

## No more worrying about device mishaps

With Visible Protect, you don't have to worry about the worst happening to your iPhone—including loss, theft, accidental damage and hardware service issues (mechanical/electrical breakdown), after the manufacturer's warranty expires.

## No more performance or security issues

Visible Protect includes access to the Pocket Geek® by Assurant® app. Download the app at the App Store® and register to take full advantage of all its features, including:

### Locate your device

Find your lost or stolen iPhone.

### Device optimization

Run diagnostics, get tips, monitor data usage, boost battery performance and more...

## Access to AppleCare Services\*

You'll have the following support from Apple experts:



- 24/7 access via chat or phone
- Software support for iOS, iCloud, and Apple-branded iPhone apps
- Apple-certified repair or replacement with Express Replacement Service
- Service at Apple Stores and Apple Authorized Service Providers

## How to enroll

Enrollment is simple and optional. Just purchase a new, eligible iPhone from Visible and add the protection program to your cart. Once you have activated your Visible mobile service and made payment, your coverage begins. Visible Protect enrollment is not required in order to purchase or finance a device or obtain Visible mobile service.

For your convenience, the Visible Protect monthly charge, plus any applicable taxes, will appear as an individual line item on your Visible bill. Visible Protect may be cancelled for non-payment of your mobile service bill.

Monthly Cost	
<b>\$10 per device</b> For Tier 1 devices: iPhone XR, iPhone 8 & 8 Plus, iPhone 7 & 7 Plus, iPhone 6s & 6s Plus, iPhone SE	<b>\$12 per device</b> For Tier 2 devices: iPhone XS, iPhone XS Max, iPhone X

## Filing a claim

If your iPhone needs repair or you need help during the first 24 months of program coverage, visit [getsupport.apple.com](https://getsupport.apple.com), go to [locate.apple.com](https://locate.apple.com) to find an Apple Store or Apple Authorized Service Provider, or speak to an AppleCare Advisor at 1-800-APL-CARE (1-800-275-2273).

You may also call the program administrator at 1-866-576-1669 and a Care Specialist will work with you to process your claim, or visit [fastclaim.com/visible](https://fastclaim.com/visible).

If your device is lost or stolen, visit [fastclaim.com/visible](https://fastclaim.com/visible) to file your claim 24/7, or call 1-866-576-1669 and a Care Specialist will work with you to process your claim. You must file a claim within the time frame indicated in your coverage documents.

Have these things handy...

- Zip Code on the Visible account
- Visible wireless number
- Device make, model and storage size
- Cause and date of loss
- Service fee/deductible payment method (by credit card, debit card, or eCheck)

In certain cases, additional documents, such as a police report, government-issued identification or proof of loss, may be required to process your claim.

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

## Your service fees/deductibles

Once your claim is approved, a service fee/deductible, based on your device and claim type, will be collected from you by credit card, debit card or eCheck. Please look at the chart below or visit [fastclaim.com/visible](https://fastclaim.com/visible) to see which service fee/deductible applies to your device.

Hardware Service	Accidental Damage	Loss/Theft
(mechanical/electrical breakdown after the manufacturer's warranty expires) \$0	<b>\$29**</b> For screen damage  <b>\$99</b> For all other accidental damage	<b>\$199</b> For Tier 1 devices: iPhone XR, iPhone 8 & 8 Plus, iPhone 7 & 7 Plus, iPhone 6s & 6s Plus, iPhone SE  <b>\$280</b> For Tier 2 devices: iPhone XS, iPhone XS Max, iPhone X

## Number of claims you can file

You can file a maximum of two covered claims within a rolling 12-month period for loss, theft or accidental damage events with a maximum replacement value of \$2,000 per covered loss. There is no maximum on the amount of claims you can file for hardware service issues (mechanical/electrical breakdown), after the manufacturer's warranty has expired.

## Info about replacement devices

- Any replacement device will be a reconditioned model of like kind and quality. If a reconditioned device is unavailable, we will 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 will apply. Details on how to return the damaged/malfunctioning device will be provided with the replacement device.

\* Your new Apple device is eligible for AppleCare Services during the first 24 months from the date you purchase the device from Visible and enroll in Visible Protect, and as long as your plan coverage remains uninterrupted. Once your device is no longer eligible for AppleCare Services, our obligation to you under the Service Contract will be provided by another authorized repair center.

\*\* For iPhone devices with AppleCare Services, within the first two accidental damage claims, the Service Fee for iPhone screen damage is \$29 when service is provided at Apple Stores, Apple Authorized Service Providers, and through Apple's mail-in repair service. For all other iPhone screen damage, the Service Fee is \$29 when service is provided by an authorized repair center. For all other iPhone accidental damage claims, the Service Fee is \$99.

## Other important stuff

- This program is not available in all states.
- We will 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. Coverage documents are provided in English.
- 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. Visible and its employees are not qualified or authorized to evaluate the adequacy of your existing insurance coverage.
- Visible Protect may duplicate other coverages you may have, such as homeowner's or renter's insurance. Visible Protect coverage is 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 this Plan.
- The Plan covers the device and the standard charger, standard battery and SIM card (if applicable to your device). The Plan covers 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 will be charged an unrecovered equipment fee of up to \$2,000.
- Claim Limit: For loss, theft or accidental damage, the program allows you up to two covered claims within a rolling 12-month period. A maximum replacement value of \$2,000 applies per covered loss. There is no limit on the number of Hardware Service claims. With AppleCare Services you can file a maximum of 2 accidental damage claims (including screen damage) with Apple during the first 24 months of your program coverage. AppleCare Services accidental damage claims are subject to the overall claim limit of 2 claims in a rolling 12-month period for accidental damage, loss and theft incidents. Once your device is no longer eligible for AppleCare Services, our obligation to you under the Service Contract will be provided by another authorized repair center.
- Pocket Geek® by Assurant®: You must download and register the Pocket Geek® by Assurant® app to have full access to its features. Availability and features may vary by device, operating system or plan. Data charges may apply. Pocket Geek®, Assurant® and Geek Tips® are service marks of Assurant, Inc. registered in the U.S. and other countries. Device Optimization benefits are provided to all Visible customers at no additional cost. The Pocket Geek® by Assurant® app is not an insurance product or a service contract.
- 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, Acts of God, consequential damage and losses covered under a manufacturer's warranty. 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 point of sale 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 will 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 and theft 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 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); 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); 10000 Park Meadow Dr Lone Tree, CO 80124; 1-866-331-3527. To request a sample of state specific coverage documents prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5185.

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