

# Phone Protection Plus Plan with AppleCare Services

Protect your iPhone  
from cracks, zaps, splashes  
and disappearances



Get service and support  
direct from Apple



## Why Sign up?

### The Ultimate Protection Program

#### Total Protection for Your Apple Device

The Red Pocket Phone Protection Plus Plan with AppleCare Services covers lost, theft, screen breaks, and accidental damage from handling. Plus, you get an unlimited hardware warranty for electrical and mechanical malfunction.

You're covered for up to 3 approved claims in any rolling 12-month period, beginning on the date of your first fulfilled claim, 2 of which can be for accidental damage from handling and 1 of which can be for lost or theft. The plan also allows up to \$1,600 per claim. There are no limits on the amount of \$0 deductible hardware warranty claims you may receive and your warranty continues for as long as you're enrolled in the plan.

#### Service and Support Direct from Apple

Enjoy peace of mind knowing that if the unexpected happens, you'll get service and support direct from Apple and Apple certified repairs and replacements. You're protected from malfunctions with an unlimited hardware warranty for as long as you're enrolled. Warranty claims have a \$0 deductible and do not count toward your 12-month claim limit. What's more, you'll have 24/7 priority access to Apple experts by phone or chat who are there to help with your technical questions.

#### Continued Coverage and Low Deductibles

Unlike other protection programs, your coverage continues for as long as you're enrolled. Plus, you'll enjoy affordable deductibles throughout your enrollment including \$29 iPhone screen repairs.

### Phone Protection Plus Plan with AppleCare Services Pricing

Tier	1	2	3
Retail Price of Device at Time of Enrollment	\$299.00 – \$598.99	\$599.00 – \$1,000.00	\$1,000.01 – \$1,600.00
Monthly Premium	\$12.94	\$14.94	\$14.94
Apple Damage Fulfillment Deductible Screen Damage Only	\$29.00	\$29.00	\$29.00
Apple Damage Fulfillment Deductible All Other Damage	\$99.00	\$99.00	\$99.00
Apple Warranty Fulfillment Deductible	\$0.00	\$0.00	\$0.00
Likewise Lost/Theft Fulfillment Deductible	\$249.00	\$299.00	\$349.00

Devices with a retail price of less than \$299.00 are not eligible for Phone Protection Plus Plan with AppleCare Services. Your monthly premium and deductible are based on the non-subsidized, non-discounted new retail price of the model of your mobile device on the enrollment date. The deductible must be paid before you receive your repair or replacement equipment and is non-refundable. All costs, charges, and fees are subject to applicable taxes.



## How do I get help ?

**Filing a claim with Likewize Device Protection or Apple is easy. Just follow the steps below.**

Remember, if you are not sure where to start, you can always contact Likewize. Likewize will process your claim or transfer you to Apple for assistance.

Accidental Damage From Handling and Warranty Malfunction Claims	Lost and Theft Claims
<b>1.</b> The best place to start is <a href="https://getsupport.apple.com">getsupport.apple.com</a> . Just provide your IMEI number <sup>1</sup> , answer a few questions and you'll be presented with options to help resolve your issue.	<b>1.</b> Visit <a href="https://protect.likewize.com/redpocket">protect.likewize.com/redpocket</a> or call 1-855-975-9533. (Make sure to file within 60 days of the loss)
<b>OR</b> - Go to <a href="https://locate.apple.com">locate.apple.com</a> to find an Apple Store or Apple Authorized Service Provider near you.	<b>2.</b> Provide information about your enrolled device and details about what happened.
<b>OR</b> - Call 1-800-APL-CARE to speak directly to an Apple Support Advisor.	<b>3.</b> Pay the applicable deductible.
<b>2.</b> Pay the applicable deductible.	<b>4.</b> Provide any additional information or documentation requested.
<b>3.</b> Follow the directions provided to get your device repaired or replaced.	<b>5.</b> Follow the directions provided to get your device repaired or replaced.

<sup>1</sup> Your IMEI can be found on your original iPhone packaging or on your iPhone under Settings>General>About.

