

# FAQs

## How many claims can I make?

Your plan provides up to a total of 2 fulfillments (repair or replacement) during a rolling 12-month period for any incident or failure covered under the insurance policy, up to a \$2,500 limit per claim. Repairs or replacements processed under the manufacturer's warranty do not count towards the limit.

## What determines if repair is an option?

Location, device make/model, type of damage, and part availability can influence the choice of replacement versus repair. For example, brand new models may not be available for repair right away, and certain types of damage such as liquid damage may not be eligible for repair.

## What kind of replacement device will I receive?

Your replacement will be new or reconditioned. Reconditioned devices look and function like new, and have a 90-day replacement warranty. If the exact make and model of your device isn't available, your replacement will be of like kind and quality, or better.

## How soon will I receive my replacement?

If your claim is approved, your replacement will be shipped to you within 2 to 10 business days in Canada. You can also get it sooner, overnight or on a weekend, for an additional fee.

## What if there isn't a repair location near me, but I don't want to replace my device?

Don't worry, we have repair partners who accept devices via mail. We'll send you a prepaid label and all you need to do is package your device and drop it in a Canada Post mail box. It'll be repaired and returned to you within 3 to 5 business days after we've received it.

## What if I have an issue with my device after repair?

All repair work is guaranteed for 90-days. Simply go online or call us at **1-855-562-1955** to file your warranty claim.

## How will I be charged?

When you enroll in the program, you'll be charged a prorated amount on your credit card based on the date of purchase to the end of the month. The Monthly Premium will be charged to the same credit card on the first of each month.

## What's not covered?

While our plan covers an impressive range of incidents, there are a few exceptions like normal wear and tear or pre-existing damage. Other exclusions may apply. Please refer to your plan's insurance policy for all the details and give us a call at **1-855-562-1955** if you have any questions.

## Can I cancel my coverage?

Mobile Protection Plan covers your device for as long as you pay your Monthly Premium. Should you decide to cancel, you may do so at any time and for any reason by calling us at **1-855-562-1955** or by filing out the cancellation form (available at [protect.likewise.com/mobileprotection](https://protect.likewise.com/mobileprotection)) and writing to us at Likewise Device Protection, Ltd., 1235 Bay Street, Suite 400, Toronto, ON M5R 3K4. A prorated refund of your Monthly Premium will be issued to your credit card.

## Device Identification Numbers

Write down your unique device identification numbers here for easy reference. These numbers will be handy if you need to make a claim.

Mobile Phone Number \_\_\_\_\_

ESN / IMEI \_\_\_\_\_

# MOBILE PROTECTION PLAN



## Worry-Free Repairs And Replacements

We know it's especially tough when accidents happen. We want to change that! Mobile Protection Plan (MPP) gives you peace of mind, protecting your device against a wide range of incidents. Your coverage includes: malfunctions (after the manufacturer's warranty expires), and accidental physical and liquid damage.

## Easy Enrollment

Sign up for Mobile Protection Plan when you purchase your new device and coverage starts immediately.

## Simple Claims

Just go online to [protect.likewise.com/mobileprotection](https://protect.likewise.com/mobileprotection) or call 1-855-562-1955 to report your non-functioning device within 60-days of incident. Once your claim is approved, pay the applicable deductible based on your fulfillment choice of repair or replacement. You'll be up and running in no time with the ability to repair or replace your device, depending on the type of incident.

## Program Fees<sup>†\*</sup>

Retail Price of Your Device at Enrollment	\$0 - \$499.99	\$500 - \$749.99	\$750 - \$1099.99	\$1100 - \$1699.99	\$1700 & Higher
<b>Monthly Premium</b>	<b>\$7.99</b>	<b>\$8.99</b>	<b>\$9.99</b>	<b>\$11.99</b>	<b>\$12.99</b>
Repair Deductible	\$49	\$69	\$79	\$99	\$199
Replacement Deductible	\$49	\$99	\$149	\$249	\$449
Non-Return Device Fee	Up to the amount of the unsubsidized, new retail price of the enrolled device at the time of enrollment.				
Locked Device Fee					

<sup>†</sup> Taxes not included.

<sup>\*</sup> For full terms and conditions visit [protect.likewise.com/mobileprotection](https://protect.likewise.com/mobileprotection)

## How do I make a claim?

- 1 File online at [protect.likewise.com/mobileprotection](https://protect.likewise.com/mobileprotection) or call **1-855-562-1955**.
- 2 Provide the phone number associated with the account, model and unique serial number (called ESN or IMEI), as well as a detailed description of the incident or issue.
- 3 Pay the applicable deductible and any fees for either repair or replacement.
- 4 Once approved, if repair is an option, you can choose from multiple methods (based on device and location). If you choose to replace your device, then a replacement device will be sent to you.
- 5 If you had your device replaced, return your non-functioning device using the prepaid return package provided.

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Claims must be reported within 60 days of the incident and completed, including providing any documentation requested, within 60 days from the reporting date.

The Mobile Device Protection Plan (the "Plan") is an insurance plan underwritten by Zurich Insurance Company Ltd (Canadian Branch); administered by Likewise Device Protection Ltd. and distributed by GLENTEL Inc. You are not required to enroll in the Plan in order to purchase products or services from GLENTEL. The insurance provided under the Plan may duplicate other sources of coverage available to you. Likewise and GLENTEL are not parties to the insurance contract, which will be between Zurich Insurance Company Ltd (Canadian Branch) and you.