Asurion

Mobile Web/Desktop Web

November 20, 2015 • B2C Wireframes

Wireframe Overview

Please read before proceeding.

This document contains product wireframes. Wireframes are intended to illustrate the overall structure of a product, but NOT the final look and feel of a product. This means that all of the elements in this document will be represented on screen in the final product but will look different aesthetically as the final creative treatment is applied during a later phase of design. Please keep this in mind when reviewing/approving this document.

Generally speaking, wireframes represent the following accurately:

- Screen content and General Layout: This will include mostly placeholder content. Most high level copy should be finalized (body copy may still be lorem ipsum).
- Screen flow: How key screens flow into the next.
- UI controls: Which types of interface elements are used (for example, a button, a slider, a checkbox, etc.).
- Approximate placement/sizing of pictures, icons, and text (although there is flexibility here for Creative).
- Screen/module states: Different states of screen elements based on user/ interactions, windows/pop-ups, etc.
- Traceability to Requirements: Req. #s are annotated where applicable.

Wireframes DO NOT represent the following accurately (these items will be finalized in the creative phase):

- Design language: Establishing the rules for an overall look and feel that is consistent throughout the product
- Specific layouts: While general layouts are recommended in the wireframing stage, they will be finalized in creative
- Fonts: Look and feel of all text elements
- Colors: The color palette and rules for color use are established for the product
- Icons: A style for icons is established and all icons are finalized
- Images: Final images/photos are created as necessary

If you have any questions on the purpose of this document or what is expected of you when reviewing it, please don't hesitate to contact us.

B2C Home

English | Search | For Partners

asurion | Our Services | Help Center | Knowledge Hub | Asurion Blog | Social Circle | File or track a claim

We protect and support the tech that keeps you smiling.

See what else Asurion can do

[WARM IMAGE OF COUPLE TAKING A SELFIE]

[IMAGE OF CELL PHONE SUBMURGED IN WATER]

Mobile protection experts

Coverage in case of theft, loss, or malfunctions, with next-day replacements

Mobile Protection

Innovative tech support

Tablet, bluetooth, TV, auto…
Get the most of your connected life.

Premier Support Services

Ready, Set, Tech…

Get the most out of your connected life with these articles.

Keeping Your Phone Clean & Germ Free

Did you know that four out of five smartphones are teeming with germs that can make you sick? Gross but true: A University of London study found that approximately 80 percent of phones tested had… **Read more**

Safety and security for using tech in the classroom

How to save battery life on any model smartphone

See more in our knowledge hub →

& more tech stuff

Timely and trending topics from the Asurion blog

How to Take Spooktacular Photos This Halloween

October 26, 2015

From pumpkin carving to costume making and party planning to buying those “fun size” candy bars for… **Read more**

More from the blog →

Join the conversation

Follow us @asurion Like 70k Follow @asurion

Asurion @Asurion • Oct 11

How #3Dprinting is changing the world for the better bit.ly/1R5DjTO

Check out our social circle →

We love hearing from our customers

Nicolas S

★★★★★ 5 stars on f

My phone came out of its holder while bicycling down a hill at 31 mph. I hit a large bump and it flew… thank goodness it didn’t fall into the ocean!

Diana T

★★★★★ 5 stars on

I love @asurion! I can’t believe my phone fell out of my pocket and into a snowbank. I got a replacement this morning. So fast!

See all reviews →

Contact Us | Careers | FAQs | Apps | Press Releases | Search

Asurion.com

Our Services
Mobile Protection
Premier Services
Retail Support
Our Apps

Tech Smart
Tips & Tricks
FAQs
Mobile Claims 101

Asurion Blog

Social Circle
All Reviews

For Partners

Our Company
Leadership
Careers
Responsibility
Press Releases
Awards
Partner with us

Solutions
Product Protection
Dual Bundles
Support Services

Why Asurion

Business Blog

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B2C Home

- **A** *Asurion logo will also link back to the Asurion homepage at all times.*
- **B** *Main navigation*
- **C** *Search sitewide*
- **D** *Link that sends user to B2B Home*
- **E** *Flavor text to explain concisely what Asurion provides.*
- **F** *Prominent CTA taking the user to the Our Services page where they can find more information about the coverage Asurion offers.*
- **G** *Imagery showing the intersection of technology with personal life*
- **H** *Image showing a mistake that people make with their phone.*
- **I** *Mobile Protection option — brief description and CTA to learn more*
- **J** *Premier Services option — brief description and CTA to learn more*
- **K** *Knowledge Hub Section*

  Includes curated informational articles (Tips & Tricks) from the Knowledge Hub

  Clicking on the articles takes user to that articles on the Knowledge Hub.

  Includes secondary CTA to take user to the Knowledge Hub.
- **L** *Recent blog post with CTA that takes user to the B2C Blog page.*
- **M** *Social area shows recent Tweet/ Facebook post by the @Asurion account. Includes links for the user to follow @Asurion on Twitter and Facebook, and a secondary CTA taking the user to the Social Circle page.*
- **N** *Review area highlights curated recent reviews, showing star ratings, text, and a link to allow user to read entire review on All Reviews page. Secondary CTA takes user to All Reviews page.*
- **O** *Footer includes Legal information, B2C and B2B primary page lists and a secondary footer with search capabilities as well as some high level page links.*

Our Services I Treatment A *(Recommended)*

English | Search | For Partners

asurion | Our Services | Help Center | Knowledge Hub | Asurion Blog | Social Circle | File or track a claim

A Our Services

We enable technology. In other words, life.
Keeping you more empowered, more accomplished and more available.

1 B **Premier Support Services** | Mobile Protection | Retail Protection

C Premier Support Services

One stop to a friendly, knowledgeable person fluent in any technology.

From set-up and troubleshooting to simply discovering new features, our technicians are focused on helping you unlock your device's potential – so you can be more productive and stay connected. Premier Support technicians are trained to help you with:

2 D
- **Transfer to a new OS** — Move your music, pictures, contacts across operating systems
- **Smartphone Tune Up** — Enhance your phones performance and maximize your battery life
- **Software Updates** — Never worry about OS updates again
- **Backup to the Cloud** — Never worry about losing your personal data or contacts again
- **Maximize Your Productivity** — App recommendations so you can make the most out of your device
- **So much more!**

E VISIT THE CUSTOMER PORTAL

F

G

The phone was dropped on a tile floor and asurion replaced it within 24 hours so no one was inconvenienced.

Anastasia K

I lost my phone while on vacation when someone took my phone out of my purse at a restaurant we stopped at in south Carolina. I was pleased to get another phone overnight when I submitted my claim. thank you Asurion, I felt lost without my phone.

Nancy L

3 H

Our Apps

There's no app for life.
But we have some to make it easier.

Locate, lock, anti-virus, backup, and more.

I
- **AT&T Protect Plus** J — For AT&T Mobile Protection Pack and Multi-Device Protection Pack customers.
- **Verizon Support & Protection** — For Total Mobile Protection customers.
- **Sprint Protect** — For AT&T Mobile Protection Pack and Multi-Device Protection Pack customers.
- **Soluto** — For Bell Canada, Fido, Rogers, Walmart and mobile customers.

