

Optus Mobile Handset Insurance

A guide to making an Insurance claim for your mobile phone

So, your handset is insured through Optus Mobile Insurance and has been damaged, lost or stolen.

What should you do to make a claim?

1. Notify Optus Mobile Customer Care on 1300 300 937. They will do the following:

a. Confirm your Insurance cover

b. Confirm the IMEI number of your handset (you will need this to lodge the claim)

IMEI Number:

c. For Lost or Stolen handsets, an IMEI bar must be requested to prevent the handset from being used and call barring should be arranged until you receive a replacement SIM card. This will prevent unauthorised use of the handset. If you do not restrict your service, you will be liable for any unauthorised calls. The IMEI bar must be requested before lodging a claim.

IMEI bar Requested

☐

Yes

☐

No

d. Discuss the claims process and provide contact details for the Customer Claims Unit.

2. Please note – for Lost or Stolen handsets, a Police Report must be lodged and the report number supplied at the time of lodging the Insurance Claim

Police Report Number:

3. Contact the Customer Claims Unit on 1800 501 971 or visit optus.com.au/insurance to lodge the Insurance Claim.

Please note – the claims unit will capture details of the incident and advise the applicable excess fee (subject to claim and/or handset assessment).

Date Claim Lodged:

 / /

Insurance Claim Number:

Claims Unit Representative:

Excess Fee Quoted: \$

Excess fees vary depending on whether the handset can be repaired or must be replaced, the duration of your Insurance cover and previous claims history. More information (including a list of excess fees) can be found at optus.com.au/insurance.

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4. For Lost or Stolen Handsets:

- a. Your claim may be finalised over the phone, or the Claims Unit may call you back when your claim is ready to be finalised.
- b. If an excess applies to your claim, you will need to pay it to the Claims Unit before your claim can be finalised.

Date Excess Fee Paid: / /

Payment Amount: \$

Receipt Number:

- c. Once this is done, your replacement mobile phone will be delivered to your nominated 'yes' Optus store or Optus Dealer. Delivery will take a few days.

Nominated Store and store address:

- d. The 'yes' Optus store or Optus Dealer will contact you to let you know when the handset has been received and is ready to collect.

Date Handset Collected: / /

5. For Damaged Handsets:

- a. Take your damaged handset to your local 'yes' Optus store or Optus Dealer to submit your phone for assessment. You will need to provide your claim number to the store.

Store Name and Location:

- b. The handset will be assessed by Optus Mobile Service and the Insurance Claims Unit will contact you to discuss the outcome of your claim. The handset may be repaired or may be replaced. The Claims Unit will confirm any excess fee that applies to the claim.

Excess Fee: \$

- c. If an excess applies to your claim, you will need to pay it to the Claims Unit before your claim can be finalised.

Date Excess Fee Paid: / /

Payment Amount: \$

Receipt Number:

- d. Once this is done, the repair or replacement of your handset will be arranged, and the handset will be returned to your nominated 'yes' Optus store or Optus Dealer. Delivery will take a few days.

Nominated Store:

- e. The 'yes' Optus store or Optus Dealer will contact you to let you know when the handset has been received and is ready to collect.

Date Handset Collected: / /

You may check the progress of your claim at any time by contacting the **Customer Claims Unit on 1800 501 971 between 8.00am and 6.00pm Monday to Friday EST**. Please have your claim number when you call. Optus Mobile Insurance is issued by Optus Insurance Services Pty Ltd ABN 12 005 711 928.

Further information on Optus Mobile Insurance (including the Product Disclosure Statement and Excess Fees) can be found at optus.com.au/insurance.