

How to Submit the Required Documentation

THE PERSON COMPLETING THIS DOCUMENT MUST BE THE TELUS ACCOUNT HOLDER / AUTHORIZED USER AND MUST PROVIDE A COPY OF THEIR VALID PHOTO ID.

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

Online (Recommended)

- 1 Print, fill out and sign the Affidavit.
Found on page 2 of this document.
- 2 Scan or take pictures of the completed affidavit, ownership document, and your valid photo ID.
Acceptable forms of photo ID: valid driver's license, passport, armed forces ID, government issued ID, Police Force ID or Firearms ID.
- 3 Upload all documents at www.phoneclaim.com/telus-uploader

Fax

- 1 Print, fill out and sign the Affidavit.
Found on page 2 of this document.
- 2 Photocopy and write your wireless number on your valid photo ID and ownership document.
- 3 Fax all documents to 1-800-292-2167.

Tips to speed up your service request

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

Make sure you have a valid photo ID

- Acceptable forms of photo ID: valid driver's license, passport, armed forces ID, government issued ID, police force ID and firearms ID
- Unacceptable forms of ID: student ID, work ID, birth certificate, SIN cards and expired ID documents
- Name on the ID must match name of the Telus Account Holder / Authorized User who completes the Affidavit
- If the ID appears altered, forged, illegitimate or unreadable, we may not be able to proceed with your service request

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

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

Please submit only one of the following ownership documents

- Screenshot from iTunes / Google account – must show IMEI of device for which service is being requested
 - 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 for which service is being requested
- UPC Code from box – must show IMEI of device for which service is being requested
- Packing slip – must show the contents of shipment for device and IMEI for which service is being requested
- Photo of the back of device or under the battery – must show IMEI of device for which service is being requested

Questions? Get answers at www.phoneclaim.com/telus. Or call us at 1-866-281-4537.

Affidavit

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FRAUD IS A CRIME

For your protection, a person who knowingly presents a false or fraudulent service request with the intent to injure, defraud, or deceive is guilty of a crime and may be subject to fines and confinement in prison. When fraud is discovered, Asurion takes appropriate steps to stop such fraud and explores all of its available legal remedies.



What device are you requesting service for?

ALL FIELDS ARE REQUIRED. PLEASE PRINT USING BLUE OR BLACK INK

Service Request #:

Wireless #: - -

Manufacturer:
(Examples: Apple, Samsung, LG, etc.)

Model:
(Examples: iPhone7, GalaxyS7, G4, etc.)

What happened to the device?

My Device Is: Lost Stolen Damaged Malfunctioning

Date of Occurrence: _____ Place of Occurrence: _____

Describe What Happened: _____

Note: If your device was damaged or malfunctioning, you are required to return it to Asurion upon receipt of your replacement.

Account Holder / Authorized User information

Full Name: _____

Contact Number: _____ Alternate Contact Number: _____

Email Address: _____

Billing Address: _____

City: _____ Province: _____ Postal Code: _____

Service request agreement

I acknowledge that if any property which is the subject of this Service Request and which is replaced or paid for by Asurion is recovered at any time, it is the property of Asurion and must be returned. I understand that if I fail to return such property, I am subject to, and authorize a non-return fee of up to \$400 to be charged using the method of payment used to originally file this claim.

I swear/affirm that the device I am claiming is owned by me and that the information provided above is true and accurate. I understand that knowingly presenting false or fraudulent information in support of this Service Request with the intent to injure, defraud, or deceive is a crime. Asurion may take legal action, including reporting to law enforcement, when fraud is suspected.

Signature: _____ Date: _____