

# 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, proof of purchase, 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](https://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, proof of purchase, 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

## How to provide a proof of purchase

- Screenshot from iTunes / Google account – must show IMEI of device being claimed
  - iTunes (if Apple product) – Log into iTunes account > Preferences > Devices > Hover cursor over model name
  - Google account (if Android product) – Log in to google.com/dashboard > Click the Android section to display IMEI
- Store receipt – must be an electronic register or purchase receipt with IMEI and make/model of device
- Service agreement – must show the make, model and IMEI of device being claimed
- UPC Code from box – must show IMEI of device being claimed
- Packing slip – must show the contents of shipment for device and IMEI being claimed
- Back of device or under the battery – must show IMEI of device being claimed

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

