

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 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/t-mobile-uploader

Fax

- 1 Print, fill out and sign the Sworn Affidavit & Proof of Loss Statement.
- 2 Photo copy the completed affidavit and your valid photo ID and handwrite your claim ID on each page.
- 3 Fax both documents to 1-866-502-3171.

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 T-Mobile Account Owner/Authorized User 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

Visit us online at phoneclaim.com/t-mobile or call Asurion at 1-866-268-7221 for questions regarding the claims process.

