

Filing an Insurance Claim

Filing an insurance claim with eSecuritel is easy!

Call 888-406-2446 to process your claim. You have 60 days to process your claim from the date of loss. The following information must be provided:

- Your wireless phone number
- The Make and Model of the handset you are claiming
You can find the make/model on the manufacturers label located under the battery on the back of the phone, on the original phone box or you can call Cellcom Customer Service to verify your model at 800-236-0055.
- 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 your handset was lost or stolen, contact Cellcom immediately to suspend your service and protect yourself against unauthorized use of your account.
- If the claim is approved, you are required to pay a deductible based on the make and model of the equipment, ranging from \$50 to \$100. You can visit <http://cellcom.esecuritel.com> for handset specific information. The deductible must be paid in order to receive your replacement phone.
- Your replacement handset can be picked up at any Cellcom store or Authorized Agent but must be picked up within 60 days of being approved.
- If your phone is water damaged, you must report the incident that caused the water damage
- The manufacturer's warranty always applies first

