No more phone drama.

Enjoy your device with one of Verizon’s Device Protection options.

Enclosed are important details, including terms and conditions for Verizon’s Device Protection Options, including:

- Verizon Protect
- Verizon Protect Multi-Device
- Total Mobile Protection
- Total Mobile Protection Multi-Device

Each of these products is available separately.

For business device protection options, see Total Mobile Protection for Business brochure.
Verizon Protect

Verizon Protect offers device protection, security, and technical support for your digital lifestyle. It covers not only your devices, but also protects your personal data and helps you manage your calls.

These device protection benefits are available for select smartphones, subject to parts availability:

**Same-day device replacement and setup.†**
Get your replacement device delivered and set up the very same day it’s lost, stolen or damaged (in most cases). We will deliver your smartphone, help transfer your data and set it up exactly how you want.¹

**Unlimited †, fast cracked screen repair.**
If the screen on your eligible smartphone shatters, your day doesn’t have to. Get your screen fixed for only $29 as soon as the same day, each time you need it.²

**Battery replacement. †**
Don’t let battery issues drain you. Get help fast at a Verizon Authorized Repair Facility.³

**Tech Coach .**
Live, on-demand access to Tech Coach experts who can help you optimize your device and answer virtually any question. Download the Tech Coach app to learn more.⁴

In addition to the device protection benefits, Verizon Protect offers security features to protect your personal data and allows you to view caller details for unknown numbers with caller ID.

**Security and privacy.†**
Protect your smartphones, tablets and home computers from online threats and get around-the-clock peace of mind. Avoid risky websites and downloads, block and remove malware and viruses, and identify which mobile apps are accessing your private info.¹

**Wi-Fi security and protection.†**
Connect to public Wi-Fi with confidence. Safe Wi-Fi’s advanced VPN technology makes your Wi-Fi connection secure and private.²

**Identity theft monitoring.†**
Your identity should only belong to you. Take control with always-on ID monitoring, dark web surveillance, theft alerts and recovery tools.³

**Identify unknown numbers.†**
Get real-time spam alerts and automatic blocking. Plus, get more protection with caller ID so you can see who is calling, access your personal block lists, and view a risk meter for each spam call.⁴

The above benefits are provided under Total Mobile Protection. Eligibility for the above benefits will be determined at time of claim approval. Same-day device replacement and setup is only available when enrolled in Verizon Protect or Total Mobile Protection (single line or multi-device).

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¹ These enhanced benefits are not available for New York customers.
¹ Eligibility is contingent on certain criteria including claim approval time.
² Visit phoneclaim.com/Verizon to check eligibility, which is subject to change.
³ Battery replacement provided under the Verizon Wireless Extended Warranty program is available in select locations. In Florida, battery replacement coverage is provided by the insurance program (device replacement deductible and claim limit apply). Eligibility determined at the point of claim.
⁴ The Tech Coach app collects data from the user’s device to facilitate certain Tech Coach services, including but not limited to the Tap-to-Call, Tap-to-Chat and device optimization and insights functionalities. This data is used solely for Tech Coach services. For complete details, see the Tech Coach terms of service. Device must be on and within the Verizon Wireless Data Network Coverage Area for the Tech Coach app to function. Data usage applies for download and use. The self-help and proactive support functionalities are available at no charge for eligible devices.

² OS restrictions apply. Smartphones and network-enabled tablets must be running Android OS 4.4+ or iOS 11+ for computers. Anti-virus and app privacy scanning not supported on iOS. Digital Secure app download required.
³ Enrollment via Digital Secure app required. Verizon does not monitor all transactions and cannot protect against all identity theft; credit monitoring is not provided. Customer should contact three national credit bureaus, Equifax, Experian and TransUnion, to monitor credit report. Customer should always take steps to safeguard personal information to reduce chances of becoming a victim of identity theft.
⁴ Compatible device required; features included vary by device. Call Filter app required for spam blocking and other enhanced spam protection tools.
## Device Protection
### Summary of Key Terms and Conditions

