

# Wireless Device Protection – Identity Verification FAQs

## Brightstar's Identification Verification Process

- Brightstar's identification verification process helps secure your account and protect your identity by preventing unauthorized access to, and activity on your account.
- Sometimes the verification process will request additional information and/or documentation from you to verify your identity. A Wireless Equipment Replacement Affidavit (Affidavit) and a copy of your personal photo identification are examples of the types of documents that you may be requested to submit during the claims process.

## Additional Details About the Verification Process

- We may ask you several questions to verify your identity. Please know that the answers to these questions are not stored by MTS or Brightstar.
- The questions may consist of personal information such as your age and/or your past or current addresses.
- The questions help verify that you are either (i) the account holder/subscriber on record or (ii) are an authorized user on the account. Answering incorrectly could result in the need to submit additional documentation.
- You will not be allowed to file a claim or service request if you: (i) are not the account holder/subscriber, as stated in Brightstar's records, or (ii) if you are not an authorized user on the account.

## Identification Verification Process Documentation

- In the event you are required to complete an Affidavit, you can email or mail the completed Affidavit, with a copy of your personal identification, to Brightstar Device Protection. Additional information can be found in the Affidavit, which is available on the website [MTS.BrightstarProtect.com](https://www.MTS.BrightstarProtect.com) under the "Resources" section.
- If you emailed your completed Affidavit and photo identification, you will need to contact Brightstar Device Protection after 2 business days to check the status of your replacement. If you sent the documents by regular mail, please allow up to 5 days of your mailing date for Brightstar to receive and review the documents. Brightstar's contact number and email are listed on the Affidavit.
- If you have not received communication regarding the status of your replacement request within 5 business days of submitting your documentation, call us at 888-324-7730.