

Filing an Insurance Claim

Filing an insurance claim with eSecuritel is easy!

Call 800-654-9156 to process your claim. You have 60 days to process your claim from the date of loss. The following information **must** be provided by the Account Holder or an approved Authorized User on the account:

- Your cell phone number
- The make and model of the handset you are claiming
- The billing address where your Revol bill is mailed
- You are required to give the exact date of loss
- You are required to give a description of the incident that took place at the time of the Loss, Theft or Damage

Important Information About Your Insurance Claim

- If the claim is approved, you are required to pay a deductible based on the make and model of the equipment, ranging from \$50-\$125. You can visit <http://revol.esecuritel.com> for handset specific information. The deductible must be paid in order to receive your replacement phone.
- Once the deductible is paid, your replacement handset can be picked up at any Revol store and must be picked up within 60 days of the claim being approved.
- If your phone is water damaged, you must report the incident that caused the water damage.
- You must bring your damaged handset, battery and charger to a Revol location for inspection prior to receiving your replacement handset.

