



Claims Department
P.O. Box 8006
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AIG Claims, Inc. is a wholly owned subsidiary of AIG and provides claims administration for the Group Policy provided with your American Express® Card Membership.

Cell Phone Protection

CLAIM NO:

IMPORTANT NOTE:

Please complete all sections and answer all questions to help expedite the processing of your claim forms.
An incomplete form or not submitting required documentation may cause a delay in our assessment of your claim. Coverage is provided by New Hampshire Insurance Company, an AIG Company, at no additional cost to the Card Member. Coverage is subject to certain terms, conditions, and limitations, including limitations on the amount of coverage. This benefit provides secondary coverage.

Please provide the following documents which are required to assess your claim:

- Completed **Claim Form**
- Documentation of any other **settlement** of the claim.
- Copy of your **Eligible American Express Card's Account Billing Statement**. You must charge your monthly Eligible Cellular Wireless Telephone bill to your Eligible Card Account. You are eligible for coverage the first of the calendar month following the payment of your Eligible Cellular Wireless Telephone bill using your Eligible Card Account. Please make sure to include the New Charges Summary section which indicates the cards and card holder names on your account.
- Copy of the Eligible Person's monthly **Wireless Service Provider's Billing Statement** from the cellular provider for the billing cycle **preceding** the month in which the theft or damage occurred.
- Copy of the Eligible Person's current month **Wireless Service Provider's Billing Statement** to validate that there is no other existing cellular telephone insurance coverage.
- Copy of the **insurance claim** to the Eligible Person's cellular telephone insurance/protection plans and/or homeowner's/renter's insurance, or in the event that the claim amount is less than the Eligible Person's deductible, a copy of the policy's declarations page.
- Copy of the original Eligible Cellular Wireless Telephone **purchase receipt or other sufficient proof** of the Eligible Cellular Wireless Telephone model currently linked to the Eligible Person's Eligible Cellular Wireless Telephone account
- If the claim is due to theft, please provide a copy of the **police report** filed within forty-eight (48) hours of the theft.
- If the claim is due to damage, please provide a **copy of the repair invoice, actual or estimated cost of repairs** which includes the name of the authorized repair center, address, and phone number.

Note:

Repair estimate is required whether the phone is replaced or repaired for damage. The cost of a repair estimate may be covered in addition to the repair or replacement cost (whichever is applicable), subject to the \$800 per claim limit.

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| Please tell us what happened to the Cellular Wireless Telephone. (<i>Damaged, Stolen, Other</i>) Continue on a separate sheet if necessary. | | | |
| What was the date of incident described above? | Did the Incident occur at home? | Yes | No |
| Following the incident, did the Cellular Wireless Telephone still have the ability make and receive calls? | | Yes | No |
| What is the total dollar amount of repair estimate or replacement cost? | What is the total dollar amount you are claiming for reimbursement? | | |
| Cellular Wireless Telephone primary purpose of use (<i>Personal Use, Business Use, Both</i>): | | | |
| Was your last Cellular Wireless Bill paid using your Eligible American Express Card? | Yes | No | |
| Date you paid your last Cellular Wireless Telephone Bill: | Cellular Wireless Telephone Carrier/Service Provider: | | |
| Do you have other Cell Phone insurance through your Wireless Provider? | Yes | No | |
| Type of Wireless Phone (Apple® iPhone® 8, Samsung Galaxy 8®, etc.): | | | |
| Phone Model Number: | Phone Serial Number: | | |
| Phone number assigned to the stolen/damaged Wireless Phone: | | | |
| Did you purchase your Cellular Wireless Telephone with your American Express Card? | Yes | No | |
| Where was the Cellular Wireless Telephone originally purchased? | | | |