

MOBILE AND GADGET INSURANCE CLAIM DECLARATION FAQs

How to Submit the Required Documentation:

1. Print, fill out, and sign the Mobile and Gadget Insurance Claim Declaration.
2. Scan or take pictures of both the completed Claim Declaration and your valid photo identification.
3. Log in at techpackinsurance.co.uk and securely upload both documents.

Once submitted, please allow up to 2 business days for your documentation to be reviewed. If you have not received communication regarding the status of your Claim Declaration within 2 business days of submitting your documentation, please use the Tech Pack Insurance app, log in at techpackinsurance.co.uk or call 0345 528 0182 to check the status of your claim.

What Types of Identification are Acceptable to Submit?

Valid government-issued photo identification acceptable to submit are listed below.

- Driving Licence
- Passport
- Permanent Residence Document
- Short-Term Work Visa
- Current Firearms/Shotgun Certificate
- National ID Card

In order to ensure that the photo identification you submit is legible, the identification must be a colour copy, contain the policy holder's name as well as photograph, and cannot be expired. If the identification you submit appears altered, forged, illegitimate, or is illegible, we may be unable to proceed with your claim.

Your identification will be retained by Brightstar for a period of 7 days, after which it will be destroyed. See below for our privacy policy and terms of use.

[Privacy policy](#)

[Terms of use](#)

What if I Don't Have the Requested Information?

If you don't know or don't have an email address or contact number(s), go ahead and submit the Claim Declaration. All information in Section II: Details of the Mobile and Gadget Insurance Claim Declaration is required. If you do not provide the required information, additional documentation and time may be required. Please see below for help locating your device's IMEI/ESN

How do I Find my Device's IMEI or ESN (Serial Number)?

For most devices:

- Dial *#06# on your mobile phone for IMEI
- Your original receipt
- The box the device came in
- Back of the device or under the battery (not all batteries are accessible)

For Android Phones:

- Log in to google.com/dashboard
- Click the Android section to display IMEI/ESN

For Apple Phones:

- Select "Settings" > "General"> "About" to display IMEI/ESN

What Else do I Need to Know?

You can view all the terms and conditions applicable to your claim at barclays.co.uk/techpack



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IMPORTANT LEGAL NOTICE: Brightstar and/or American International Group needs to obtain additional information or verify information provided in order to process your claim. A person who knowingly presents a false or fraudulent Mobile and Gadget Insurance Claim Declaration with the intent to misrepresent, defraud, or deceive Brightstar or American International Group may be guilty of a crime. When fraud is discovered, Brightstar and American International Group take appropriate steps to stop such fraud and will explore all available legal remedies. For information on how Brightstar shares your information please see our [Privacy Policy](#).

Section I: Policy Holder's Information

Policy Holder's Full Name _____ Mobile Number _____
(The mobile number associated with your Mobile and Gadget Insurance or associated with this claim)

Network Provider _____

Email Address _____ Contact Number(s) _____

You must submit a valid colour copy of one of the government-issued IDs listed below. Please select the type submitted.

- | | |
|---|---|
| <input type="checkbox"/> Driving Licence | <input type="checkbox"/> Short-Term Work Visa |
| <input type="checkbox"/> Passport | <input type="checkbox"/> Current Firearms/Shotgun Certificate |
| <input type="checkbox"/> Permanent Residence Document | <input type="checkbox"/> National ID Card |

Section II: Details

If your network enabled device or mobile phone has been lost or stolen, before submitting this Claim Declaration, you must report your device as lost or stolen to your network provider and the device must be permanently disabled on your provider's network. By submitting this Claim Declaration, you acknowledge and certify that you have reported your lost or stolen device to your network provider and have requested that it be permanently disabled on your provider's network.

Device Make/Model _____ Device IMEI/ESN _____
** See FAQs for help with locating your device's IMEI/ESN.*

Incident Date _____

My device is (select one): Lost Stolen Damaged Broken Down

Section III: Declaration

I acknowledge that if any property which is the subject of this claim and which is replaced or paid for by Brightstar or American International Group is recovered at any time, it is the property of Brightstar or American International Group and must be returned to Brightstar. An electronicsignature shall have the same effect as an original signature.

I confirm that the device I am claiming is owned by me or a covered family member or partner and that the information provided above is true and accurate.

Pack Holder's Signature _____ Date Signed _____