K GO TO THE APP CENTER

Contact Us | Careers | FAQs | Apps | Press Releases | Search

Asurion.com

Our Services
Mobile Protection
Premier Services
Retail Support
Our Apps

Tech Smart
Tips & Tricks
FAQs
Mobile Claims 101

Asurion Blog

Social Circle
All Reviews

For Partners

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Leadership
Careers
Responsibility
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Awards
Partner with us

Solutions
Product Protection
Dual Bundles
Support Services

Why Asurion

Business Blog

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Our Services | Treatment A

A *Subpage header and subtitle with explanation of subpage section.*

B *Tabs module to showcase services.*

Names of all three services displayed above the fold quickly informs users that Asurion offers more than mobile device insurance.

1 *CX6: Know me*
Displaying the names of all 3 services at the top of the page allows users to easily find information on the product they are most interested in.

C *Service name and overview*

Content for Premier Support displayed by default, to highlight the prominence of this service.

D *List of features of Premier Support Services, each with its own representative icon.*

Allows users to digest a large amount of content without having to scan paragraphs of text.

2 *CX6: Make it easy to me*
Displaying features of each service as an icon and short tagline makes it easy for users to digest a lot of information quickly.

E *CTA: Sends users to the appropriate page to get more information about Premier Support Services / provides opportunity for user to engage with more Asurion content.*

F *Relevant imagery.*

G *Featured reviews specific to the currently open tab (in this view: Premier Support Services).*

Optional, on a per tab basis. May not be available for launch. If unavailable, block will not display.

3 *CX6: Make it easy to me*
Featuring Asurion protection apps as a sidebar highlights the many ways Asurion goes above and beyond to support its customers.

H *Apps displayed as a sidebar, separate from tabs so they are always prominent and available for customer to download.*

Places messaging about apps above the fold, which will improve engagement.

i *Relevant app icon*

J *Provider or app name. Short description of the app.*

K *CTA: Links to App Center page where users can download corresponding provider app.*

Our Services I Treatment A *(Recommended)*

English | Search | For Partners

asurion | Our Services | Help Center | Knowledge Hub | Asurion Blog | Social Circle | File or track a claim

A
Our Services
We enable technology. In other words, life.
Keeping you more empowered, more accomplished and more available.

B
Premier Support Services | **Mobile Protection** | Retail Protection

C
Mobile Protection
We'll make sure you get the most out of your device and that you're never too long without it.

Mobile Protection includes:

D
Save $$$ on a replacement device
If your device is lost, stolen or damaged, you won't have to buy a new phone at retail price!

Personal assistance
One simple call to resolve any technical question (or just learn cool stuff)!

Next day replacement
Our phones typically ship out overnight!

Fast restoration of your data
Use our app to backup and restore your contacts, photos & videos, so nothing gets lost!

E
FILE A CLAIM

1 F
READ MOBILE CLAIMS 101

G

H
My son's phone was stolen at a college party and that is how we stay in touch with him. After a few days, he had a replacement phone. Thank you. Answer to below question: 10 out 10 stars! Thanks!

Brett P

It was stolen. I got a replacement within 24 hours and was up and running again!

Erikah A

I
Our Apps
There's no app for life.
But we have some to make it easier.

Locate, lock, anti-virus, backup, and more.

J K
AT&T Protect Plus
For AT&T Mobile Protection Pack and Multi-Device Protection Pack customers.

Verizon Support & Protection
For Total Mobile Protection customers.

Sprint Protect
For AT&T Mobile Protection Pack and Multi-Device Protection Pack customers.

Soluto
For Bell Canada, Fido, Rogers, Walmart and mobile customers.

L
GO TO THE APP CENTER

Contact Us | Careers | FAQs | Apps | Press Releases | Search

Asurion.com

Our Services
Mobile Protection
Premier Services
Retail Support
Our Apps

Tech Smart
Tips & Tricks
FAQs
Mobile Claims 101

Asurion Blog

Social Circle
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Support Services

Why Asurion

Business Blog

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Our Services | Treatment A

A *Subpage header and subtitle with explanation of subpage section.*

B *Tabs module to showcase services.*

Names of all three services displayed above the fold quickly informs users that Asurion offers more than mobile device insurance.

C *Service name and overview*

Content for Mobile Protection displayed when user clicks on "Mobile Protection" tab (currently shown).

D *List of features of Mobile Protection service, each with its own representative icon.*

Allows users to digest a large amount of content without having to scan paragraphs of text.

E *CTA: Sends users to the appropriate page to file a claim for a replacement device.*

F *CTA: Secondary. smaller button maximizes importance of button above, but still encourages users to explore additional content.*

1 *CX6: Surprise & delight me*
Providing a link to Mobile Claims 101 (content related to the Mobile Protection service) gives users the confidence that Asurion's priority is helping its customers, and exceeds the customer's expectation for easy-to-access information on the subject.

G *Relevant imagery.*

H *Featured reviews specific to the currently open tab (in this view: Mobile Protection).*

Optional, on a per tab basis. If unavailable, block will not display.

I *Apps displayed as a sidebar, separate from tabs so they are always prominent and available for customer to download.*

Places messaging about apps above the fold, which will improve engagement.

J *Relevant app icon*

K *Provider or app name. Short description of the app.*

L *CTA: Links to App Center page where users can download corresponding provider app.*

Our Services | Treatment A *(Recommended)*

English | Search | For Partners

asurion | Our Services | Help Center | Knowledge Hub | Asurion Blog | Social Circle | File or track a claim

A
Our Services
We enable technology. In other words, life.
Keeping you more empowered, more accomplished and more available.

B
Premier Support Services | Mobile Protection | **Retail Protection**

C
Retail Protection
Protection for all of your gadgets.

We cover your home electronics, appliances, and more, even after the manufacturers' warranty expires.

D
No additional out-of-pocket costs
For most programs that means no extra fees, deductibles, or repair costs

Installation help
We'll deliver and install all of your new technology

Support for all your covered products
Use our simple website to register, manage, and get help

Product tutorials
You'll receive a tutorial on the day of delivery, set up, or installation

Repairs & reimbursements arrive quickly
Everything will be delivered conveniently to your front door

Reference material support
We'll go over the installation, user guides, and all of your support materials with you

E
FILE A CLAIM

1 F
REGISTER A PRODUCT

J
Our Apps
There's no app for life.
But we have some to make it easier.

Locate, lock, anti-virus, backup, and more.

K
AT&T Protect Plus
L
For AT&T Mobile Protection Pack and Multi-Device Protection Pack customers.

Verizon Support & Protection
For Total Mobile Protection customers.

Sprint Protect
For AT&T Mobile Protection Pack and Multi-Device Protection Pack customers.

Soluto
For Bell Canada, Fido, Rogers, Walmart and mobile customers.

M
GO TO THE APP CENTER

Our Clients
Almost anywhere you can buy a device, you can purchase our coverage.
Here are just a few of the retailers we've partnered with.

2 G

H

I

I had lost my iPhone but then it was recovered. Asurion was amazing and immediately began my refund that was finalized when the replacement I refused shipment for was returned to you.

Patrick C

Asurion has always been a great company to deal with. I received my replacement phone very fast.

