The information in this brochure applies to the XFINITY Mobile Protection Plan offering in all states. For all residents of NY, benefits may also be purchased separately through an insurance program that offers coverage in the event of loss, theft, or accidental damage and is underwritten by American Security Insurance Company for a charge of $8 per month; and through an extended service contract that offers coverage against hardware service (mechanical breakdown) for a charge of $5 per month. Pricing may not include taxes and fees. NY residents may call Assurant at (855) 884-9771 for details.

Product and company names mentioned in this brochure may be trademarks of their respective companies.
Exclusions

- Intentionally damaged devices, pre-existing conditions, and defects subject to a manufacturer’s warranty or recall. Refer to the XFINITY Mobile Protection Plan Term and Conditions for a full list of exclusions.

1. Personal TechPro is not an insurance product or service contract and is part of the XFINITY Mobile Protection Plan.
3. Upgrades: You are eligible for this benefit 12 months after the purchase of your device. Service plan with financed device required. Must have paid at least 50% of your device cost to be eligible for upgrades. You must also be current with your wireless service payments. Trade-in of an eligible device in good working order required. Program fees paid to CWork Solutions, LP.

Before you start a claim...

- Only the XFINITY Mobile primary account holder can file a claim.
- Claims must be filed within the time frame indicated in the XFINITY Mobile Protection Plan Terms and Conditions.
- Be sure to have your XFINITY Mobile phone number, device model, and storage size on hand.
- Provide details about the cause, location, and date of the claim incident.
- Be prepared to pay your service fee/deductible, which will be collected via credit or debit card once your claim is approved. You can also pay via eCheck where accepted.

How to use your benefits

- If your Android device is lost or stolen, or requires repair, or you need help: visit fastclaim.com/xfinitymobile to file your claim. Or, call (855) 884-9771 and an Assurant Care Specialist will work with you to process your claim.
- If your Android device malfunctions and you need hardware service for electrical/mechanical breakdown in the first year after device purchase, call or text XFINITY Mobile at (888) 936-4968.
- If your Android device malfunctions and you need hardware service for electrical/mechanical breakdown after the first year of device purchase, contact Assurant at fastclaim.com/xfinitymobile or (855) 884-9771.

Enrollment

- You can only enroll in the plan at the time you purchase your device.
- To enroll, you must purchase a new XFINITY Mobile device outright, or pay for it over 24 months through XFINITY Mobile’s Device Payment Plan.
- Enrollment is optional and is not required to purchase a device or obtain XFINITY Mobile service.

Pricing

- The XFINITY Mobile Protection Plan is $12/month per device.
- Your plan cost will be separately itemized on your bill.
- Service fees/deductibles will apply for accidental damage and loss or theft claims.

Service fees/deductibles

<table>
<thead>
<tr>
<th>CLAIM</th>
<th>SERVICE FEE/DEDUCTIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss or theft</td>
<td>$180 for Samsung</td>
</tr>
<tr>
<td></td>
<td>$50 for LG</td>
</tr>
<tr>
<td>Accident-damage</td>
<td>$99 for Samsung</td>
</tr>
<tr>
<td></td>
<td>$40 for LG</td>
</tr>
<tr>
<td>Hardware service</td>
<td>$50</td>
</tr>
</tbody>
</table>

- Service fee/deductible information is also listed at fastclaim.com/xfinitymobile.
- Once your claim is approved, a service fee/deductible will be charged to your credit or debit card. You can also pay via eCheck where accepted.

Replacement devices

- Once your claim is approved, a replacement device will be shipped via next-business-day shipping, when available, at no additional cost.
- Your replacement device will be a reconditioned device of like kind and quality.
- If a reconditioned device is not available, you will receive a new device of like kind and quality.
- Device color may vary depending on availability.
- You must return your damaged/malfunctioning device within 10 business days of receiving your replacement device. If you do not return the device, you will be charged an unrecovered-equipment fee up to the MSRP of the device, not to exceed $1,500.

2. Program fees paid to CWork Solutions, LP.
3. Trade-in of an eligible device in good working order required. Program fees paid to CWork Solutions, LP.
4. Claims phone support is available between 7 a.m. - 11:59 p.m. (M-F), 9 a.m. - 11:59 p.m. (Sat), and 10 a.m. - 8 p.m. (Sun). Exceptions include New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
5. Excludes losses covered by the manufacturer’s warranty. The manufacturer will take care of mechanical or electrical issues that come up within their warranty period.

Plan benefits

- Accidental damage and loss or theft
  - If your phone is accidentally damaged (drops, spills, cracks), your plan allows you to get your phone repaired or replaced, with a deductible.
  - If your phone is lost or stolen, your plan allows you to get a replacement device, with a deductible.
  - Your plan includes two accidental damage, or loss or theft, claims in a rolling 12-month period.
- Hardware service
  - You are covered if your device has a mechanical or electrical breakdown, with no deductible.
- Personal TechPro
  - You have unlimited access to Personal TechPro specialists, who can help you connect with and manage your other smart devices.
  - Call (855) 884-9771 to reach a specialist (9 a.m. - 11:59 p.m. EST, 7 days a week).
  - You can also reach specialists by tapping the 1-click-to-call icon in the Pocket Geek app that is pre-loaded on your Android device. Pocket Geek also has an anti-malware feature that can scan your apps and alert you if a virus is detected.
- Early upgrades without fees
  - XFINITY Mobile Protection Plan customers are eligible to upgrade their phone every 12 months with no early-upgrade fees.
  - The plan provides up to two covered claims within 12 months, not to exceed $1,500 each for accidental damage, or loss or theft claims. The plan covers the device and the accessory.
- Device color may vary depending on availability.
- If a reconditioned device is not available, you will receive a new device of like kind and quality.
- Be prepared to pay your service fee/deductible, which will be collected via credit or debit card once your claim is approved. You can also pay via eCheck where accepted.
- Provide details about the cause, location, and date of the claim incident.
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Replacing devices

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