

How to Submit the Required Documentation

THE PERSON COMPLETING THIS DOCUMENT MUST BE THE CRICKET ACCOUNT HOLDER 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 Sworn Affidavit & Proof of Loss Statement.
Found on page 2 of this document.
- 2 Scan or take digital pictures of both the completed affidavit and your valid photo ID.
- 3 Upload both documents at www.phoneclaim.com/cricket

Fax

- 1 Print, fill out and sign the Sworn Affidavit & Proof of Loss Statement.
Found on page 2 of this document.
- 2 Photocopy your valid photo ID and handwrite your Claim ID on the page.
- 3 Fax both documents to 1-866-400-3516.

Tips to speed up 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, Social Security card and expired ID Documents
- Name on the ID must match name of the Cricket Account Holder who completes the Sworn Affidavit & Proof of Loss Statement
- If the ID appears altered, forged, illegitimate or unreadable, we may not be able to proceed with your claim

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

Return all documents within 60 days of the date you requested your replacement or your claim may be denied

Questions? Get answers at phoneclaim.com/cricket. Or call us at 1-855-309-8342.

Cricket Protect includes Cricket Protect Insurance and Cricket Protect Service Warranty. Cricket Protect Insurance is insurance underwritten by Continental Casualty Company, a CNA company (CNA), and administered by Asurion Protection Services, LLC (In California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161), a licensed agent of CNA. The Cricket Protect Service Warranty is a service of Asurion Warranty Protection Services, LLC or one of its affiliates. All applicable taxes and surcharges extra.