Deborah O

Contact Us | Careers | FAQs | Apps | Press Releases | Search

Asurion.com

Our Services
Mobile Protection
Premier Services
Retail Support
Our Apps

Tech Smart
Tips & Tricks
FAQs
Mobile Claims 101

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Our Services | Treatment A

A *Subpage header and subtitle with explanation of subpage section.*

B *Tabs module to showcase services.*

Names of all three services displayed above the fold quickly informs users that Asurion offers more than mobile device insurance.

C *Service name and overview*

Content for Retail Protection displayed when user clicks on "Retail Protection" tab (currently shown).

D *List of features of Retail Protection service, each with its own representative icon.*

Allows users to digest a large amount of content without having to scan paragraphs of text.

E *CTA: Sends users to the appropriate page to file a claim for a replacement or repair.*

F *CTA: Secondary. smaller button maximizes importance of button above, but still encourages users to explore additional content.*

1 *CX6: Make it easy for me*
Crosslinking to product registration enables customers to move through the Asurion site as efficiently as possible.

G *Showcase of client logos*

2 *CX6: Reassure me*
Displaying logos of reputable businesses that have relationships with Asurion helps build confidence in the Asurion brand.

H *Relevant imagery.*

I *Featured reviews specific to the currently open tab (in this view: Retail Protection).*

Optional, on a per tab basis. If unavailable, block will not display.

J *Apps displayed as a sidebar, separate from tabs so they are always prominent and available for customer to download.*

Places messaging about apps above the fold, which will improve engagement.

K *Relevant app icon*

L *Provider or app name. Short description of the app.*

M *CTA: Links to App Center page where users can download corresponding provider app.*

Our Services | Treatment B

English | Search | For Partners

asurion | Our Services | Help Center | Knowledge Hub | Asurion Blog | Social Circle | File or track a claim

A
Our Services
We enable technology. In other words, life.
Keeping you more empowered, more accomplished and more available.

1 B
Premier Support Services

One stop to a friendly, knowledgeable person fluent in any technology.

From set-up and troubleshooting to simply discovering new features, our technicians are focused on helping you unlock your device's potential.

2 C
- **Transfer to a new OS**
  Move your music, pictures, contacts across operating systems
- **Backup to the cloud**
  Never worry about losing your personal data or contacts again
- **Maximize your productivity**
  App recommendations so you can make the most out of your device
- **So much more**

D VISIT THE CUSTOMER PORTAL

Mobile Protection

Protect your devices so you'll never miss a moment.

We'll make sure you get the most out of your device and that you're never too long without it.

- **Save hundreds on a replacement**
  If your device is lost, stolen or damaged, you won't have to buy a new phone at retail price!
- **Next day replacement**
  Our phones typically ship out overnight!
- **Personal assistance**
  One simple call to resolve any technical question (or just learn cool stuff)!
- **Fast restoration of your data**
  Use our app to backup and restore your contacts, photos & videos, so nothing gets lost!

FILE A CLAIM

3 E > Mobile Claims 101

Retail Protection

Protection for all of your gadgets.

We cover your home electronics, appliances, and more, even after the manufacturers' warranty expires.

- **No additional out-of-pocket costs**
  For most programs that means no extra fees, deductibles, or repair costs
- **Support for all your covered products**
  Use our simple website to register, manage, and get help
- **Repairs and reimbursements arrive quickly**
  Everything will be delivered conveniently to your front door
- **Installation help**
  We'll deliver and install all of your new technology

FILE A CLAIM

4 F REGISTER A PRODUCT

5 G
Our Apps

Comprehensive protection for your device and everything on it.

Locate, lock, anti-virus, backup, and more.

J VISIT THE APP CENTER

H

I **AT&T**
For AT&T Mobile Locate. Available for iPhone, Android, and Blackberry

Verizon
For Verizon Support & Protection. Available for iPhone and Android

Sprint
For Sprint IconSprint Total Equipment Protection. Available for Android and iPhone

Soluto
For Bell Canada, Fido, Rogers, Walmart and mobile customers. Available for Android and iPhone

K
Featured Reviews

Take their word for it. To continue improving our already unrivaled customer service, we ask every customer to rate his/her Asurion experience.

L
Asurion has always been a great company to deal with. I received my replacement phone very fast.

Deborah O

My son's phone was stolen at a college party and that is how we stay in touch with him. After a few days, he had a replacement phone. Thank you. Answer to below question: 10 out 10 stars! Thanks!

Brett P

It was stolen. I got a replacement within 24 hours and was up and running again!

Erikah A

6 SEE MORE REVIEWS

Our Clients

Almost anywhere you can buy a device, you can purchase our coverage. Here are just a few of the retailers we've partnered with.

7 M

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Premier Services
Retail Support
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Tech Smart
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FAQs
Mobile Claims 101

Asurion Blog

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Our Services | Treatment B

A *Subpage header and subtitle with explanation of subpage section.*

B *Service name and overview Content for only 3 services displayed above the fold, allowing the user to see more content at a glance.*

Space for headline, subhead, and short description for each.

1 *CX6: Know me*
Displaying all 3 services with equal weight, in 3 columns across the page, allows users to easily compare services and digest large amounts of information quickly.

C *List of features of Premier Support Services, each with its own representative icon.*

2 *CX6: Make it easy to me*
Displaying features of each service as an icon and short tagline makes it easy for users to digest a lot of information quickly.

D *CTA: Encourages users to engage with information*

E *CTA: Link maximizes importance of button above, but still allows users to explore additional content.*

3 *CX6: Surprise & delight me*
Providing a link to Mobile Claims 101 (content related to the Mobile Protection service) gives users the confidence that Asurion's priority is helping its customers, and exceeds the customer's expectation for easy-to-access information on the subject.

F *CTA: Allows users to understand the equal importance of both the File a Claim button and the Register Your Product button*

4 *CX6: Make it easy for me*
Crosslinking to product registration enables customers to move through the Asurion site as efficiently as possible.

G *Service name and overview*

5 *CX6: Make it easy to me*
Featuring Asurion protection apps as a separate block highlights the many ways Asurion goes above and beyond to support its customers.

H *Relevant app icon*

i *Provider or app name. Short description of the app.*

J *CTA: Links to App Center page where users can download corresponding provider app.*

K *Featured reviews for any/all services.*

L *Alternate view of reviews*

6 *CX6: Be transparent*
Providing users the ability to read additional reviews instills confidence that Asurion positively acknowledges customers' needs.

M *Showcase of client logos*

7 *CX6: Reassure me*
Displaying logos of reputable businesses that have relationships with Asurion helps build confidence in the Asurion brand.

Knowledge Hub

English | Search | For Partners

asurion | Our Services | Help Center | Knowledge Hub | Asurion Blog | Social Circle | File or track a claim

A **Knowledge Hub**
Life needs an operating system.
Let us teach you how to get up and running again.

B

1 C **Tips & Tricks**
Get more out of your devices, appliances, and electronics.

D **Your Trick-or-Treaters Will Run For the Hills**

Halloween might be a timeless holiday, but that doesn't mean you can still get away with a couple of jack-o-lanterns on the front porch and a fake cobweb on the front door. Here in the 21st century…

Hack Your Halloween with 6 High-Tech Costumes

Fabric, cardboard, glitter, and glue—the vast majority of all Halloween costumes are made from these materials. Nothing wrong with the oldies but goodies, but you can separate yourself from the…

How to Take Spooktacular Photos This Halloween

From pumpkin carving to costume making and party planning to buying those "fun size" candy bars for trick-or-treaters, doing Halloween up right requires a lot of preparation. But it's often…

E READ MORE TIPS & TRICKS →

F **From our Blog**
Advice and information from technology experts.