## How much can I save?

<b>\$899.00</b> - <b>\$155.28</b> - <b>\$99.00</b>	<b>Retail Price at Enrollment</b> 1 Year Monthly Premium Repair Deductible	<b>SAVE* 72%</b>
<b>\$644.72 Total Savings</b> (compared to \$899.00 original retail price)		

\*Savings may vary depending on your program or device. This savings is based on a device with a retail price of \$899, paying 12 months of premium and placing one approved damage claim in a 12 month period.

Visit [protect.likewize.com/redpocket](https://protect.likewize.com/redpocket) for our Privacy Statement and your complete Insurance Policy and Service Warranty terms and conditions to determine your rights, duties, and exclusions.

Note: The Red Pocket Phone Protection Plus Plan with AppleCare Services is a combination of our insurance and service warranty offerings. To purchase either offering separately, please log on to [redpocketmobile.com](https://redpocketmobile.com). The monthly premiums for insurance coverage are shown in Certificate Item 4 on the back.

**Sign up today to avoid the price tag and headache that comes with a lost, stolen, damaged or malfunctioning device. The chart above shows you just how much you could save!**



## What's covered?

Our comprehensive program covers an impressive range of incidents: lost, theft, accidental damage from handling – including screen break and liquid damage – and electrical and mechanical malfunction.

## What's not covered?

While our program covers more than you can imagine, there are a few exceptions. Any normal wear and tear, pre-existing flaws, or cosmetic damage is not covered. Have questions or need more details? Your policy and service warranty terms & conditions have the full details on what we will and won't cover.

## How will I be billed?

Our low monthly premiums are designed to provide coverage for anyone on a budget. This charge will appear on your monthly Red Pocket Mobile statement.

## What are the claim limits?

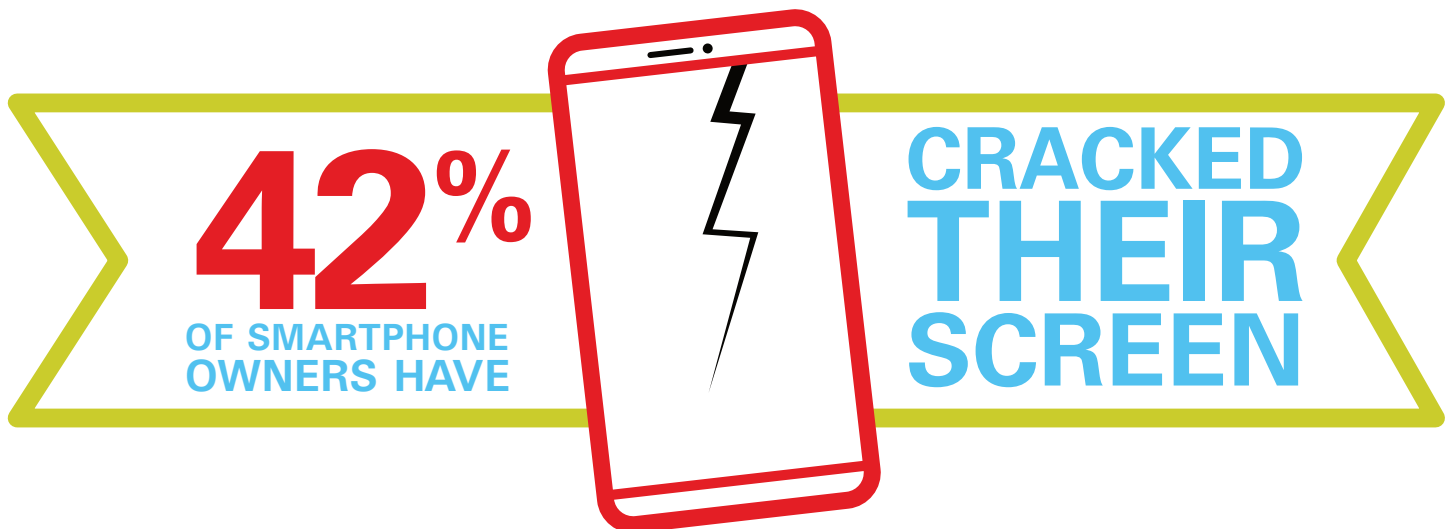
Our program allows for 3 approved claims in any rolling 12-month period, beginning on the date of your first fulfilled claim, 2 of which can be for accidental damage from handling and 1 of which can be for lost or theft. The plan also allows up to \$1,600 per claim, inclusive of \$500 for accessories. There are no limits on the amount of hardware warranty claims you may receive.

