

How to Complete and Return the Required Documentation

THE PERSON COMPLETING THIS DOCUMENT MUST BE THE POLICYHOLDER / AUTHORISED USER AND MUST PROVIDE A COLOUR COPY OF THEIR VALID ID.

Choose an option (Online Upload or Post) and follow the steps

Upload via online portal (Recommended)

- 1 Print, fill out and sign the Claim Statement.
Found on page 2 of this document.
- 2 Take a colour scan or digital photo of both the completed Statement and your valid ID.
- 3 Upload your Claim Statement and valid ID at www.virginmediaprotect.com

Post

- 1 Print, fill out and sign the Claim Statement.
Found on page 2 of this document.
- 2 Take a colour copy of your valid ID and write your mobile number on each page.
- 3 Post both documents to Virgin Media Protect, PO Box 670, Brentford, TW8 1DA
Please do not send original identification documents by post.

If these options are not available to you, please fax your documents to 0203 249 7942 or call us at 0345 030 3291

Tips to speed up your claim

Please make sure that all document photos, scans, photocopies or faxes are in colour

- Acceptable forms of ID: Passport, UK Driving Licence, EU National Identity card or 2 utility bills (e.g. bank statements, landline phone bills) / proof of residence (e.g. council tax bills, electoral roll registration) dated within the last 90 days
- Unacceptable forms of ID: Student card, Warrant card (police ID), Government/local council staff ID card, CitizenCard, ValidateUK card
- The name on the ID must match the name of the Virgin Policyholder / Authorised User who completes the Claim Statement
- If the ID appears altered, forged, illegitimate, unreadable or is out of date, we may not be able to proceed with your claim

Make sure all document scans or faxes are clear and easy to read

- When making the photocopy of your valid ID, consider using the enlarge and contrast settings to make the ID easier to read
- Colour copies of your valid ID are required, black and white copies are unacceptable

Please return your signed form to us as quickly as possible to ensure speedy processing of your claim.

Questions? Call us on 0345 030 3291



Claim Statement

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INSURANCE FRAUD IS A CRIME

For your protection, a person who knowingly presents a false or fraudulent insurance claim with the intent to defraud or deceive an insurer is guilty of a crime and may be subject to prosecution. When fraud is discovered, Asurion may take appropriate steps to stop such fraud and explore all of its available legal remedies.

What device are you claiming?

ALL FIELDS ARE REQUIRED. PLEASE PRINT IN CAPITALS USING BLUE OR BLACK INK.

Mobile Number:

Manufacturer: _____ Model: _____
(Examples: Apple, Samsung, LG, etc.) (Examples: iPhone6s, GalaxyS6, G4, etc.)

What happened to the device?

My Device Is: Lost Stolen Damaged Faulty Outside of Warranty

If lost or stolen: Did you lose your SIM at the same time?: Yes No

Date and Approximate Time it Happened: _____ Where it Happened: _____

Describe What Happened: _____

Policyholder / Authorised User information (for verification purposes only)

Full Name: _____

Contact Number: _____ Alternate Contact Number: _____

Email Address: _____

Postal Address: _____

City: _____ County: _____ Post Code: _____

Claim declaration

I confirm that the device I am claiming for is owned by me or that I am the Authorised User, and that the information and documents provided are true and accurate to the best of my knowledge and belief. I understand that knowingly presenting false or fraudulent information in support of this insurance claim with the intent to defraud or deceive an insurer is a crime. Asurion may take legal action, including reporting to law enforcement, when it suspects fraud in the presentation of insurance claims.

Signature: _____ Date: _____

