

No more worrying about device mishaps

With a Visible Protect Pre-Owned Service Contract, you don't have to worry about mechanical/electrical breakdown or accidental damage – you can rest assured you're covered.



Plus, you get access to the Pocket Geek® by Assurant® app, which helps you optimize device performance. Download the app at the App Store® or Google Play™ store and register to run diagnostics, get tips, monitor data usage, boost battery performance, access your policy coverage docs, and more ...

How to enroll in Visible Protect Pre-Owned

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

For your convenience, the monthly charge of your Visible Protect Pre-Owned 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:
\$8	\$10

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 service contract.

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 breakdown or damage
- 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 deductibles

Once your claim is approved, a deductible based on your 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 deductible applies.

Deductibles for Approved Claims	
Mechanical/Electrical Breakdown	\$0
Accidental Damage	\$99 [†] for screen damage \$199 for all other accidental damage

Claim limit

You can file a maximum of two covered claims within a rolling 12-month period for accidental damage, based on the date of the first repair or replacement (with a maximum replacement value of \$2,000 per covered loss). There's no limit on the number of claims you can file for 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.

[†]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

- We'll provide you with a copy of the coverage documents with full details on benefits, exclusions and deductibles shortly after enrolling in the program. For complete coverage details, including exclusions, limitations and Provider information, refer to Terms and Conditions. To request a sample of your state Terms and Conditions prior to purchasing coverage, or for general program inquiries, please call 1-866-450-5185.
- Enrollment in Visible Protect Pre-Owned is optional, may be canceled at any time, and is not required to purchase or finance a device or obtain Visible wireless services.
- 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 accidental damage, Visible Protect Pre-Owned allows 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. There's no limit on the number of claims you can file for mechanical/electrical breakdown.
- **Pocket Geek® by Assurant:** Visible Protect Pre-Owned members must download and register the Pocket Geek by Assurant app to access its features. Device Optimization features are provided to all Visible members at no additional cost; customers are not required to enroll in Visible Protect Pre-Owned to access these features. 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 a service contract, and the enhanced features are part of Visible Protect and Visible Protect Service Contract.
- **Exclusions:** Losses caused by or resulting from abuse, misuse, service performed by anyone not authorized by Assurant, intentional damage, pre-existing conditions, manufacturer's recall, and certain Acts of God. 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'll receive a refund and/or credit, if any, of the plan price paid by you in accordance with the service contract terms and conditions. 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 Information:** Visible Protect Pre-Owned program is provided by Federal Warranty Service Corporation in all states, except in CA – Sureway, Inc.; in FL—United Service Protection, Inc. and OK—Assurant Service Protection, Inc.

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