

No more worrying about device mishaps

With a Visible Protect Pre-Owned Service Contract for Apple® and Android® devices, you don't have to worry about mechanical/electrical breakdown or accidental damage – you can rest assured you're covered.



Plus, you can make the most of your smartphone with the Pocket Geek® Mobile by Assurant® app.

With a Visible Protect Pre-Owned Service Contract, you get access to the Pocket Geek Mobile app, which includes features like:

- ✓ **Plan Management**
Access to coverage docs, claim site, and deductibles
- ✓ **Optimization**
Device-specific how-to and troubleshooting guides



Scan the QR code or download the app from Google Play™ or App Store® and begin using your features today.

How to enroll in Visible Protect Pre-Owned

Enrollment is simple and optional. Just purchase an eligible pre-owned device and add the Visible Protect Pre-Owned plan to your cart. Once you've activated your wireless service and made your protection plan payment, your coverage begins. You don't have to enroll in a protection plan to purchase/finance a device or get wireless service.

For your convenience, the monthly charge of your Visible Protect Pre-Owned plan plus any applicable taxes will appear as an individual line item on your wireless bill. Coverage will be canceled for nonpayment.

As your device depreciates, or if you buy a pre-owned or new device that's classified in another tier, your monthly cost and deductible for your new tier may be adjusted accordingly.

Monthly cost per device (plus tax if applicable)	
For Tier 1 devices	For Tier 2 devices
\$8	\$10

Visit fastclaim.com/visibleprotect for more info.

Simple and easy steps to file a claim

Visit fastclaim.com/visibleprotect to file a claim 24/7. You may also call 1-866-576-1669 and a care specialist will work with you to process your claim. Be sure to file a claim within the time frame indicated in your service contract.

When filing, have these things handy:

- Your wireless number and ZIP code associated with the account
- Contact info (we may ask for your picture ID in the claims process to verify your identity)
- Device make, model, and IMEI, and details about what happened to your damaged device (in certain cases, proof of loss may be required to process your claim)
- Deductible payment method (credit card, debit card, or eCheck)

When you file a claim, you'll be presented with the repair or replacement options available to you, which may include service and technical support through an approved repair center.

If your claim is approved for repair:

- You'll receive an email with next steps to have your device repaired.
- The device will be repaired with reconditioned, rebuilt, or new parts of like kind and quality to the original device parts.

If your claim is approved for replacement:

- The replacement will be a reconditioned device of like kind and quality. If a reconditioned device isn't available, we'll replace it with a new device of like kind and quality. Device color may vary depending on availability.
- It'll be shipped via next-business-day delivery, when available, at no additional cost. Saturday delivery may be available for an additional fee.
- After receiving your replacement device, you'll have 10 days to return your damaged/malfunctioning device. Otherwise, an unrecovered equipment fee no greater than the value of the replacement device plus applicable shipping costs will apply. Instructions on how to return the device with prepaid shipping materials will be provided.

Your deductibles

Once your claim is approved, a deductible based on the type of claim may be collected from you by credit card, debit card, or eCheck. Please look at the chart below or visit fastclaim.com/visibleprotect to see which deductible applies.

Deductibles for approved claims (plus tax if applicable)	
Mechanical/electrical breakdown	\$0
Accidental damage screen-only repair [†]	\$29
Accidental damage all other	\$199

[†]The \$29 deductible for screen-only smartphone repair applies when service is provided through an Assurant-authorized repair center, where available; otherwise, a replacement device is available for the all other accidental damage deductible of \$199.

Visible Protect Pre-Owned for Apple® and Android® devices

Other important stuff

- We'll provide you with a copy of the coverage documents with full details on benefits, exclusions, and deductibles shortly after enrolling in the program. For complete coverage details, including exclusions, limitations, and provider information, refer to the Terms and Conditions. To request a sample of your state Terms and Conditions prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5185.
- Enrollment in Visible Protect Pre-Owned is optional, may be canceled at any time, and is not required to purchase or finance a device or obtain wireless services.
- You must return your damaged or malfunctioning device within 10 days of receiving your replacement device. Otherwise, an unrecovered equipment fee no greater than the value of the replacement device plus applicable shipping costs will apply.
- **Claim Limit:** Visible Protect Pre-Owned allows for a maximum of two covered claims for accidental damage within a rolling 12-month period based on the date of the first repair or replacement (with a maximum coverage per claim, which is the lesser of the replacement device or the purchase price of the claimed device, minus the deductible). There's no limit for mechanical/electrical breakdown claims.
- **Pocket Geek® Mobile by Assurant®:** Customers must download and register the Pocket Geek Mobile by Assurant app to have full access to its features. All customers can download and register the app to access basic features at no additional cost. Availability and features may vary by device, operating system, or protection plan. Data charges may apply. Pocket Geek Mobile and Assurant are service marks of Assurant, Inc., registered in the U.S. and other countries. Pocket Geek Mobile by Assurant is not an insurance product or a service contract.
- **Exclusions:** Losses caused by or resulting from abuse, misuse, service performed by anyone not authorized by Assurant, intentional damage, pre-existing conditions, manufacturer's recall and warranty, and certain Acts of God. Refer to your coverage documents for a complete list of exclusions.
- **Term:** Coverage starts at 12:01 a.m. on the day the device is activated on the wireless network and Visible Protect Pre-Owned payment is made. You can enroll at device purchase transaction only.
- **Cancellation:** You can cancel your optional coverage at any time by going to visible.com and clicking on the chat window, or by tapping Help in the Visible app. You'll receive a refund and/or credit, if any, of the plan price paid by you in accordance with the service contract terms and conditions. **These are month-to-month programs that automatically renew unless canceled by the customer or by us**, that must be paid for on a monthly basis, or coverage will be canceled for nonpayment. We won't cancel coverage for nonpayment without providing you with the opportunity to pay within the applicable notice period.
- **Provider Information:** Visible Protect Pre-Owned program is provided by Federal Warranty Service Corporation in all states, except in CA – Sureway, Inc.; in FL – United Service Protection, Inc.; in OK – Assurant Service Protection, Inc. Visible is the licensed seller of Visible Protect Pre-Owned.

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