

Other important information about the Xfinity Mobile Protection Plan

- We'll provide you with a copy of the Xfinity Mobile Protection Plan Terms and Conditions with full details on benefits, exclusions and service fees/deductibles when you enroll in the plan. Terms and Conditions are provided in English.
- Xfinity Mobile receives compensation for services performed in connection with this program.
- Xfinity Mobile employees are not licensed insurance agents and are not qualified or authorized to assess the adequacy of your existing coverages. This program may duplicate other coverages you may have, such as homeowner's or renter's coverage. This program would cover you before any other insurance and would be primary to any other insurance. You may check with your licensed agent for your own insurance assessment.
- **Electronic document delivery:** Receive your Xfinity Mobile Protection Plan Terms and Conditions electronically by supplying your email address and consent at the point of enrollment.
- **Pocket Geek® Mobile by Assurant®:** You must launch and register the Pocket Geek® Mobile app to have access to its features. Availability of features may vary by device and operating system. Data charges may apply. Pocket Geek® and Assurant® are marks of Assurant, Inc. registered in the U.S. and other countries. Pocket Geek® Mobile is not an insurance product or a service contract.
- **Term:** Coverage starts at 12:01 a.m. on the day you enroll. This is a monthly renewable plan and must be paid on a monthly basis or coverage will terminate for nonpayment.
- **Cancellation:** You can cancel your optional coverage at any time by calling Xfinity Mobile at 1-888-936-4968. Upon notification, cancellation will be immediate and you'll receive a refund in accordance with the Xfinity Mobile Protection Plan Terms and Conditions.
- **Provider information:** Property insurance coverage (for loss or theft) is underwritten by American Bankers Insurance Company of Florida, NAIC 10111; principal address: 11222 Quail Roost Drive, Miami, FL, 33157; 305-253-2244; jurisdiction: Washington D.C. and all states in the United States; domicile: FL. Coverage is provided under a Master Policy issued to Comcast OTR1, LLC ("Xfinity Mobile"). You'll be the Certificate holder on Xfinity Mobile's Insurance Policy for loss and theft coverage benefits. The service contract provider is Federal Warranty Service Corporation in all states except CA, where the provider is Sureway, Inc.; FL, where the service contract provider is United Service Protection, Inc.; and OK, where the service contract provider is Assurant Service Protection, Inc. The address and phone number of each service contract provider is P.O. Box 105689, Atlanta, GA 30348-5689; 1-877-881-8578. These programs are administered by The Signal. Early upgrades provided by CWork Solutions, L.P. All of these companies operate under the trade name Assurant. 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 is provided under form number AB3460PPC-1112. To request a sample of state-specific coverage documents prior to purchasing coverage, or for general inquires, call 1-877-881-8578.
- **Administrator information:** 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; 1-877-881-8578). In OK, the Service Contract Administrator is the Signal, L.P.
- **Repairs and replacements:** Upon a claim approval, the device will be repaired with reconditioned parts or replaced with a reconditioned device of like kind and quality. In the event that a reconditioned one is not available, we'll replace it with a new model of like kind and quality. Device color may vary depending on availability. After receiving a replacement device, you'll have 10 days to return the damaged/malfunctioning device (not applicable to loss/theft claims). Otherwise, an unrecovered equipment fee no greater than the value of the replacement device will apply. Instructions on how to return the device and prepaid shipping materials will be provided.
- **Claim filing:** You can visit fastclaim.com/xfinitymobile to file a claim 24/7 or call 1-855-884-9771. 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 or IMEI, and device make, model and storage size on hand. Be ready to 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 by eCheck where accepted. In certain cases, additional documents such as a police report, government-issued identification or proof of loss may be required to process your claim.
- **Claim limits:** For accidental damage (all other) and loss or theft, the program allows you up to two covered claims within a rolling 12-month period of no more than \$2,000 each. There's no limit to covered mechanical/electrical failure claims or accidental damage (screen-only repair) claims.
- **Exclusions:** Losses caused by or resulting from abuse, misuse or fire; service performed by anyone not authorized by us; intentional or cosmetic damage; preexisting conditions; manufacturer recall; Acts of God; consequential damage. Refer to Xfinity Mobile Protection Plan Terms and Conditions for a full list of exclusions.