## What type of replacement device will I receive?

Replacements will be new or Certified Pre-Owned Apple devices. If your replacement device is new, your warranty will continue for as long as you are enrolled in the program or for 12 months. If you receive a CPO device, your warranty will continue for as long as you are enrolled in the program or for 90 days.

## How do I cancel?

You can cancel at any time and for any reason by calling Red Pocket Mobile Customer Care at 1-712-775-8777. Any unearned monthly subscriber fee will be refunded in accordance with applicable law.



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known as





New Hampshire Insurance Company  
175 Water Street, New York, NY 10038 (212) 770-7000

**Insurance covers lost and theft incidents. When combined with Likewize's Damage and Extended Warranty Agreement, it forms the complete Red Pocket Phone Protection Plus Plan with AppleCare Services program.**

#### Certificate Declarations

This Certificate is attached to and made a part of Master Policy #011793991. The Named Insured shown below has coverage under this Master Policy.

#### Item 1. Named Insured

Purchasers on file with the Communications Equipment Service Provider shown in Item 5.

Named Insured mailing address: On file with Communications Equipment Service Provider.

#### Item 2. When Coverage under Certificate is Effective

Coverage is effective for new devices enrolled at the time of activation.

#### Item 3. Coverage Period

Subject to Item 2 above, coverage under this Certificate is provided on a one (1) month prepaid basis.

#### Item 4. Premium

Premium for Coverage Provided under this Certificate:

Retail Price at Time of Enrollment	Monthly Premium (Lost and Theft Only)
\$0.00 – \$298.99	Ineligible
\$299.00 – \$598.99	\$3.99
\$599.00 – \$1,000.00	\$4.99
\$1,000.01 – \$1,600.00	\$4.99

#### Item 5. Communications Equipment Service Provider

Name: Red Pocket, Inc.  
Address: 2060D E Avenida De Los Arboles, Suite 288  
Thousand Oaks, CA 91362

#### Item 6. Authorized Representative

Name: Likewize Agency, LLC  
Address: PO Box 03 Alpharetta, Georgia 30009  
Phone: 888-318-7688

#### Item 7. Limits of Insurance or Service Contract

Occurrence Limit of Insurance: \$1,600.00 per Occurrence for each Named Insured.

Aggregate Limit of Insurance: \$4,800.00 per Named Insured or three (3) occurrences total within a twelve (12) month period, whichever comes first. This limit applies whether the claims are insurance or service requests under the service contract.

#### Item 8. Deductible

The deductible will be the amount corresponding to the retail price of the Named Insured's wireless device on the enrollment date.

Retail Price at Time of Enrollment	Deductible (Lost and Theft Only)
\$0.00 – \$298.99	Ineligible
\$299.00 – \$598.99	\$249.00
\$599.00 – \$1,000.00	\$299.00
\$1,000.01 – \$1,600.00	\$349.00

#### Item 9. Accessories

Maximum retail value of Accessories: \$500.00

#### Item 10. Replacement Device

Maximum full retail value of replacement to be charged: \$1,600.00

#### Item 11. This Certificate Consists of the Following Forms:

- Wireless Communications Equipment Coverage Certificate Form 115659 (1/17)
- Wireless Communications Equipment Insurance Policy Coverage Form 115658 (12/16)
- Wireless Communications Equipment Insurance Policy Declarations 115657 (12/16)
- Amendatory Endorsements

Specimen copies of the Forms referenced above are attached to this Certificate, or if not attached, are available at the following website, [protect.likewize.com/redpocket](http://protect.likewize.com/redpocket) or may be obtained by calling this toll free number (855) 975-9533. This coverage is being provided by New Hampshire Insurance Company.

#### Other Material Disclosures

This brochure contains a summary of information regarding the Program. In addition, this program may change or be modified during your term. We will not cover loss or damage caused directly or indirectly by any of the exclusions listed in the complete Insurance Policy. A non-refundable deductible is applicable to each claim. PLEASE READ THE INSURANCE POLICY CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. To obtain the most up-to-date coverage information and a complete Insurance Policy visit [protect.likewize.com/redpocket](http://protect.likewize.com/redpocket) or call (855) 975-9533.