G

H **Easy Cleaning Tips to Maintain Your Stove and Oven**

With Thanksgiving just around the corner, it's time to think about who will be cooking the turkey this year. And if turns out to be your turn, now is the…

Apps and Tips to Make This Black Friday Epic

We want your Black Friday to be low-stress and epically productive. After all, if you're not having any fun, you may as well as stay home and enjoy those Thanksgiving leftovers.

I SEE MORE ON OUR BLOG →

2 J **Looking for answers?**

Find our most common FAQs and more information than you'll know what to do with in our Help Center.

K GO TO THE HELP CENTER

3 L **Mobile Claims 101**
Trust us to have your back. And your tech.

M

N LEARN MORE ABOUT CLAIMS →

4 O **Popular Articles**
See what the tech community is buzzing about.

P

Easy Cleaning Tips to Maintain Your Stove and Oven
With Thanksgiving just around the corner, it's time to think about who will be cooking the turkey this year. And if turns out to be your turn, now is the…

Easy Cleaning Tips to Maintain Your Stove and Oven
With Thanksgiving just around the corner, it's time to think about who will be cooking the turkey this year. And if turns out to be your turn, now is the…

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With Thanksgiving just around the corner, it's time to think about who will be cooking the turkey this year. And if turns out to be your turn, now is the…

Easy Cleaning Tips to Maintain Your Stove and Oven
With Thanksgiving just around the corner, it's time to think about who will be cooking the turkey this year. And if turns out to be your turn, now is the…

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Knowledge Hub

A *Subpage header and subtitle with explanation of subpage section.*

B *Relevant imagery.*

C *Category subtitle with explanation of sub section.*

1 *CX6: Help me grow*
Providing Tips & Tricks as a separate column on the Knowledge Hub encourages users to improve their productivity and knowledge of products/devices that Asurion supports.

D *3 most recent Tips & Tricks articles displayed. Top 2 posts do not include images so as not to detract from the prominent visuals in the center column (posts from the blog).*

E *CTA: Allows users to explore additional Tips & Tricks content. Takes users to the Tips & Tricks category page on the blog.*

F *Category subtitle with explanation of sub section.*

G *Article-specific image to draw users' eyes to the center of the page (correlates with first blog post, see annotation H).*

H *2-3 most recent blog articles displayed (from all categories except Tips & Tricks).*

I *CTA: Allows users to explore additional blog content. Takes users to the Asurion blog.*

J *Call out to Help Center content. Subtitle and tagline with short explanation of content available in the Help Center.*

2 *CX6: Make it easy for me*
By prominently calling out Help Center content, users can quickly navigate to the correct page to find the information they're looking for.

K *CTA: Prominent button sends users to the appropriate page (Help Center) to get help using Asurion products/services.*

L *Call out to Mobile Claims 101 content. Subtitle and short explanation of content available.*

3 *CX6: Know me*
Since the majority of users visit Asurion.com to file a claim for a replacement device, highlighting Mobile Claims 101 (in a block separate from the main content on the page) gives users the confidence that Asurion has the information they are seeking.

M *Video to teach users about Mobile Claims process. If no video available, display relevant image to inform users about content to be found on the Mobile Claims 101 page (see Help Center wireframe for alternate view).*

N *CTA: Link sends users to the Mobile Claims 101 page .*

O *Category subtitle with explanation of sub section.*

4 *CX6: Reassure me*
Evergreen content instills confidence in users, displaying that Asurion takes care of its customers and has a wide range of information that other users have identified as important/helpful.

P *4 blog articles displayed.*
DEV NOTE: Asurion to define which articles display here by adding a "Featured" category to their blog (and setting the Divi blog module to only display posts from said category).

Help Center

English | Search | For Partners

asurion | Our Services | Help Center | Knowledge Hub | Asurion Blog | Social Circle | File or track a claim

A

Help Center

We're servers. Human and otherwise.
Our 16,000 Asurion associates are here to help.

B

1 C

Search for help by keyword…

SEARCH

Pick a category to get the help you need.

2 D

Protection App | Premier Support | Mobile Insurance | Product Support | Protection Plan | Human Resources

Frequently Asked Questions

3 E

How do I file a claim?

To file a claim, select your carrier (F). Be sure to have the make and model of your device available, and have a method of payment for your deductible on hand. After you submit your claim, you should receive an email with tracking and shipping information.

Still have questions?
CONTACT CUSTOMER CARE → G

+ How many days do I have to file a claim?
+ What do I do with my old device?
+ What replacement phone will I receive?
+ Is Accidental Damage from Handling (ADH) covered under a service plan?
+ Will my appliance or home electronics product be repaired or replaced?
+ Can my service plan be cancelled?
+ Is there a waiting period before I can file a claim for my phone?
+ Why do I have to pay a deductible if I file a claim for my phone?
+ What mobile devices are eligible for coverage?

4 H I want to…

+ File a claim
+ See what devices are eligible for coverage
+ Find my product's model/serial number
+ Apply for a position at Asurion
+ Talk to a Premier Support technician
+ Enroll my phone in coverage

5 i

Mobile Claims 101

Trust us to have your back. And your tech.

J

The claims process | About deductibles | About replacements

K LEARN MORE ABOUT CLAIMS →

6 L

Do more with your tech

Learn tips & tricks from our experts to improve your productivity.

M

How to Take Spooktacular Photos This Halloween

From pumpkin carving to costume making and party planning to buying those "fun size" candy bars for trick-or-treaters, doing Halloween up right requires a lot of preparation. But it's often…

N

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Help Center

A *Subpage header and subtitle with explanation of subpage section.*

B *Relevant imagery.*

C *Search bar so users can find specific help content without needing to click through categories.*

1 *CX6: Make it easy for me*
Encourage users to search for answers, rather than obligating them to dig through categories to find information

D *Icons and labels for each help topic category.*

Note: Change from current category list, to combine all Protection Plan questions together

(Live site currently displays Protection Plan, Protection Plan Coverage, and Protection Plan Claims.)

2 *CX6: Make it easy for me*
Offer insightful categories to focus users on content only relevant to their needs

E *Top 10 most popular FAQs displayed, click to expand and view answers.*

First FAQ answer expanded on page load (helps users understand that clicking on questions will show them answers on current page).

Answers can support inline links and secondary CTAs.

3 *CX6: Help me grow*
With 10 questions up front on the Help Center page, Asurion can easily teach users how to efficiently and effectively utilize their services.

F *Inline text link (use as needed).*

G *CTA relevant to help topic, nested within the answer block.*

H *Additional help articles displayed as task-oriented topics. Functions the same way as FAQs above (click to expand).*

4 *CX6: Know me*
Provides users with task-oriented answers to help users get to solutions quickly and simply.

I *Prominent call out to Mobile Claims content.*

5 *CX6: Make it easy for me*
Call out for Mobile Claims 101 displayed above the fold so users can quickly navigate to the corresponding content pages (and not need to search through FAQs to find the information they need.