XFINITY MOBILE PROTECTION PLAN

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The information in this brochure applies to the Xfinity Mobile Protection Plan offering in all states except New York, where coverage is not available to residents.

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xfinity mobile

XFINITY MOBILE PROTECTION PLAN

Yes, you can buy peace of mind

\$7, \$12 or \$15 per month, depending on device



COVERAGE FOR THE UNEXPECTED

Accidents may happen, but you'll be covered for:

- + Drops, spills, cracks
- + Mechanical/Electrical Failure (after the manufacturer's warranty expires)
- + Loss and Theft

Plus, you'll have unlimited access to screen-only repair.



PEACE OF MIND STARTS HERE

Enroll today.

SIMPLE ENROLLMENT

- + To enroll, you'll need to purchase a new Xfinity Mobile device outright or pay for it over 24 months through Xfinity Mobile's Device Payment Plan
- + View monthly pricing and service fee/deductible table for your device

Enrolling is optional and is not required to purchase a device or obtain Xfinity Mobile service.

MAKE THE MOST OF YOUR PLAN WITH THE POCKET GEEK® MOBILE BY ASSURANT® APP

Features included in your plan at no additional cost:

- + **Technical Support**
Unlimited live technical support to help with any device via chat or call
- + **Security**
Antivirus by Avast
- + **Optimization**
How-to and troubleshooting guides
- + **Plan Management**
Access to coverage docs, claim filing and service fees/deductibles



Download and register from the App Store® or Google Play™ store

MONTHLY PRICING AND SERVICE FEES/DEDUCTIBLES

To view which group and service fees/deductibles apply to your device, visit fastclaim.com/xfinitymobile.

GROUP	1	2	3
Monthly cost (per device)	\$7	\$12	\$15
SERVICE FEE/DEDUCTIBLE			
Hardware Service (mechanical/electrical failure)	\$0	\$0	\$0
Accidental Damage – Unlimited Screen-Only Repair** (smartphones only)	\$29	\$29	\$29
Accidental Damage – All Other	\$49 (iPad) \$40	\$49 (iPad) \$99	\$49 (iPad) \$99
Loss and Theft	\$50	\$180	\$280

**The \$29 service fee for screen-only repair applies when service is provided through an Assurant-authorized repair center when and where repair service is available. Otherwise, a replacement is available for the accidental damage (all other) service fee of \$40 or \$99.

ENSURE YOUR DEVICE IS PROTECTED

You can enroll within 30 days of device activation.

- + If you don't enroll at the time of purchase, you can call 1-888-936-4968 or visit a store to enroll
- + Your device may be required to pass a visual mechanical inspection prior to enrollment

*To be eligible, smartphone customers must have paid off 50% of the total device price. You must also be current with your scheduled Device Payment Plan payments and your wireless service payments. Trade-in of an eligible device in good working order required.

The plan covers the device and the standard charger, standard battery and SIM card (if applicable to your device). Accessories included in the original device packaging are covered in the event of an incident simultaneously affecting both the device and the accessory.

FAST REPAIR AND REPLACEMENT OPTIONS

so you don't miss a beat

- + 24/7 claim filing via fastclaim.com/xfinitymobile
- + Next-business-day delivery of replacement devices
- + Technical support and repairs via authorized repair centers (such as Apple via AppleCare Services)



If AppleCare Services is provided to you, this service is available during the first 24 months from the date you purchase the device from Xfinity Mobile and enroll in the Xfinity Mobile Protection Plan, and as long as your Xfinity Mobile Protection Plan coverage remains uninterrupted.

LOW SERVICE FEES/DEDUCTIBLES

that can save you money in the event of the unexpected

- + Accidental Damage (Screen-Only Repair): \$29
- + Accidental Damage (All Other): \$40, \$49 or \$99 (depending on device)
- + Loss and Theft: up to \$280

View service fee/deductible table for more info.

ACCESS TO THE LATEST TECHNOLOGY

without extra fees

Upgrade to a new smartphone without extra fees.*