You are not required to purchase insurance to activate wireless service. The employees of Red Pocket Mobile are NOT QUALIFIED or AUTHORIZED to discuss or evaluate insurance coverage. Any questions regarding the Phone Protection Plus Plan with AppleCare Services should be directed to Likewize at (855) 975-9533.

You are not required to purchase the damage and extended warranty coverage under the Phone Protection Plus Plan with AppleCare Services. Contact Red Pocket Mobile at [redpocketmobile.com](http://redpocketmobile.com) to purchase the insurance separately.

This coverage may provide a duplicate of other sources of coverage. Contact your insurance agent to determine if you have coverage for your wireless device under existing insurance policies you may currently own. Your renters or homeowner's policy may provide the insurance you need. Ask about any policy exclusions. Review your deductible and coverage amounts to be sure they still fit your needs.

A claim must be reported within 60 days from the date of the incident. You must have the Find My feature enabled on your device at the time you file your claim. You will have 60 days to provide all information requested for claim adjudication. If you do not take delivery of the replacement device within 60 days of claim approval, your claim will be forfeited. If your monthly subscriber fee payment isn't received within 10 days of the due date, your coverage may be canceled. The occurrence and aggregate limits of insurance are inclusive of the maximum retail value of accessories. You may cancel at any time by calling Red Pocket Mobile Customer Care at (712) 775-8777. Any unearned premium will be refunded in accordance with applicable law.

The Program is a replacement service provided to Named Insured Customers of Red Pocket Mobile. This coverage is being provided by the New Hampshire Insurance Company, through Likewize Agency, LLC and is administered by Likewize Device Protection, LLC.

For any discrepancy between this Program Summary and the Policy, the Policy shall control. Claims are administered subject to the Terms and Conditions located at: [protect.likewize.com/redpocket](http://protect.likewize.com/redpocket).

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known as





## Likewise DAMAGE AND EXTENDED WARRANTY AGREEMENT

**Likewise's Extended Warranty Agreement covers incidents of accidental damage from handling and electrical and mechanical malfunction. When combined with Insurance it forms the complete Red Pocket Phone Protection Plus Plan with AppleCare Services program.**

Extended Warranty or Service Contract ("Agreement") If you purchased your Wireless Device, as stated on the receipt, in CT, DC, FL, IN, LA, ME, MA, MI, NJ, NC, PA, RI, or SD, this Agreement is an extended limited warranty. Otherwise, it is a service contract. THIS SERVICE WARRANTY AGREEMENT IS NOT A CONTRACT OF INSURANCE.

### Extended Warranty Coverage

Replacement or repair of Wireless Device if, under normal conditions and use, the Wireless Device on record with Likewise fails to operate properly due to accidental damage from handling or manufacturer's defects or workmanship.

### Premium & Deductible

The monthly premium and Apple damage fulfillment deductibles are based on the new retail price of the model of your wireless device at the time of program enrollment. The premium is due in advance each month and will be added to your monthly wireless bill by Red Pocket Mobile. The deductible is per incident and is non-refundable.

Phone Protection Plus Plan with AppleCare Services Pricing Accidental Damage from Handling and Warranty Malfunction Only				
Tier	1	2	3	4
Retail Price of Device at Time of Enrollment	\$0.00 – \$298.99	\$299.00 – \$598.99	\$599.00 – \$1,000.00	\$1,000.01 – \$1,600.00
Monthly Premium	Ineligible	\$8.95	\$9.95	\$9.95
Apple Damage Fulfillment Deductible Screen Damage Only	Ineligible	\$29.00	\$29.00	\$29.00
Apple Damage Fulfillment Deductible All Other Damage	Ineligible	\$99.00	\$99.00	\$99.00
Apple Warranty Fulfillment Deductible	Ineligible	\$0	\$0	\$0

### Term Period

Coverage may be selected up to sixty (60) days after the Point of Sale or Service Activation. Please note that your device must be fully operational and have no damage in order to still be eligible for coverage.