J *Images or icons to represent the sections to be covered in the Mobile Claims 101 documentation.*

K *CTA: Sends users to the appropriate page to read Mobile Claims 101 documentation / provides opportunity for user to engage with more Asurion content.*

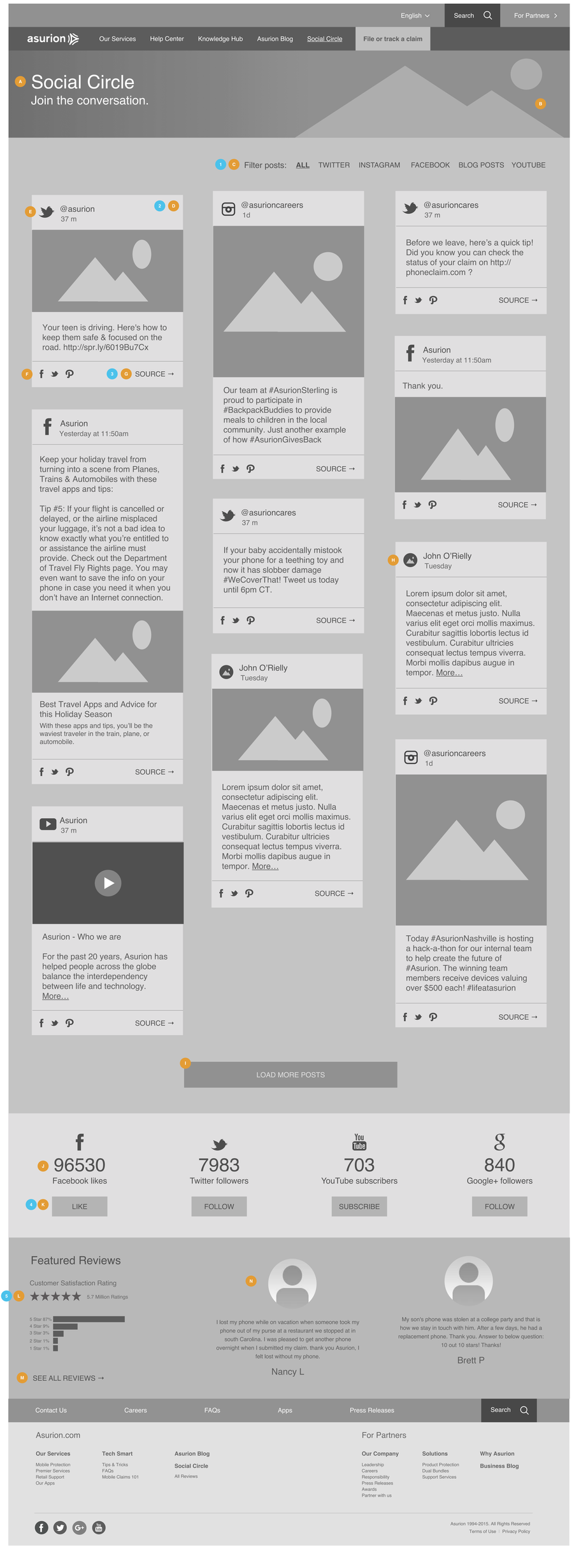
L *Call out to Knowledge Hub content. Subtitle and tagline with short explanation of content available in the Knowledge Hub.*

6 *CX6: Surprise & delight me*
By providing indirectly related content, users will have more opportunities for engagement, reinforcing that Asurion offers insightful information in many topics.

M *Most recent blog article (image, headline, and excerpt) displayed inside the call out.*

N *CTA: Links to Knowledge Hub page where users can access additional content (Tips & Tricks, blog posts, etc.)*

Social Circle



endava 10

Social Circle

A *Subpage header and subtitle with explanation of subpage section.*

B *Relevant imagery.*

C *Buttons/links to allow users to filter Social circle posts by specific platform.*

DEV NOTE: Will need additional p;login to make content filterable.

1 *CX6: Make it easy for me*
Offering filter options provides users with a fast and delightful opportunity to engage with only the content they find relevant.

D *Individual social media post. Display 10 posts on page load, with ability for user to load more content (see annotation LETTER).*

Posts to be mixture of Asurion content (from Asurion social media pages) and content from Asurion customers who have posted on social media using a specific hashtag/campaign term.

DEV NOTE: Plugin will be necessary to create aggregate of all social media posts, cross platform. Potential option: TwineSocial

2 *CX6: Reassure me*
Because of the mixture of Asurion-branded posts and posts from customers, visitors to the Social Circle page will see how their feedback directly impacts the decisions, products, services, and changes made by Asurion.

E *Social media icon used to identify the platform where the post originated.*

F *Share buttons for 3 major platforms (Facebook, Twitter, and Pinterest) so users can easily share relevant content with their friends/family.*

G *Source button takes users to original post (and away from Asurion.com). Links should open in a new window.*

3 *CX6: Be transparent*
Always provide a link to the original post location so users can view the content "without bias."

H *Blog icon.*

DEV NOTE: If content from the Asurion blog, use the Asurion logo mark. If content from an external source, use the original blog's favicon OR default, generic icon.

I *CTA: Button loads 10 additional posts to the page on each click. Pushes all other content (channel stats and reviews) on the page down.*

J *Channel stats displayed for Top 4 social media platforms.*

K *CTA: Like/Follow buttons to allow users to quickly connect with Asurion on various social media platforms.*

4 *CX6: Help me grow*
By connecting with users on other social media platforms, Asurion can reach and educate users even when they don't visit the Asurion website.

L *Calculated rating based on reviews given by users. Breakdown of reviews by rating (number of stars) displayed below overall rating.*

M *CTA: Link to Reviews page so users can see additional and unfiltered reviews*

5 *CX6: Be transparent*
Providing users the ability to read the negative reviews (and see at a glance that not all reviews are 5 star), instills confidence that Asurion acknowledges customers' needs and addresses necessary problems.

N *Featured reviews, selected by Asurion team for display on this page.*

Asurion Blog

English | Search | For Partners

asurion | Our Services | Help Center | Knowledge Hub | Asurion Blog | Social Circle | File or track a claim

A **Asurion Blog**
Learn more. Do more. Enjoy life more.

B

1 C Search the blog… SEARCH

2 D

Vestibulum eget risus vitae diam faucibus sodales sed sed aenean nec dui quis nulla iaculis viverra

by Nick | Nov 22, 2015 | Family Tech H

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi rutrum dui nulla, sed aliquet tellus placerat vitae. Pellentesque fermentum aliquet egestas.

