

This document is a supplement to the Verizon Mobile Protect brochure.
For complete program details, please refer to this document and the Verizon Mobile Protect brochure.

 **For New York customers only**

Verizon Mobile Protect benefits are getting better.

**Enhanced benefits and price changes
starting July 31, 2024.**

See important upcoming program changes inside.

For New York customers only.
Customers in other locations please refer to the Verizon Mobile Protect nationwide brochure.
For Business device protection options, see the Total Mobile Protection for Business brochure.

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Effective July 31, 2024

Verizon Mobile Protect¹ (VMP) and Verizon Mobile Protect Multi-Device (VMP MD) benefits will include:



\$0 deductible back glass repair for select smartphones²



In-person device refresh

- ✓ **NEW:** Schedule an appointment for a device optimization session
- ✓ **NEW:** Get a screen protector installed on your smartphone at no extra cost
- ✓ **NEW:** Get recommendations to improve battery performance

Plus, get the same great benefits available today:

- Pro on the Go same-day delivery and setup for insurance replacements³
- Unlimited number of claims
- 24/7 access to tech support and digital security and privacy tools⁴

Monthly charges are changing as noted in the chart below. Please see important price increases.

Monthly charge changes:

| | Current | Effective July 31, 2024 |
|-----------------------------------------------------|-------------------------------------------------------------|-------------------------------------------------------------|
| Verizon Mobile Protect (VMP) | Tier 1: \$17 Tier 2: \$17 Tier 3: \$14 | Tier 1: \$19 Tier 2: \$19 Tier 3: \$16 |
| Verizon Mobile Protect Multi-Device (VMP MD) | 2 lines: \$34 3 lines: \$50 4-20 lines: \$60 | 2 lines: \$38 3 lines: \$57 4-20 lines: \$60 |
| Additional Coverage for VMP MD | \$11.40 per additional registration | \$12.40 per additional registration |
| Total Equipment Coverage (TEC) | Tier 1: \$11.40 Tier 2: \$9.55 Tier 3: \$8.40 | Tier 1: \$12.40 Tier 2: \$9.40 Tier 3: \$8.40 |
| Wireless Phone Protection (WPP) | Tier 1: \$7.25 Tier 2: \$5.40 Tier 3: \$4.25 | Tier 1: \$8.25 Tier 2: \$5.25 Tier 3: \$4.25 |
| Mobile Secure | Tier 1: \$5.60 Tier 2: \$7.45 Tier 3: \$5.60 | Tier 1: \$6.60 Tier 2: \$9.60 Tier 3: \$7.60 |
| Mobile Secure Multi-Device | 2 lines: \$11.20 3 lines: \$18.35 4-20 lines: \$28.35 | 2 lines: \$13.80 3 lines: \$22.85 4-20 lines: \$25.85 |

The monthly charge for Extended Warranty (EW) will remain \$4.15.

Changes effective 7/31/24:

WPP Repair Deductible

Cracked glass repair²: \$0

(Cracked glass repair includes cracked screen and back glass repairs)

To determine your device eligibility for screen repair, visit phoneclaim.com/verizon.

As of July 31, 2024 back glass repair limited to the following devices:

Apple iPhone 14/14+/15/15+/15 Pro/15 Pro Max

Samsung Galaxy S20+/S20 Ultra/S20 UW/S20FE/S21/S21+/S21 Ultra/S21FE/S22/S22+/S22 Ultra/S23/S23FE/S23+/S23 Ultra/S24/S24+/S24 Ultra

Samsung Galaxy Note 20/20 Ultra

Google Pixel 6/6 Pro/7/7 Pro/8/8 Pro

To determine your device eligibility for back glass repair, including new models, visit phoneclaim.com/verizon.

Mobile Secure Features

Current Mobile Secure features, plus in-person device optimization where available with screen protectors installed for select smartphones at no extra cost.

Additional information for all plans (no changes)

WPP Replacement Deductibles

Loss and theft: \$19/\$49/\$99/\$149/\$249

Damage: \$99 (if loss/theft deductible is less than \$99, damage deductible is the same as loss and theft)

WPP Claim Limits

Unlimited (for VMP MD, per registered line)

\$3,000 per claim limit

Cancellation Policy

All device protection options continue to renew each month until canceled, and are billed directly to your wireless account. You can cancel your optional device protection at any time and receive a prorated refund of your monthly fee. We may cancel your device protection option or change terms by giving you prior written notice as required by law.

Replacement Devices

Claims may be fulfilled with new or refurbished devices and may be the same model or another model of like kind and quality. Replacement devices may contain original or non-original replacement parts. Colors, features and accessory compatibility are not guaranteed.

Asurion may send you program communications, including legal notices and terms and conditions, electronically using the last email address on file with Verizon, the mobile number identified in the Verizon system as the account owner and/or any other email address or mobile number you provide to Asurion, unless prohibited by state law. If electronic delivery is not possible, this information will be mailed to you. Legal notices will not be sent to New York customers electronically.

¹ Verizon Mobile Protect consists of: Wireless Phone Protection, Verizon Extended Warranty, and Mobile Secure (each available separately). Lost, stolen or damaged device replacements are provided by Wireless Phone Protection, which is insurance coverage underwritten in Georgia by LM General Insurance Company (Boston, MA), in Indiana by Indiana Insurance Company (Boston, MA), in Louisiana by Liberty Personal Insurance Company (Boston, MA), in New Jersey by Liberty Mutual Mid-Atlantic Insurance Company (Boston, MA), and in all other states, Liberty Insurance Underwriters Inc. (Boston, MA) or one of its insurance company affiliates; in Florida, Wireless Phone Protection includes coverage for post-warranty malfunctions (damage replacement deductible and claim limit apply). Asurion Insurance Services, Inc. (in California, Agent License #0B35141; in Iowa, Agent license #1001000131), is the Agent and provides the claims servicing under this program. Except in Florida, repairs and replacements for post-warranty malfunctions are provided through the Verizon Extended Warranty program; the obligor of the Extended Warranty program is Verizon Wireless Services, LLC.

² Cracked glass repair is available for approved claims on select smartphones in select locations and is subject to inventory, parts, and technician availability and other criteria, which are subject to change at any time. Devices with damage to the screen and back glass are not eligible for repair unless the device is eligible for both cracked screen and back glass repair (if ineligible for repair, damage replacement deductible applies). Visit phoneclaim.com/verizon to check current device eligibility. Repairs are performed by an Asurion-certified technician and come with a 12-month limited warranty. Repairs may use new or refurbished parts, and may contain original or non-original manufacturer parts, and may void the manufacturer warranty. Repair options may include in-store repair, mail-in repair or at-home repair. This benefit is provided by Wireless Phone Protection.

³ Available for approved insurance claims for replacement of select smartphones in select locations and is subject to claim approval time, inventory and technician availability and other criteria, which are subject to change at any time. Available for new devices purchased on verizon.com, dependent on delivery location, device availability, time of purchase and availability of setup expert. These benefits are provided by Mobile Secure.

⁴ OS restrictions apply. A smartphone is required to download the Digital Secure app, select features may be accessed on tablets and computers. Compatible smartphone required for call filtering services; features included vary by device. High-risk spam calls are automatically blocked and forwarded to voicemail. Download the Call Filter app to manage all settings and access custom controls.



Have questions or want to review your terms and conditions effective 7/31/24?

Scan this code with your smartphone

or visit asurion.com/verizon/NYvmpnewbenefits



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