

Filing an Insurance Claim

Filing an insurance claim with eSecuritel is easy!

Call 800-993-4563 to process your claim. You have 60 days to process your claim from the date of loss. The following information must be provided by the Account Holder or an approved Authorized User on the account:

- Your cell phone number
- The make and model of the handset you are claiming
- The address for the account on file with Pocket Communications
- You are required to give the exact date of loss
- You are required to give a description of the incident that took place at the time of the Loss, Theft or Damage

Important Information About Your Insurance Claim

- If the claim is approved, you are required to pay a processing fee based on the make and model of the equipment, ranging from \$35-\$100. You can visit <http://pocket.esecuritel.com> for handset specific information. This processing fee must be paid in order to receive your replacement.
- Your replacement handset will be shipped by 2nd day delivery free of charge. Overnight delivery is available for a \$15 fee.
- If you are unable to pay your deductible during the claims process, you can be placed on Payment Hold for 60 days. You must fulfill the claim within 60 days.
- If your phone is water damaged, you must report the incident that caused the water damage.

