


Visible Protect plans for Android® devices



Choose the Visible Protect plan that's right for you*

	Complete Offer	Visible Protect	Visible Protect Service Contract	Visible Protect Insurance
Device Coverage				
Hardware Service Issues (out of warranty mechanical/electrical breakdown)	✓	✓		
Accidental Damage (drops, cracks, spills)	✓			✓
Loss/Theft	✓			✓
Service and Support				
File a claim online 24/7	✓	✓	✓	✓
Receive replacement devices as early as next business day, when available	✓	✓	✓	✓
Security and Device Optimization with Pocket Geek® by Assurant® app				
 <ul style="list-style-type: none"> • Antivirus Safeguard your device and data from hackers and other threats • Locate, Alarm, Lock and Wipe Find your lost or stolen phone and remotely lock or wipe it • Device Optimization Run diagnostics, get tips, monitor data usage, boost battery performance and more ... • Policy Access View coverage docs and FAQs 		✓	✓	

How to enroll in a protection plan

Enrollment is simple and optional. Just purchase a new, eligible device from Visible and add the protection plan to your cart. Once you've activated your Visible wireless service and made payment, your selected coverage begins. You don't have to enroll in a Visible protection plan to purchase/finance a device or get Visible wireless service.

For your convenience, the monthly charge of your Visible protection plan, plus any applicable taxes, will appear as an individual line item on your Visible bill. Coverage will be canceled for non-payment.

	Monthly Cost per Device	
	For Tier 1 Devices:	For Tier 2 Devices:
Visible Protect	\$10	\$12
Visible Protect Service Contract	In CA, IA, IL, MT, ND, TX and WA: \$5	In CA, IA, IL, MT, ND, TX and WA: \$6
	In all other states: * \$3	In all other states: * \$4
Visible Protect Insurance	In CA, IA, IL, MT, ND, TX and WA: \$6	In CA, IA, IL, MT, ND, TX and WA: \$7
	In all other states: * \$8	In all other states: * \$9

visit fastclaim.com/visible for more info

Filing a claim

Visit fastclaim.com/visible 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 coverage documents.

If your device is lost or stolen, contact Visible via chat at visible.com, text @99370, or tap 'Help' in the app to protect against unauthorized use.

When filing, have these things handy ...

- Visible wireless number
- ZIP Code associated with your Visible account
- Device make, model and storage size
- Cause and date of loss
- Service fee/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 service fees/deductibles

Once your claim is approved, a service fee or deductible, based on your protection plan, 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/visible to see which service fee/deductible applies.

	Visible Protect	Visible Protect Service Contract	Visible Protect Insurance
Hardware Service Issues	All Device Tiers: \$0	All Device Tiers: \$0	N/A
Accidental Damage	All Device Tiers: \$99** for screen damage \$199 for all other accidental damage	N/A	All Device Tiers: \$99** for screen damage \$199 for all other accidental damage
Loss/Theft	Tier 1 Devices: \$199 Tier 2 Devices: \$280	N/A	Tier 1 Devices: \$199 Tier 2 Devices: \$280

Claim limit

For Visible Protect and Visible Protect Insurance, you can file a maximum of two (2) covered claims within a rolling 12-month period for loss, theft or accidental damage, based on the date of the first repair or replacement (with a maximum replacement value of \$2,000 per covered loss). For Visible Protect and Visible Protect Service Contract, there's no limit on the number of claims you can file for hardware service issues (out of warranty 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.

*Available in all states except AK, DC, and NY

**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.

Other Important Stuff:

