

Device Protection Claim form

Customer service claim line: +971 04 270 8771

Policy No. Invoice No.

Please ensure a fully complete, dated & signed the Claim Form with relevant documentation is provided to receive a quick response time.

Note

- Provided all required information has been submitted to us with your completed claim form, we will respond to you within 2 working days of the date of our receipt.
- If we require any further information from you, we will contact you on the details you have provided in your claim form.
- If you have any questions, please phone our claims department on +971 04 270 8771
- Please note for any physical/liquid damage claims, **a non-refundable excess would be applicable**
- Please be advised Allianz Global Assistance would need 14 working days to repair/replace the item claimed once all relevant document has been received

POLICY HOLDER DETAILS

Full Name: _____

Address: _____

Mobile No: _____ Landline No: _____

Email ID _____ Country of residence: _____

DETAILS OF CLAIM ITEM

Mobile/ Tablet Laptop Televisions/Audio/Video Products PCs/Gaming Consoles Digital Cameras

Brand: _____ Model #: _____ Invoice #: _____

IMEI # (For Mobiles) _____ Serial #: _____

Date of purchase: _____ Place of Purchase (City / Retailer): _____

What happened to your item? Cracked Screen Physical Damage Liquid Damage

WHAT HAPPENED? (Give as many details as you can, describing the incident)

Please return this claim form to:

Claim Assessments, Appliance Protection from Allianz Global Assistance,
. P.O. Box 80864, Dubai, UAE, Tel: +971 04 270 8771 . Email: electronics@allianz-assistance.com
Please do not send us your product unless we ask for it.

Global Assistance

Allianz 

DECLARATION

The above answers to the questions will be the basis of consideration of your claim. You must ensure that all information is true and correct to the best of your knowledge and belief, and that all material facts have been disclosed. A material fact is one that is likely to influence us in the assessment or acceptance of this claim, or one that is likely to influence our consideration of cover under the terms of the policy. If you are in any doubt as to whether a fact is material, you must disclose it.

FAILURE TO DO THIS MAY MEAN THAT YOUR POLICY BECOMES INVALID AND A CLAIM PAYMENT WILL NOT BE MADE.

FRAUD

If the insured or anyone acting on behalf of the insured makes a false or fraudulent claim or supports a claim by false or fraudulent document, device or statement, this policy shall be void and the insured will forfeit all rights under the policy. In such circumstances, we retain the right to keep the premium and to recover any sums paid by way of benefit under the policy. If we receive a claim under your policy we may ask you or any person covered under the policy to give written consent, during the claims process, for us to obtain specified information and material from the Police and to exchange information and material with them. The purpose of these measures is to help us verify claims and guard against fraud. If you or a covered person gives such consent you or the covered person will be given the opportunity to receive a copy of the information and material the Police release to us. Should you or any covered person decline to give such consent we may in turn decline to settle the claim without the required information and material. We will not normally release information or material about a covered person to you without their consent.

I declare that the information I have provided in this claim form is true to the best of my knowledge. Any claim paid as a result of any knowingly incorrect statement made by me or on my behalf shall be invalid and may result in subsequent action being taken against me. I agree that any copy made of this form shall have the validity of the original.

I hereby declare that I have read the terms and conditions as per the policy and agree to proceed with my claim.

I AGREE

- If a phone/tablet/pc is being collected, I will backup my information and provide an unlocked phone before submitting the item as the information might be erased during the course of the repair, if required to complete the repair.
- If the damage is deemed un-repairable and a replacement is not available, the applicable replacement voucher as per my policy will be issued within 3 working days which can be used against purchases from the retail store I bought my device from. However, the damaged item will not be returned and would be the property of Allianz Global Assistance.
- The turnaround time for repair job is 14 working days. Any delays would be informed in advance and might only arise if the item parts are unavailable will take an additional 14 working days . If Allianz is unable to repair your within the following 14 days, a replacement device will be issued.
- The excess, once collected, is non-refundable, however if the claim is denied then the excess may be refunded after the deduction of the applicable logistic charges.

Signature: _____

Date: _____

PLEASE KEEP A PHOTOCOPY OF ALL DOCUMENTATION YOU SEND TO US FOR YOUR OWN RECORD

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