

Claim or Service Request Document Requirements

Accepted Document Types and Date Ranges

Below is a list of documents that Likewise may request to approve a claim/service request.

Document Type Requested	Types Accepted	Dated
Proof of Purchase/ Proof of Usage	Original Purchase Receipt	Any date
	Store Payment Receipt	Any date
	Genius Bar Repair Receipt (For Apple devices only)	Any date
	Device Financing Agreement	Any date
	Credit Card Statement	Within 60 days from the service request/claim date
	Wireless Provider Statement	Within 60 days of incident date
Copy of Government ID	Drivers License	Non-expired
	Provincial ID	Non-expired
	Health Services Card	Non-expired
	Conceal Carry Permit	Non-expired
	Passport (any country)	Non-expired
	Visa/Alien Registration	Non-expired
Police Report	Full Police Report or Police Report Number with name, address and contact phone number	Within 60 days from the service request/claim date
Proof of Address	Cable Bill	Within 60 days from the service request/claim date
	Gas Bill	Within 60 days from the service request/claim date
	Electric Bill	Within 60 days from the service request/claim date
	Internet Bill/ Home Telephone Bill	Within 60 days from the service request/claim date
	Hydro Bill/Sewer Bill/Refuse Bill	Within 60 days from the service request/claim date
Proof of Shipping Address	Apartment or Home Lease/Rental Agreement	Current Year
	Insurance Card (Vehicle/Home)	Current Year
	Certificate of Residence	Non-expired
	Property Tax/ Mortgage Statement	Current Year
College Students	Current Year Student ID	Current Year
	Certified Official Transcript	Current Year
	Certified Class Schedule	Current Year
	Work/Study Permit	Current Year
Wireless Bill	Full Bill from Wireless Service Provider	Within 60 days from the service request/claim date
Claim Affidavit/Declaration	Claim Affidavit/Declaration or Service Request Statutory Declaration	Within 60 days from the incident date

Additional Document Requirements

Residency must be established and the document the customer provides must match the name and address listed on the Likewise account. Documents must meet date range requirements to be accepted

Original Proof of Purchase/Proof of Usage

- Must include the IMEI /Serial Number
- Must include the full subscriber name and Mobile Device Number
- Date of Enrollment
- Must be the original receipt or certified copy
- Verification of Usage (Inbound/outbound calls, SMS messages and data usage) on or before the incident date; but not after

Copy of Government ID

- Government Issued ID full name must match the client system of record full name
- Government Issued ID full name must match full name recorded on the legal document, being the claim affidavit/service request form or the proof of address, credit card statement, etc.
- Must match the name on the carrier system of record
- Government Issued ID cannot be 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 corners of ID
- Government Issued ID must be clear and legible and cannot be blurry
- Government Issued ID must be in document of color sample and clearly displays hologram and security feature watermarks

NOTE: Any Government Issued ID for any country other than US and Canada shows as identification card or out of country ID must show both front and back

Police Report

- Document must contain the MDN
- Document must contain the subscriber name
- Document must contain the lost/stolen ESN/IMEI
- Document must be approved by an officer

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/claim date
- Must match the account holder name on the account
- Must match the address must match client system of record address
- If both proof of address and utility bill is requested, two different documents should be submitted.

Proof of Shipping Address

- Document must include the ship to address on the subscribers account
 - o Must be dated within 60 days from the service request/claim date
 - o Must match the accountholder name on the account
 - o Must match the address must match client system of record address
 - o If both proof of address and utility bill is requested, two different documents should be submitted.

College Students

- Student ID must be provided along with acceptable form of government issued ID for current school year.
- Student transcript or official document from Registrar office for student full name at billing address for current year coupled with Student ID.
- Student class schedule may be submitted, however requires certification as an official record by Registrar office for student full name at billing address for current year.
- A work permit/study document may be accepted as proof of address where all other student documents have been submitted and approved.

NOTE: These documents may be acceptable as long as the billing address is listed and matches the student's full name and address as it is on record with Likewize.

Wireless Bill

- Must include all pages of the wireless bill (including detailed usage page)
- If the account is a business account, and the wireless bill is more than 20 pages, all pages do not have to be submitted, only the pages for the MDN filing the service request

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
- MDN must match the MDN 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 claim type provided to Likewize
- If applicable (by carrier form), the ESN/IMEI must match the ESN/IMEI provided to Likewize
- To find the Claim Affidavit/Statutory Declaration forms, please follow the steps below:
 1. Go to www.protect.likewize.com
 2. Find your provider in the drop-down menu
 3. Go to Resources
 4. Go to Forms
 5. Download your form
- The claim affidavit/service request form must be properly and legally signed either electronically, using the electronic signature feature, or using a handwritten signature at all times of submission

Credit Card Statement

- Statement must be within 60 days from the service request/claim date
- Must include the Device Protection Processing fee listed
- The name of the subscriber must be listed on the document