum of 3 claims within any 12 consecutive month period, except for screen repairs which are unlimited. Maximum device value of \$2,500 per occurrence. **Cricket Protect<sup>2</sup>:** Maximum of 3 claims within any 12 consecutive month period with a maximum device value of \$2,500 per occurrence. Each approved screen repair will be counted towards your claim limit.

## Coverage

Insurance provides coverage for loss, theft, and accidental or liquid damage (doesn't cover cosmetic damage). The service contract provides coverage for out-of-warranty mechanical and/or electrical malfunctions. For coverage to apply to a connected device, you must own or lease the device, and have used the device (logged use of voice or data) on your wireless number after enrollment. Coverage applies to the most recently used device on your wireless number.

## Replacement Devices

Replacement devices may be new or refurbished of the same or a like kind and quality model. Phone color, brand, model and features may be different. Compatibility of accessories is not guaranteed.

## Cancellation

You can cancel your optional coverage at any time by visiting My Account online, the myCricket App, or by calling 1-800-274-2538, and you will receive a prorated refund of any unearned monthly premium/charges. We may cancel or change terms by giving you prior written notice as required by law.

## Enrollment

Enrollment is optional. You must enroll within 7 days of activation or device upgrade. To enroll, please visit a Cricket Wireless store or online at [cricketwireless.com](http://cricketwireless.com).

## Arbitration

The Terms and Conditions for device protection products contain binding Arbitration agreements, which can be obtained by visiting [phoneclaim.com/cricket](http://phoneclaim.com/cricket).

## Covered Equipment Phone

Includes the device and battery, and if part of the loss, battery charger and SIM.

# Download and register the apps to get started!



Get device help and manage your plan with the **myExpert app**<sup>4</sup>



## CLAIMS

- File a claim
- Track device repairs and replacements



## UNDERSTAND YOUR BENEFITS & TECH

- Easily find your protection plan benefits
- Access proactive tips for device setup, OS upgrades, and other relevant topics



## GET SUPPORT

(Cricket Protect Plus only)

- Chat with our team of trained experts
- Get help setting up your new device and learning how to use it
- Troubleshoot issues with your mobile device technology, wireless speakers, and more



**DOWNLOAD**  
myExpert app



Free up space with the **myPhotoVault app**<sup>4</sup>



- Securely back up photos & videos and keep photo collections at your fingertips, ready to edit and share



**DOWNLOAD**  
myPhotoVault app

You can also contact myExpert by calling

**855-309-8342**

MON - FRI 8 a.m. - midnight EST  
SAT - SUN 10 a.m. - 10 p.m. EST