I

Your Trick-or-Treaters Will Run For the Hills
by Nick | May 9, 2014 | Tips & Tricks

Halloween might be a timeless holiday, but that doesn't mean you can still get away with a couple of jack-o-lanterns on the front porch and a fake cobweb on the front door. Here in the 21st century…

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K

Easy Cleaning Tips to Maintain Your Stove and Oven

Easy Cleaning Tips to Maintain Your Stove and Oven

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J
- Vestibulum eget risus vitae diam faucibus sodales sed sed erat
- Aenean nec dui quis nulla iaculis viverra
- Suspendisse a lectus quis magna consequat imperdiet eu ornare sapien
- Sed blandit eros sit amet mi sagittis tempor
- Nunc eget est ac odio blandit posuere a in mauris
- In id massa vitae urna rhoncus sollicitudin fringilla at mi
- In et diam ut nisl accumsan egestas
- Curabitur congue elit quis diam vestibulum pharetra
- Pellentesque sit amet velit in nunc semper lacinia in nec lorem
- Aenean ut mi at elit imperdiet scelerisque id ut felis

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Asurion Blog

A *Subpage header and subtitle with explanation of subpage section.*

B *Relevant imagery.*

C *Search bar so users can find specific blog content without needing to click through categories or browse page to page.*

1 *CX6: Make it easy for me*
Encourage users to search for articles, rather than obligating them to dig through categories to find information

D *Featured article and related image. Article can either be a) most recent post to the blog or b) a featured article defined by Asurion.*

2 *CX6: Help me grow*
Providing relevant blog content encourages users to improve their productivity and knowledge of products/ devices that Asurion supports.

E *Social media icons link to Asurion's corresponding pages.*

3 *CX6: Help me grow*
By connecting with users on other social media platforms, Asurion can reach and educate users even when they don't visit the Asurion website.

F *Quick RSS subscribe button so users can have the Asurion blog delivered to them via email and other readers.*

G *List of all categories on the Asurion blog. Can easily be lengthened as new categories are added.*

4 *CX6: Make it easy for me*
Offer insightful categories to focus users on content only relevant to their needs

H *Byline includes post author, date posted, and category/categories where the post can be found.*

I *4 recent blog articles displayed in reverse chronological order (newest at the top left) from any/ all categories of the blog.*

J *7-10 headlines of most popular (most views) posts.*

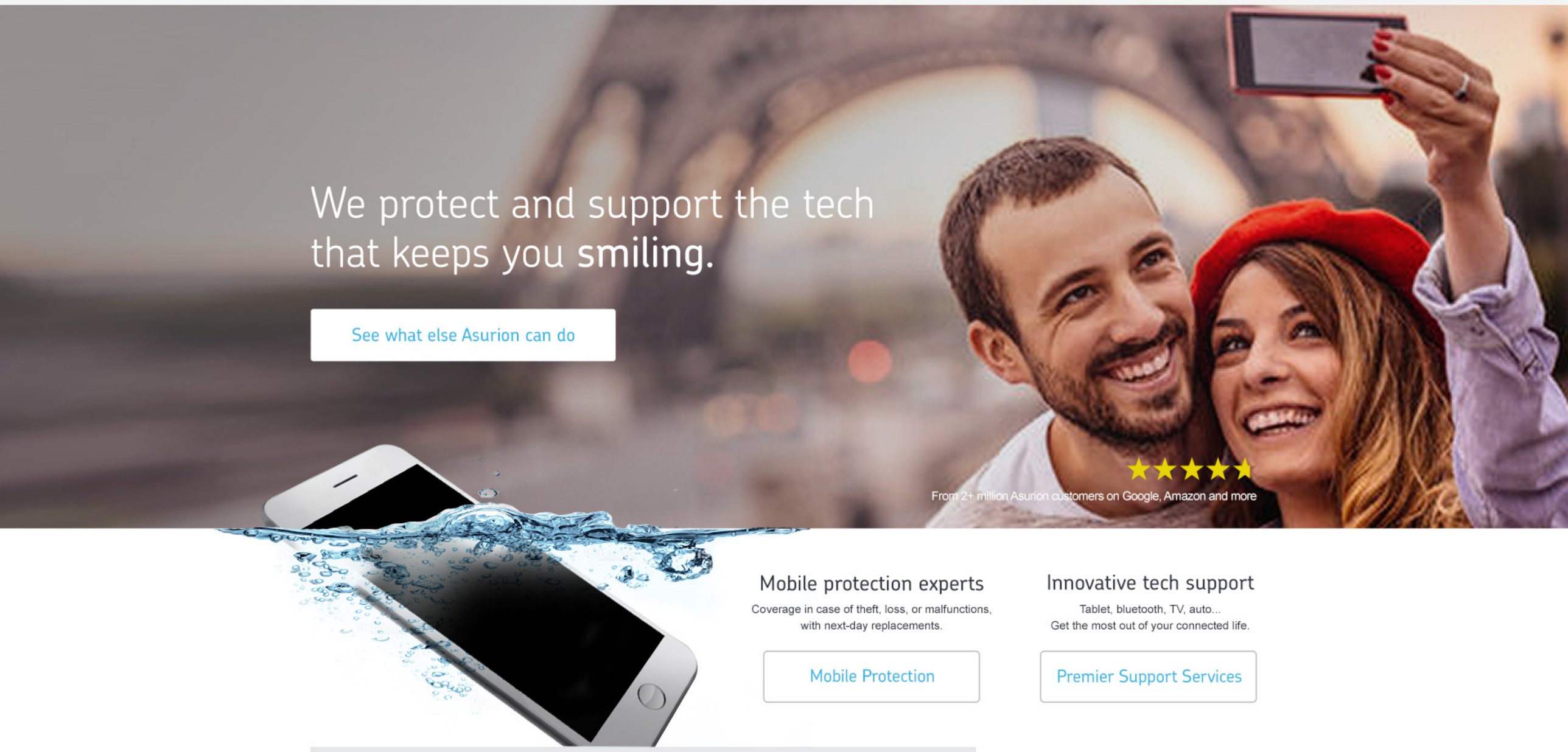
DEV NOTE: Will need additional WP plugin to support this widget.

K *6 additional blog posts (still in reverse chronological order) with images and headlines only (no excerpts).*

DEV NOTE: Blog module will need CSS edit to prevent excerpt from displaying.

L *Numerated pagination so users can continue to browse blog content.*

DEV NOTE: Divi author suggests using WP-PageNavi plugin to support this functionality.



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Coverage in case of theft, loss, or malfunctions, with next-day replacements.

Mobile Protection

Innovative tech support

Tablet, bluetooth, TV, auto...
Get the most out of your connected life.

Premier Support Services

Ready, Set, Tech...

Get the most out of your connected life with these articles.

Keeping Your Phone Clean & Germ Free

Did you know that four out of five smartphones are teeming with germs that can make you sick? Gross but true: A University of London study found that approximately 80 percent of phones tested had... Read more

Safety and security for using tech in the classroom

How to save battery life on any model smartphone.

See more in our knowledge hub →

& more tech stuff

Timely and trending topics from the Asurion blog

How to Take Spooktacular Photos This Halloween

October 26, 2015

From pumpkin carving to costume making and party planning to buying those “fun size” candy bars for... Read more

More from the blog →

Join the conversation

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We love hearing from our customers

Nicolas S

★★★★★ 5 stars on

My phone came out of its holder while bicycling down a hill at 31 mph. I hit a large bump and it flew....thank goodness it didn't fall into the ocean!

Diana T

★★★★★ 5 stars on

I love @asurion! I can believe my phone fell out of my pocket and into a snowbank. I got a replacement this morning. So fast!

See all reviews →

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Our Services

We enable technology. In other words, life.
Keeping you more empowered, more accomplished and more available.

Premier Support Services | Mobile Protection | Retail Protection | Our Apps

Premier Support Services

One stop to a friendly, knowledgeable person fluent in any technology.