- These protection plans are available in all states except AK, DC, and NY.
- Enrollment in a Visible protection plan is optional, may be canceled at any time, and is not required to purchase or finance a device or obtain Visible wireless services.
- We'll provide you with a copy of the coverage documents with full details on benefits, exclusions and service fees/deductibles shortly after enrolling in the program.
- Visible employees are not licensed insurance agents. No employee or authorized representative of Visible may advertise, represent, or otherwise hold himself or herself out as a non-limited lines licensed insurance producer.
- The Visible Protect plans may duplicate other coverages you may have, such as homeowner's or renter's insurance. Visible Protect and Visible Protect Insurance are primary to any other insurance. Visible and its employees are not qualified or authorized to evaluate the adequacy of your existing insurance coverage. Please check with a licensed insurance agent for a personal insurance assessment.
- Visible receives compensation for services performed under these Plans.
- The monthly charge for Visible Protect includes the cost of insurance provided in the Plan. For FL customers with Visible Protect, the insurance cost is \$7 for Tier 1 devices and \$8 for Tier 2 devices. For ND and IA customers with Visible Protect, the insurance cost is \$5 for Tier 1 devices and \$6 for Tier 2 devices.
- These protection plans cover the device and the standard charger, standard battery and SIM card (if applicable to your device). They also cover accessories included in the original device packaging in the event of a simultaneous incident affecting both the device and the accessory.
- 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 loss, theft or accidental damage, Visible Protect and Visible Protect Insurance allow 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. For Visible Protect and Visible Protect Service Contract, there's no limit on the number of claims you can file for hardware service issues (out of warranty mechanical/electrical breakdown).
- **Pocket Geek® by Assurant®:** Visible Protect and Visible Protect Service Contract plan customers must download and register the Pocket Geek by Assurant app to have full access to its features. Device Optimization features are provided to all Visible customers at no additional cost; customers are not required to enroll in a Visible protection plan to access these features. Availability and features may vary by device, operating system or protection plan. Data charges may apply. Pocket Geek and Assurant are service marks of Assurant, Inc. registered in the U.S. and other countries. Pocket Geek by Assurant is not an insurance product or a service contract, and the enhanced features are part of Visible Protect and Visible Protect Service Contract plans.
- **Exclusions:** Losses caused by or resulting from abuse, misuse, service performed by anyone not authorized by Assurant, intentional or cosmetic damage, pre-existing conditions, manufacturer's recall, and certain Acts of God. For Visible Protect and Visible Protect Service Contract, consequential damage and losses covered under a manufacturer's warranty are also excluded. 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 Visible network and 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 and clicking on the 'Chat' window, texting @99370, or tapping 'Help' in the Visible app. You'll receive a refund and/or credit, if any, of the applicable insurance premium or service contract provider fee within the time frame required by law. This is a monthly renewable plan that must be paid for on a monthly basis, or coverage will be canceled for non-payment. We will not cancel coverage for non-payment without providing you with the opportunity to pay within the applicable notice period.
- **Provider and Administrator Information:** Property insurance (for loss, theft and accidental damage coverage) is underwritten by: American Security Insurance Company, NAIC 42978; principal address: 260 Interstate North Circle, SE Atlanta, GA 30339; 1-770-763-1000; jurisdiction: Washington D.C. and all states in the United States except NH; domicile: DE. In NH, the underwriter is Standard Guaranty Insurance Company. The Service Contract Obligor is Federal Warranty Service Corporation in all states, except in CA – Sureway, Inc.; in FL – United Service Protection, Inc.; in OK – Assurant Service Protection, Inc. The address and phone number of each service contract provider is P.O. Box 105689, Atlanta, GA 30348-5689; 1-866-576-1669. These programs are administered by The Signal (P/C License #53379 (PA); P/C License #0D79676 (CA)); 480 E. Swedesford Rd, Suite 350, Wayne, PA 19087; 1-866-576-1669. In OK, the Service Contract Administrator is The Signal, L.P. These companies operate under the trade name Assurant. Visible Protect is offered by Visible Service, LLC ("Visible"); PEI limited license #568661 (CO); PEI limited license #0M58246 (CA); 10000 Park Meadow Dr Lone Tree, CO 80124; 1-866-331-3527. For CA customers, the California Department of Insurance consumer hotline is 1-800-927-4357. For MD customers, the Maryland Department of Insurance consumer hotline is 1-800-492-6116. In UT, insurance coverage for Visible Protect is provided under form number AS1218PPC (VSBU)-1218, and insurance coverage for Visible Protect Insurance is provided under form number AS1218PPC (VSST)-1218. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5185.