

How to Submit the Required Documentation

Choose an option (Online or Fax) and follow the steps

Online (Recommended)

- 1 Print, fill out and sign the Sworn Affidavit & Proof of Loss Statement.
Found on page 2 of this document.
- 2 Scan or take pictures of both the completed affidavit and your valid photo ID.
Acceptable forms of photo ID: valid driver's license, passport, federally issued ID card or matricula consular ID.
- 3 Upload both documents at phoneclaim.com/metro-uploader

Fax

- 1 Print, fill out and sign the Sworn Affidavit & Proof of Loss Statement.
- 2 Photo copy your valid photo ID and handwrite your Claim ID number on the paper.
- 3 Fax both documents to 1-866-306-2268.

How to prevent delays in processing your claim

The document is marked with a barcode that is specific to your claim. Using a photocopy with an incorrect barcode will delay your claim

Make sure you have a valid photo ID

- Acceptable forms of photo ID: valid driver's license, passport, federally issued ID card or matricula consular ID
- Unacceptable forms of ID: student ID, work ID, birth certificate and Social Security card
- Name on the ID must match name of the Metro Account Owner who completes the Sworn Affidavit & Proof of Loss Statement
- If name does not match, then you may need to provide additional documentation
- The ID cannot be expired. If the ID appears altered, forged, illegitimate or unreadable, we will not be able to proceed with your claim

Make sure all document scans or faxes are clear and easy to read

- When making the photo copy of your photo ID, consider using the enlarge and contrast settings to make the ID easier to read
- Black and white copies are preferred

How to find your device manufacturer, model and ESN/MEID/IMEI

For most devices:

Find this information on:

- Back of the phone/device or under the battery
(not all batteries are accessible)
- Your Customer Agreement
(available at phoneclaim.com/metro)
- The box the phone/device came in
- If none of these items are available please contact Metro

For Android products:

- Log in to google.com/dashboard
- Click the Android section to display ESN/MEID/IMEI

For Apple products:

- Open iTunes
- Choose iTunes > Preferences in Mac OS X
- Choose Edit > Preferences in Windows
- Click the Devices tab
- Position the mouse over "Backup Device" to display ESN/MEID/IMEI

Visit us online at phoneclaim.com/metro or call Asurion at 1-866-862-3397 for questions regarding the claims process.

