

Claim or Service Request Document Requirements

Accepted Document Types and Date Requirements

Below, is a list of documents, Likewise may require before approving a claim or service request.

Document Type Requested	Types Accepted	Date Requirement
Original Bill of Sale or Proof of Purchase	Original Purchase Receipt/Email Purchase Receipt	Date of Purchase or Date of Receipt
	Store Payment Receipt/Email Order Confirmation	Date of Purchase or Date of Receipt
	Genius Bar Repair Receipt (For Apple devices only)	Date of Purchase or Date of Receipt
	Device Financing Agreement	Date of Purchase or Date of Receipt
	Credit Card Statement with Device Purchase and Merchant Name	Date of Purchase or Date of Receipt
Copy of Government ID	Driver's License	Non-expired GOVT ID
	Provincial ID	Non-expired GOVT ID
	Health Services Card	Non-expired GOVT ID
	Conceal Carry Permit	Non-expired GOVT ID
	Passport (any country)	Non-expired GOVT ID
	Visa/Alien Registration	Non-expired GOVT ID
Police Report	Full Police Report, or Police Report Number with Subscriber name and details	Within 60 days from the date of claim
Utility Bill (may also be used for Proof of Address)	Cable Bill	Within 60 days from the date of claim
	Gas Bill	Within 60 days from the date of claim
	Electric Bill	Within 60 days from the date of claim
	Internet Bill / Home Telephone Bill	Within 60 days from the date of claim
	Hydro Bill / Sewer Bill / Refuse Bill	Within 60 days from the date of claim
Proof of Billing Address or Proof of Shipping Address	Lease Agreement / Rental Agreement / Mortgage Statement	Current Year Coverage
	Insurance Card / Insurance Declaration Coverage	Current Year Coverage
	Certificate of Residence	Current Year Coverage
	Property Tax Statement	Current Year Coverage
	Property Tax Statement / Property Tax Adjustment Notice	Current Year Coverage
College Students (minimum of (2) documents required)	Current Year Student ID Copy	Current Year
	Certified Official Transcript	Current Year
	Certified Class Schedule	Current Year
	Work / Study Permit (issued by Government Authority)	Current Year
Wireless Bill	Current Bill from Wireless Service Provider	Within 60 days from the date of claim
Claim Affidavit / Service Request Statutory Declaration	Completed Likewise Form	Within 60 days from the incident date

Additional Document Requirements

All documents submitted must be in the name of the account holder. Documents must meet the date requirements.

Original Bill of Sale/Proof of Purchase

- Must include the IMEI (if wireless device) or serial number (if non-wireless device)
- Must include the Account Holder name and mobile number (if wireless device) or serial number (if non-wireless device)
- Proof of Purchase should be provided as a PDF form (if possible)
- Must be the original receipt or invoice or order confirmation from retailer or Wireless Provider

Copy of Government ID

- Government Issued ID full name must match the client system of record full name (i.e., account holder name)
- Government Issued ID full name must match full name recorded on any additional document required for claim approval
- Government Issued ID is not expired as of the incident date
- Government Issued ID must be in color
- Government Issued ID cannot show as cropped and must clearly display all four corners of ID
- Government Issued ID must be clear and legible and cannot be blurry
- Government Issued ID must clearly display hologram and security feature watermark
- An authorized user is not the account holder (unless established under a commercial or business account)

NOTE: Any Government Issued ID for any country other than US and Canada must provide both front and back of ID

Police Report

- Police Report must contain the mobile number or serial number of claimed device
- Police Report must contain the account holder name
- Police Report must contain the ESN/IMEI (if wireless device) or serial number (if non-wireless device)
- Police Report must be submitted by a law enforcement officer or approved by a law enforcement authority

NOTE: Business card with the Report Number cannot be accepted

Proof of Address / Utility Bill

- Must be dated within 60 days from the service request or claim date
- Must match the account holder name on the account
- Must match the client system of record address (or an accepted address if special circumstances apply)
- If both Utility Bill and Proof of Address documents are required, two (2) separate documents must be provided

NOTE: An authorized user is not the account holder (unless established under a commercial or business account)

Proof of Shipping Address

- Must be dated within 60 days from the service request or claim date
- Must match the account holder name on the account
- Must match the client system of record address (or an accepted address if special circumstances apply)
- If both Utility Bill and Proof of Address documents are required, two (2) separate documents must be provided

NOTE: An authorized user is not the account holder (unless established under a commercial or business account)

College Students (a minimum of two (2) documents are required)

- Student ID must be provided along with acceptable form of government issued ID (note Student ID cannot be expired)
- Student transcript or official document from Registrar Office for student full name at billing address for current year
- Student class schedule may be submitted, however requires certification by Registrar office (in account holder name and address)
- A work permit or study permit may be accepted as proof of address when issued by Government Authorities

NOTE: These documents may be accepted if the billing address matches the student's full name and address on record with Likewize

Wireless Bill

- Must include all pages of the wireless bill or only the IMEI, MDN, and usage for the claimed device (if multiple devices are listed)
- If the account is a business account, only the IMEI, MDN, and usage for the claimed device (if multiple devices are listed)

Claim Affidavit / Declaration or Service Request Statutory Declaration

- All fields of the Claim Affidavit or Statutory declaration Form must be completed
- Loss description must match recorded description provided to Likewize
- Mobile Number must match the mobile number provided to Likewize
- Loss date must match the loss date provided to Likewize
- Phone make/model must match the make/model provided to Likewize
- Claim type must match the type provided to Likewize
- If applicable (by carrier form), the ESN/IMEI must match the ESN/IMEI provided to Likewize
- If applicable, the serial number must match the serial number provided to Likewize
- To find the Claim Affidavit / Service Request Statutory Declaration forms, please follow the steps below:
 - Got to www.protect.likewize.com
 - Find your provider in the drop-down menu
 - Go to Resources
 - Go to Forms
 - Download your form
- The Claim Affidavit / Service Request Statutory Declaration Form must be signed using a handwritten signature or may be signed electronically with a digital signature or mark (if submitted using the Online Claim Portal)

NOTE: An authorized user is not the account holder (unless established under a commercial or business account)

Credit Card Statement

- Credit Card Statement must be dated within 60 days from the service request or claim date
- Credit Card Statement must show the account holder name as cardholder name
- Credit Card Statement may show device protection processing fee, non-return fee, or premium charges for Likewize
- Credit Card Statement last four digits of credit card number matches the payment reflected by Likewize

Document Exception Category

If an account holder is not able to provide required documentation or may require additional assistance, please contact Likewize at the email address listed as riskpreventionadvocates@likewize.com

When submitting a request, please include your full name, mobile number, contact telephone number, email address, and claim number. Be sure to provide a summary detail of your unique situation so that we can assist you.