Coverage under this agreement is provided on a monthly basis. Your enrollment in the Program will automatically renew each month so long as you pay your premium by the due date. In addition, if you file an extended warranty service contract claim, you must be currently enrolled in the Program and current on any premiums that you may owe as of the date of loss for the claim. In the event your coverage is canceled, terminated or non-renewed for any reason, all coverage benefits will end on the effective date of any such cancellation, termination or non-renewal.

### Coverage Limitations

**\$1,600.00 per claim; three (3) claims within a rolling twelve (12) month period.**

### Purchaser & Seller

The Purchaser ("Subscriber") of this Agreement is the owner of the covered equipment. The Seller of this Agreement is listed on your receipt.

### Service Warranty Provider & Administrator

Likewise Device Protection, LLC, P.O. Box 03 Alpharetta, GA 30009

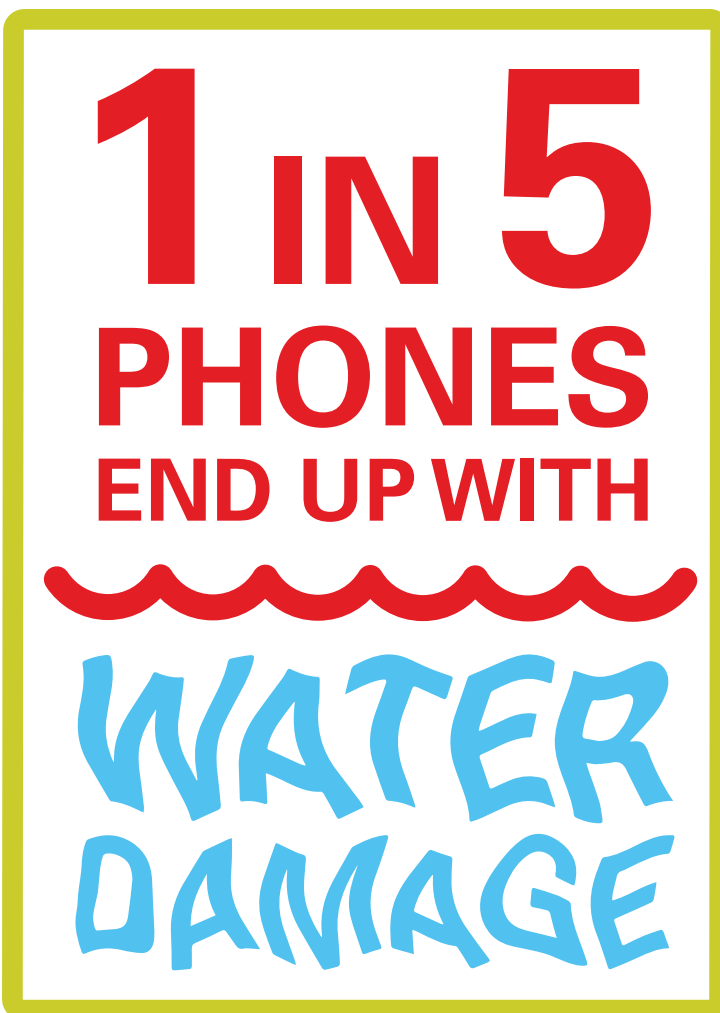
### Other Material Disclosures

This brochure contains a summary of information regarding the Likewise Service Warranty Agreement and is not a full and complete version. Some provisions may differ by state based upon applicable state law. PLEASE READ THE COMPLETE SERVICE CONTRACT OR EXTENDED LIMITED WARRANTY CAREFULLY TO DETERMINE YOUR RIGHTS, DUTIES AND WHAT IS AND IS NOT COVERED. For more information or to obtain a complete copy of this Agreement, visit [protect.likewise.com/redpocket](http://protect.likewise.com/redpocket) or call (855) 975-9533.

The coverage limitations of this agreement are inclusive of the maximum retail value of accessories. You are not required to purchase this Agreement to purchase products or services from Red Pocket Mobile. You may cancel this Agreement at any time by calling Red Pocket Mobile at (712) 775-8777. Any unearned premiums will be refunded in accordance with applicable law.

### Electronic Communications

If you have or in the future provide your email or other electronic address to Likewise and its partners involved in administering this program, we may communicate program information and legal notices with you through electronic means to the last address we have on file.



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