

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

No more worrying about device mishaps

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



Plus, you get access to the Pocket Geek® Mobile by Assurant® app, which helps you maximize your device experience with features to:

- ✓ Find your device
- ✓ Troubleshoot with customized content
- ✓ Review protection plan details

Download the app at the App Store® or Google Play™ store and register to begin using your support enhancement 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.

Monthly Cost per Device	
For Tier 1 Devices:	For Tier 2 Devices:
\$8	\$10

Visit fastclaim.com/visibleprotect for more info.

Filing 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
- ZIP code associated with your wireless account
- Device make, model and storage size
- Cause and date of breakdown or damage
- Deductible payment method, if applicable

In certain cases, additional documents such as a government-issued identification or proof of loss may be required to process your claim.

Your deductibles

Once your claim is approved, a deductible based on your device and claim type 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	
Mechanical/Electrical Breakdown	\$0
Accidental Damage	\$99 [†] for screen damage \$199 for all other accidental damage

Claim limit

You can file a maximum of two covered claims within a rolling 12-month period for accidental damage based on the date of the first repair or replacement (with a maximum replacement value of \$2,000 per covered loss). There's no limit on the number of claims you can file for mechanical/electrical breakdown.

Info about replacement devices

- Any replacement device will be a reconditioned model of like kind and quality. If a reconditioned device is unavailable, we'll replace it with a new model of like kind and quality. Device color may vary depending on availability.
- Once your claim is approved, a replacement device will be shipped via next-business-day delivery, when available, at no additional cost. Saturday delivery may be available for an additional fee.
- If you file a claim for a damaged or malfunctioning device, you must return that device within 10 days of receiving a replacement device. Otherwise, an unrecovered equipment fee of up to \$2,000, but no greater than the value of the replacement device, will apply. Details on how to return the damaged/malfunctioning device will be provided with the replacement device.

[†]The \$99 service fee for screen damage applies when service is provided through an Assurant-authorized repair center, where available; otherwise, a replacement device is available at \$199.

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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 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 receipt of your replacement device. If you do not return the device, you'll be charged an unrecovered equipment fee of up to \$2,000, but no greater than the value of the replacement device.
- **Claim Limit:** For accidental damage, Visible Protect Pre-Owned allows you up to two covered claims within a rolling 12-month period based on the date of the first replacement or repair. A maximum replacement value of \$2,000 applies per covered loss. There's no limit on the number of claims you can file for mechanical/electrical breakdown.
- **Pocket Geek® Mobile by Assurant®:** Customers must download and register the Pocket Geek Mobile by Assurant app to have access to its features. All carrier customers can download and register the app to access select features. 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 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 for Visible customers or Yahoo!mobile.com for Yahoo! Mobile and clicking on the chat window, or by tapping Help in the Yahoo! Mobile or 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. This is a monthly renewable plan that must be paid for on a monthly basis, or coverage will be canceled for nonpayment. We will not 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 which may be purchased through Yahoo! Mobile.

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