

Quick Start Guide

Expert setup assistance is available!

See the "Activate" section below for details.



1. Activate



- 1 Turn on your replacement device and follow the on-screen setup. Most devices will guide you through activating your service automatically.

- 2 Choose the option that applies to you.

Using an eSIM (no physical SIM)?

Once your device is powered on, follow the on-screen steps to activate it during setup. You may be prompted to transfer your number from your old device or scan a QR code. For additional help, visit t-mobile.com/esim.

Using a new SIM card?

Insert the new SIM card into your replacement device. Follow the on-screen instructions to activate your service. If needed, you can complete activation at t-mobile.com or by contacting T-Mobile support at 1-800-937-8997.

Using an existing SIM card?

If your damaged device has a SIM tray, move your SIM card from your damaged device to your replacement. Your service should start working once the device is powered on.

We'll help you set up your replacement device.

Call 1-866-847-4995 now to speak with an expert to set up your device or schedule a virtual appointment at p360.pocketgeek.com.



2. Return



Return your damaged device to Assurant within 10 days of receiving your replacement device. Otherwise, you'll be charged an unrecovered equipment fee as indicated in your coverage documents.

Before you do that, remember to:

- + Transfer the data you want and erase the rest.
- + Disable all security features to protect your personal information. Apple customers should refer to the additional instructions card to disconnect from iCloud. Scan the QR code to the right to watch a step-by-step video.
- + Place your damaged device in the box your replacement came in, cushioned and packed securely to prevent damage during transit.
- + Seal the package securely with durable adhesive tape.
- + Complete the "From" section on the prepaid shipping label and mail your package using any USPS location.



Helpful tips

Visit the FAQs at mytmocclaim.com for info like where to find prepaid return materials.

If your lost or stolen device is recovered, call T-Mobile at 1-800-937-8997 to have it unblocked before sending it back.

Download



Download and register the Protection 360® app by Assurant® to discover all of the benefits included in your plan.

- + Access unlimited live technical support via call or chat for all of your smart devices.
- + View your coverage details.
- + File and track a claim.
- + Troubleshoot your device with helpful device-specific step-by-step guides.



Scan the QR code or download directly from the App Store® or Google Play™.

You'll receive an email when we get your damaged device. To track the return, write down the tracking number under the barcode on the prepaid shipping label and visit usps.com/manage.

If you experience any issues with your replacement device, call us within 7 days of receiving it at 1-866-866-6285.

For the replacement device limited warranty, visit mytmocclaim.com/warranty.