



# How To file a claim?



## What does my Plan cover?

### Accidental Damage + Theft + Perils

Cracked Screen, Liquid Spill, Full Immersion, A.C Adapter, Flood, Fire, Vandalism, , Burglary, Theft, Stolen

### Extended Warranty + Accidental Damage + Theft + Perils

Cracked Screen, Liquid Spill, Full Immersion, A.C Adapter, Flood, Fire, Vandalism, , Burglary, Theft, Stolen Mechanical malfunction, Display Failure, Hard Drive Failure, Battery Failure, WI-Fi Failure, Port Failures, Motherboard Failure, Won't Charge, Won't Power On, Power Surge



- ✓ Login to your account here:  
<https://securranty.com/>
- ✓ Forgot Password? Reset password here:  
<https://securranty.com/Account/Login.aspx>
- ✓ Click on Policies/Claims icon on the dashboard
- ✓ Click on "File Claim" icon for the policy number to initiate a claim
  - Select date when device failure, damage, burglary, theft occurred
  - Describe the failure or damage to the device accurately. For faster processing of the claim, include the picture of device with damage
  - Confirm the information submitted is accurate and then submit the claim
  - You may be contacted for additional information before the claim is approved, please respond to the email support notification to provide information
  - Once your claim is approved, please take your device to the school to have it sent for repair.
  - Apple MacBooks - We will provide a pre-paid shipping label to ship the device to our repair facility

## Questions or Need Assistance?

 832-304-2015

 877-592-7726

 [support@securranty.com](mailto:support@securranty.com)