

Device Protection

Select IMG policies now have access to Device Protection powered by bolt.

GLOBAL
peace of mind





bolt

A leading provider of mobile device protection programs around the globe, bolt serves 14 markets across North America, Asia, and Europe.

Device Protection provides coverage for repair or replacement of your cell phone if it is lost, stolen, or accidentally damaged during your trip—so you can continue your trip uninterrupted and stay connected wherever you are in the world. You can quickly and easily get reconnected to your digital life through an integrated claims process with convenient repair and replacement options.

WHAT'S COVERED?

- » Loss or theft
- » Accidental damage
- » Liquid damage
- » Defective buttons or connectivity ports
- » Broken screen
- » Internal overheating
- » Internal humidity/condensation
- » Defects in materials or workmanship

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HOW TO FILE A CLAIM

1. Log in to the MyIMG member portal at www.imglobal.com/member.
2. Click the Services drop-down and select Device Protection. From this page, you will be able to navigate to bolt's self-service portal to file your claim.
3. File your claim no later than 60 days from the date of loss/occurrence of damage.

You'll need to provide the following information to submit your claim:

- » Proof of ownership*
- » IMG policy number
- » Cell phone serial number
- » Cell phone manufacturer, make, and memory
- » Date and details of loss/damage

**Proof of ownership can be a copy of the original receipt of purchase or a copy of your wireless bill with your name and device listed as active on the account.*

4. Once your claim is approved, bolt will help you get your device repaired, provide a cash settlement (minus your deductible) for the replacement cost of a device, or replace your phone.



How much will my deductible be?



Deductibles			
Covered Device Retail Value*	Repair Deductible for each claim	Irreparable Deductible for each claim	Replacement Deductible for each claim
Up to \$500	\$49	\$99	\$199
\$500 and above	\$99	\$199	\$299

Q: How do I determine my manufacturer, make, and memory?

A: This information can be found under settings on a working device, or on the original packaging, carrier account, or wireless bill.

Q: Will I need to register my devices in advance?

A: No. Device registration can be completed when you're ready to file a claim.

Q: How long do I have to get my device repaired after my claim is approved?

A: You are encouraged to complete the repair as soon as possible at a convenient repair location of your choosing. You must submit your repair receipt for reimbursement within 60 days of claim approval.

Q: What if my device cannot be repaired?

A: If the device is irreparable, a member of the bolt Case Management team will get you a replacement or issue a payment you can put toward a new device.

Q: How much will I receive if I'm issued a payment toward a new device?

A: The payment amount will be determined based on the market value of your device at the time of claim.

**Based on the non-contract, non-subsidized, new retail price of the model of your device on the purchase date.*



Q: What phone will I receive as a replacement?

A: Bolt strives to replace your phone with an exact make and model match. However, this will not always be possible. In the event that bolt cannot match the make and model, you may receive a device that is of like kind and quality, and it may be either new or refurbished. Device color, model, brand, and features may be different.

Q: What do I do with my damaged or malfunctioning device?

A: Once your claim is complete, you must return the damaged or malfunctioning device to bolt using the prepaid shipping label provided during the claims process.

Before you send your phone to bolt, be sure to do the following:

- » Back up your data, photos, etc.
- » Remove screen locks
- » Remove SIM card
- » Remove case and any other accessories

Q: Why was my claim rejected?

A: Your claim may have been rejected for the following reasons: loss date was outside of your coverage window, the peril was not covered under your policy, or claim was reported outside of the filing grace period. For a full list of policy terms and exclusions, please refer to your terms and conditions.

Q: What if my replacement device stops working?

A: You have 90 days from the day you received your replacement or repaired phone to file a warranty claim. A warranty claim filed on the replacement device provided to you during the warranty period will not count against your claim limit.

Q: What if my repaired device stops working?

A: Return to the vendor who repaired the device to resolve any post repair issues. If you are unable to return to the repair provider, or the device is deemed not repairable, contact your case manager to file a warranty claim. The warranty claim must be made within 90 days of the repaired date and, if made within the required time, will not count against your claim limit.

Q: How many claims am I allowed to file?

A: You may file one claim per person per certificate.

Q: How can I check my claims status?

A: Once a claim has been made, log in to MyIMG, click the Services drop-down, and select Device Protection to access bolt's self-service portal to view your claim status.

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