Unlike traditional support, you don't have to call multiple numbers, and won't have to wait or be bounced around to different people. From set-up and troubleshooting to simply discovering new features, our technicians are focused on helping you unlock your device's potential – so you can be more productive and stay connected.

Premier Support technicians are trained to help you with your device and everything you connect your device to. Examples:

Transfer to a new OS
Move your music, pictures, contacts across operating systems

Software updates
Never worry about OS updates again

Smartphone tune up
Battery running slow or sluggish? Enhance your phones performance and maximize your battery life

Making you more productive
App recommendations so you can make the most out of your device

Connecting to your car or home
Support for your phone and everything you connect it to

Backing up security to the cloud
never worry about your personal data or contacts again

Visit Our Customer Portal

Comprehensive protection for your device and everything on it.

Locate, lock, anti-virus, backup, and more.

AT&T Protect Plus
For AT&T Mobile Locate. Available for iPhone, Android, and Blackberry

Verizon Support & Protection
For Verizon Support & Protection. Available for iPhone and Android

Sprint Protect
For Sprint IconSprint Total Equipment Protection. Available for Android & iPhone

Soluto
For Bell Canada, Fido, Rogers, Walmart and mobile customers. Available for Android and iPhone

Visit the App Center →

"I had lost my iPhone but then it was recovered. Asurion was amazing and immediately began my refund that was finalized when the replacement I refused shipment for was returned to you. *Patrick C.*

The phone was dropped on a tile floor and asurion replaced it within 24 hours so no one was inconvenienced.

Anastasia K.

I lost my phone while on vacation when someone took my phone out of my purse at a restaurant we stopped at in south Carolina. I was pleased to get another phone overnight when I submitted my claim. thank you Asurion, I felt lost without my phone.

Nancy L.

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Our Services

We enable technology. In other words, life.
Keeping you more empowered, more accomplished and more available.

Mobile Protection

We'll make sure you get the most out of your device and that you're never too long without it.

Mobile Protection includes:

Saving you hundreds on a replacement device
If your device is lost, stolen or damaged, you won't have to buy a new phone at retail price!

Fast restoration of your contacts, photos & videos
Use our app to backup and restore your data, so nothing gets lost!

Next day replacement
Our phones typically ship out overnight!

Personal assistance
One simple call to resolve any technical question (or just learn cool stuff)!

File a Claim

Visit the App Center

Comprehensive protection for your device and everything on it.

Locate, lock, anti-virus, backup, and more.

AT&T Protect Plus
For AT&T Mobile Locate. Available for iPhone, Android, and Blackberry

Verizon Support & Protection
For Verizon Support & Protection. Available for iPhone and Android

Sprint Protect
For Sprint IconSprint Total Equipment Protection. Available for Android & iPhone

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Retail Protection

Protection for all of your gadgets.

We cover your home electronics, appliances, and more, even after the manufacturers' warranty expires.

No additional out-of-pocket costs
For most programs that means no extra fees, deductibles, or repair costs

Product tutorials
You'll receive a tutorial on the day of delivery, set up, or installation

Installation help
We'll deliver and install all of your new technology

Repairs and reimbursements arrive quickly
Everything will be delivered conveniently to your front door

Support for all your covered products
Use our simple website to register, manage, and get help

Reference material support
We'll go over the installation, user guides, and all of your support materials with you

File a Claim | Visit the App Center

Comprehensive protection for your device and everything on it.

Locate, lock, anti-virus, backup, and more.

AT&T Protect Plus
For AT&T Mobile Locate. Available for iPhone, Android, and Blackberry

Verizon Support & Protection
For Verizon Support & Protection. Available for iPhone and Android

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Knowledge Hub

We enable technology. In other words, life.
Keeping you more empowered, more accomplished and more available.

Looking for answers?

Find our most common FAQs and more information than you'll know what to do with in our Help Center.

Go to the Help Center

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Get more out of your devices, appliances, and electronics.

Your Trick-or-Treaters Will Run For the Hills

October 26, 2015

Halloween might be a timeless holiday, but that doesn't mean you can still get away with a couple of jack-o-lanterns on the front porch and a fake cobweb on the front door. Here in the 21st century... Read more

Hack Your Halloween with 6 High-Tech Costumes

October 20, 2015

Fabric, cardboard, glitter, and glue—the vast majority of all Halloween costumes are made from these materials. Nothing wrong with the oldies but goodies, but you can separate yourself from the... Read more

Read more tips & tricks →

From Our Blog

Advice and information from technology experts.

Easy Cleaning Tips to Maintain Your Stove and Oven

November 17, 2015

With Thanksgiving just around the corner, it's time to think about who will be cooking the turkey this year. And if turns out to be your turn, now is the... Read more

Apps and Tips to Make This Black Friday Epic

November 15, 2015

We want your Black Friday to be low-stress and epically productive. After all, if you're not having any fun, you may as well as stay home and enjoy those Thanksgiving leftovers... Read more

How to Take Spooktacular Photos This Halloween

October 26, 2015

From pumpkin carving to costume making and party planning to buying those "fun size" candy bars for trick-or-treaters, doing Halloween up right requires a lot of preparation. But it's often... Read more

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Trust us to have your back. And your tech.

Learn more about claims →

Popular Articles

See what the tech community is buzzing about.

Safety and security for using tech in the classroom

How to save battery life on any model smartphone

Keeping your phone clean and germ free

Safety and security for using tech in the classroom

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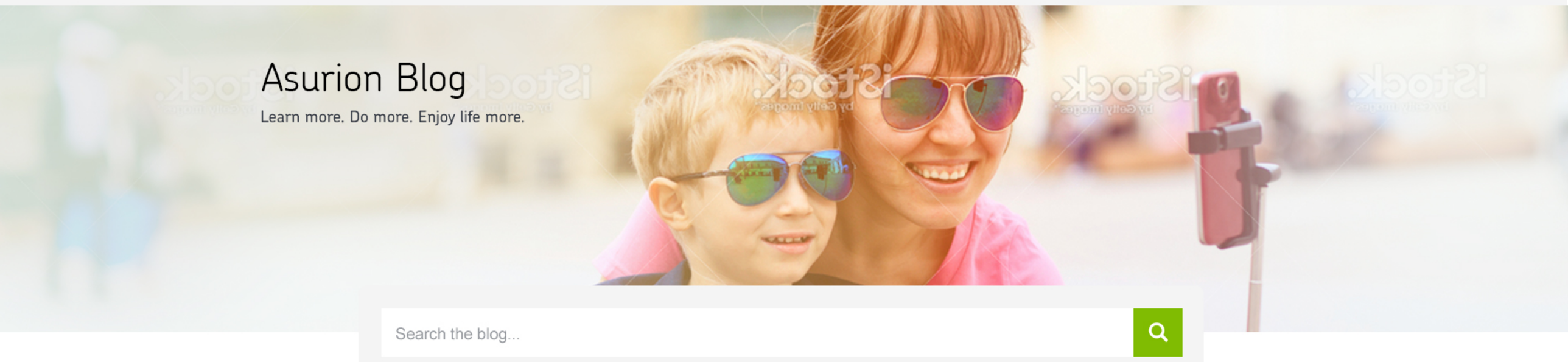


Asurion Blog

Learn more. Do more. Enjoy life more.

Search the blog...

