



We recognize during these challenging times that you may have been directly impacted by the COVID-19 pandemic and we would like to explain benefits which were available to you during specific time periods during the pandemic as an insurance customer enrolled in a device protection program administered by Asurion that includes insurance sold through a wireless carrier.

Customers enrolled in one of Verizon Wireless' Device Protection programs that includes Wireless Phone Protection, such as Total Mobile Protection, may have been eligible to receive premium payment assistance including a flexible repayment schedule, extended grace periods, and a continuation of coverage on any expiring policy during specific time periods in 2020. No additional fees would apply. If you experienced a financial hardship as a result of the COVID-19 pandemic during specified time periods in 2020, you could opt into receiving repayment accommodations by contacting Verizon Wireless at 1-800-922-0204 or visiting <https://www.verizon.com/support/covid-19-faqs/>. With your election, you could opt into a repayment grace period. The time to receive this assistance has passed, but if you experienced a financial hardship due to Covid 19 during 2020, an account representative can explain if you qualify for any retroactive assistance.

Should you have any questions regarding this notice, please reach out to Verizon Wireless at 1-800-922-0204.

Thank you,

Asurion