

WIRELESS EQUIPMENT SERVICE REQUEST AFFIDAVIT FAQs

How to Submit the Required Documentation:

1. Print, fill out, and sign the Service Request Affidavit.
2. Scan or take pictures of both the completed Affidavit and your valid photo identification.
3. Submit both documents by email to Documents@brightstarprotect.com or by mail to Brightstar Device Protection, LLC Attn: Asset Protection, P.O. Box 03, Alpharetta, GA 30009-9998.

Once submitted, please allow up to 2 business days for your documentation to be reviewed. Additional time may be required if submitted by mail. If you provide your email address, we will contact you once we have received your documents. If you have not received communication regarding the status of your replacement request within 2 business days of submitting your documentation, call us at 888-324-7730.

What Types of Identification are Acceptable to Submit?

Valid government-issued photo identification acceptable to submit are listed below.

- Driver's License
- Passport
- Permanent Resident Card
- Temporary Visa
- Military ID
- Provincial Issued ID

In order to ensure that the photo identification you submit is legible, the identification must be a colour copy, contain the enrolled Subscriber's name as well as photograph, and cannot be expired. If the identification you submit appears altered, forged, illegitimate, or is illegible, we may be unable to proceed with your Service Request.

What if I Don't Have the Requested Information?

If you don't know, or have, the email address or contact number(s), go ahead and submit the Service Request Affidavit. *All information in Section II, Service Request Details, is required. If you do not provide the required information, additional documentation and time may be required. Please see below for help locating your device's IMEI/ESN/MEID.*

How do I Find My Device's IMEI/ESN/MEID?

For most devices:

- Your original receipt
- The box the device came in
- Back of the device or under the battery (not all batteries are accessible)
- Your wireless carrier customer agreement

For Android Devices:

- Log in to google.com/dashboard
- Click the Android section to display IMEI/ESN/MEID

For Apple Devices:

- Select "Settings" > "General" > "About" to display IMEI/ESN/MEID

If none of these items are available, please contact your wireless carrier.

What else do I Need to Know?

You can view all the terms and conditions applicable to your Service Request here: <https://mts.brightstarprotect.com>.

After your Service Request Affidavit has been processed, you may be instructed to call 888-324-7730 to continue your Service Request.

WIRELESS EQUIPMENT SERVICE REQUEST AFFIDAVIT

Send completed Affidavit by email to: documents@brightstarprotect.com

IMPORTANT LEGAL NOTICE: A person who knowingly presents a false or fraudulent Service Request Affidavit with the intent to injure, defraud, or deceive may be guilty of a crime and may be subject to fines and confinement in prison. When fraud is discovered, Brightstar Device Protection takes appropriate steps to stop such fraud and will explore all available legal remedies.

Section I: Subscriber Information

Enrolled Subscriber's Full Name _____ Mobile Number _____

Wireless Carrier _____

Billing Address _____

City _____ Province _____ Postal Code _____

Email Address _____ Contact Number(s) _____

You must submit a valid colour copy of one of the government-issued IDs listed below. Please select the type submitted.

- | | |
|---|--|
| <input type="checkbox"/> Driver's License | <input type="checkbox"/> Temporary Visa |
| <input type="checkbox"/> Passport | <input type="checkbox"/> Permanent Resident Card |
| <input type="checkbox"/> Provincial Issued ID | <input type="checkbox"/> Military ID |

Section II: Service Request Details

If your device has been lost or stolen, before submitting this Service Request Affidavit, you must report your device as lost or stolen to your wireless carrier and the device must be permanently disabled on your carrier's network. By submitting this Service Request Affidavit, you acknowledge and certify that you have reported your lost or stolen device to your wireless carrier and have requested that the device be permanently disabled on your wireless carrier's network.

Device Make/Model _____ Device IMEI/ESN/MEID* _____

** See FAQs for help with locating your device's IMEI/ESN/MEID.*

Loss/Incident/Failure Date _____

My device is (select one): Lost Stolen Damaged Malfunctioning

Please describe the loss, incident or failure:

Section III: Sworn Statement

I hereby make a Service Request against the Program Administrator as shown on this Service Request Affidavit. I acknowledge that if any property which is the subject of this Service Request and which is replaced or paid for by the Program Administrator is recovered at any time, it is the property of the Program Administrator and must be returned to the Program Administrator. I understand that if I fail to return such property, I am subject to, and authorize, a non-return fee using the method of payment used to originally file this Service Request. An electronic signature shall have the same effect as an original signature.

I swear/affirm that the wireless device I am requesting for service is owned by me and that the information provided above is true and accurate. I understand that any false or misleading statement made herein is fraud and I may be found guilty of a crime. Brightstar Device Protection will take all legal actions possible in the event of a fraudulent Service Request.

Subscriber's Signature _____ Date Signed _____