Giving Tech This Holiday? Give Them Tech Support, Too

November 20, 2015

Last year, Brian, the ultimate holiday shopper, bought his son an Autonomous Robot. Thrilled, his son speedily unwrapped his present and asked his dad to help him set it up... Read more

Avoid Trapped Turkey Syndrome and Cook Your Bird to Perfection

November 19, 2015

Ah, Thanksgiving. A time for gratitude, family, friends, food, and football. And more food. There's a lot of pressure on the Thanksgiving meal, in fact—and it's not a great day… Read more

Impossible?! Cook Thanksgiving Dinner in a Microwave

November 17, 2015

Thanksgiving dinner is the big test of a home chef. Moms and grandmas through the ages have owned this meal, and it's often a big deal when the cooking duties… Read more

Hack Your Holiday Travel with These Tech Tricks

November 14, 2015

It's easy to feel good about travel in May, when flights are likelier to depart on time and the highways are uncongested. It's holiday travel—especially Thanksgiving weekend—that… Read more

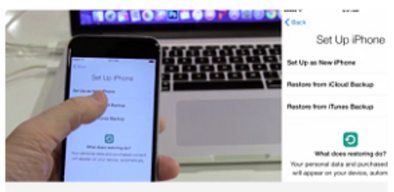
How to Take Spooktacular Photos This Halloween

October 28, 2015

From pumpkin carving to costume making and party planning to buying those "fun size" candy bars for trick-or-treaters, doing Halloween up right requires a lot of preparation. But it's often… Read more

The Latest in Smart Home Technology—For Your Pet

How to Tidy Up the Apps on Your Phone



How to Easily Set Up Your New iPhone

How to Backup Your Data Using iOS 9

How 3-D Printing is Changing the World

You better believe it: Gaming can benefit kids

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- Apps & Devices to Keep Teen Drivers Safe
- How to Tidy Up the Apps on Your Phone
- Connected Life: Smart Coffee Makers Becoming Reality
- Keeping Your Phone Clean & Germ Free: The Do's and Don'ts
- How to Backup Your Data Using iOS 9
- Taking great fall foliage photos with your smartphone
- You better believe it: Gaming can benefit kids
- Drones and photos: What's ok?

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Social Circle

Join the conversation.

FILTER POSTS: ALL | TWITTER | INSTAGRAM | FACEBOOK | BLOG POSTS | YOUTUBE

@asurion
37m

Your teen is driving. Here's how to keep them safe & focused on the road. http://spr.ly/6019Bu7Cx

Source →

Asurion
Yesterday at 11:50am

Keep your holiday travel from turning into a scene from Planes, Trains & Automobiles with these travel apps and tips:

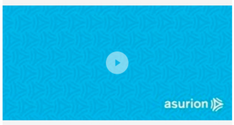
Tip #5: If your flight is cancelled or delayed, or the airline misplaced your luggage, it's not a bad idea to know exactly what you're entitled to or assistance the airline must provide. Check out the Department of Travel Fly Rights page. You may even want to save the info on your phone in case you need it when you don't have an Internet connection.

Best Travel Apps and Advice for this Holiday Season

With these apps and tips, you'll be the waviest traveler in the train, plane, or automobile.

Source →

Asurion
2hrs



Asurion - Who we are

For the past 20 years, Asurion has helped people across the globe balance the interdependency between life and technology. **More...**

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@asurioncareers
1d

Our team at #AsurionSterling is proud to participate in #BackpackBuddies to provide meals to children in the local community. Just another example of how #AsurionGivesBack

Source →

@asurion
52m

If your baby accidentally mistook your phone for a teething toy and now it has slobber damage #WeCoverThat! Tweet us today until 6pm CT.

Source →

Asurion
Thursday at 9:11am

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas et metus justo. Nulla varius elit eget orci mollis maximus. Curabitur sagittis lobortis lectus id vestibulum. Curabitur ultricies consequat lectus tempus viverra. Morbi mollis dapibus augue in tempor. More...

Source →

@asurion
42m

Before we leave, here's a quick tip! Did you know you can check the status of your claim on http://phoneclaim.com?

Source →

Asurion
Yesterday at 1:22pm

Thank you.

Source →

Asurion
Thursday at 9:11am

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas et metus justo. Nulla varius elit eget orci mollis maximus. Curabitur sagittis lobortis lectus id vestibulum. Curabitur ultricies consequat lectus tempus viverra. Morbi mollis dapibus augue in tempor. More...

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@asurioncareers
3d

Today #AsurionNashville is hosting a hack-a-thon for our internal team to help create the future of #Asurion. The winning team members receive devices valuing over $500 each! #lifeatasurion

Source →

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7983
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703
YOUTUBE SUBSCRIBERS
SUBSCRIBE

840
GOOGLE+ FOLLOWERS
» FOLLOW

Featured Reviews

Customer Satisfaction Rating

5.7 Million Ratings

5 STAR	87%
4 STAR	9%
3 STAR	3%
2 STAR	1%
1 STAR	1%

See all reviews →

The phone was dropped on a tile floor and asurion replaced it within 24 hours so no one was inconvenienced.

Anastasia K.

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Help Center

We're servers. Human and otherwise.
Our 16,000 Asurion associates are here to help.

Search for help by keyword...

Pick a category to get the help you need.

PROTECTION APP | PREMIER SUPPORT | MOBILE INSURANCE | PRODUCT SUPPORT | PROTECTION PLAN | HUMAN RESOURCES

Frequently Asked Questions

How do I file a claim?

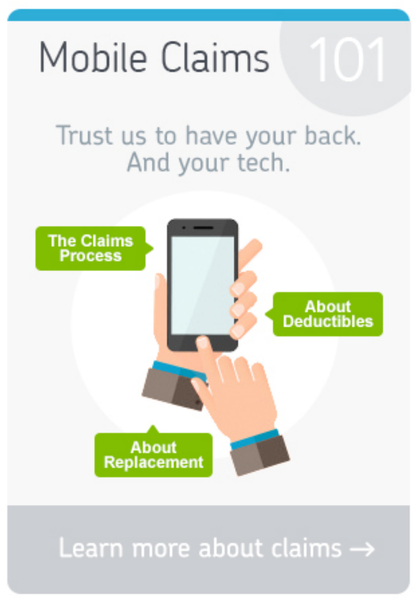
To file a claim, select your carrier. Be sure to have the make and model of your device available, and have a method of payment for your deductible on hand. After you submit your claim, you should receive an email with tracking and shipping information.

Still have questions?
Contact customer care →

- How many days do I have to file a claim?
- What do I do with my old device?
- What replacement phone will I receive?
- Is Accidental Damage from Handling (ADH) covered under a service plan?
- Will my appliance or home electronics product be repaired or replaced?
- Can my service plan be cancelled?
- Is there a waiting period before I can file a claim for my phone?
- Why do I have to pay a deductible if I file a claim for my phone?
- What mobile devices are eligible for coverage?

I want to...

- File a claim
- See what devices are eligible for coverage
- Find my product's model/serial number
- Apply for a position at Asurion
- Talk to a Premier Support technician Enroll my phone in coverage



DO MORE WITH YOUR TECH

Learn tips & tricks from our experts to improve your productivity.

Hack Your Halloween with 6 High-Tech Costumes

Visit the Knowledge Hub

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