### Verizon Protect (Protect) and Total Mobile Protection (TMP)

<table>
<thead>
<tr>
<th>Monthly Charge</th>
<th>Max. Number of Insurance (WPP) Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Single Device</strong></td>
<td></td>
</tr>
<tr>
<td>Smartphones (Tier 1)* and Watches</td>
<td>Protect</td>
</tr>
<tr>
<td></td>
<td>$17</td>
</tr>
<tr>
<td></td>
<td>$14</td>
</tr>
<tr>
<td>Smartphones (Tier 2)*, Basic Phones and Tablets</td>
<td>Protect</td>
</tr>
<tr>
<td></td>
<td>$17</td>
</tr>
<tr>
<td></td>
<td>$14</td>
</tr>
<tr>
<td><strong>Multi-Device</strong></td>
<td></td>
</tr>
<tr>
<td>Account-based coverage for accounts with 3 lines with eligible devices (up to 10 lines).</td>
<td>Protect MD**</td>
</tr>
<tr>
<td></td>
<td>$50 per account**</td>
</tr>
<tr>
<td><strong>Additional Coverage</strong></td>
<td></td>
</tr>
<tr>
<td>(Available with MD only)*</td>
<td>Protect MD</td>
</tr>
<tr>
<td>Account-based coverage for accounts with 3-10 lines with eligible devices.</td>
<td>$11 per additional line</td>
</tr>
</tbody>
</table>

*For information about your smartphone model Tier, see the “Deductible Amounts” table in this brochure, go to phoneclaim.com/Verizon or call 1.888.881.2622. **Regardless of device type

### Wireless Phone Protection (WPP) Insurance

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Loss, theft and damage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement deductible</td>
<td>$9/$99/$149/$199/$249, depending on device type</td>
</tr>
<tr>
<td>Cracked screen repair deductible</td>
<td>$29 (available for select smartphones and subject to parts availability).³</td>
</tr>
</tbody>
</table>

### Verizon Extended Warranty (EW)

| Coverage | Unlimited repairs and replacements provided for post-warranty defects. Includes battery replacements for battery malfunctions (for select smartphones, subject to parts availability).⁵ |

### Verizon Tech Coach

| Coverage | Tech support for the covered device(s) and virtually anything they connect to. All devices on TMP MD or Verizon Protect MD accounts have access to Tech Coach. |

### Additional Information for All Programs

| Cancellation Policy | You can cancel your coverage at any time and receive a prorated refund of your monthly fee. |
| Replacement devices | Replacement device could be new or refurbished. You may also receive generic accessories with lost, stolen or damaged claims. |

### New York Producer Compensation

Verizon Wireless Services, LLC (“Producer”) has a limited license to sell wireless communications equipment insurance in New York (license #942643) and will be paid a portion of your monthly premium by Liberty Insurance Underwriters, Inc. (“Insurer”). The Producer will be compensated by the Insurer if you purchased the insurance. The Producer’s compensation may vary based on the product you purchased. For more information about compensation, please ask your sales representative.

### Covered Devices

If your device is lost, stolen or damaged, your accessories are covered too. For Phones one each of the following: standard battery, standard car charger, standard case, standard home charger and standard earbud; For Netbooks one of the following: standard wall/USB charger, 16GB memory card and standard earbud; and For Smart Watches one of the following: standard wrist band of like kind and quality to the band received at time of purchase (not to include bands purchased separately from the watch), an adapter and standard charging cable.

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1NY Customers: Separately available products are WPP $3.10/mo. for Smartphones (Tier 2), Basic Phones and Tablets or $6.85/mo. for Smartphones (Tier 1) and Watches; EW $5/mo.; and Verizon Tech Coach $9/mo. Verizon Protect is a combination of multiple products, each of which is available separately; TMP (see above), Digital Secure $5/mo., Call Filter Plus $2.99/mo.

2 Separately available products are WPP $3.10/mo. for Smartphones (Tier 2), Basic Phones and Tablets or $6.85/mo. for Smartphones (Tier 1) and Watches; EW $5/mo.; and Verizon Tech Coach $9/mo. Verizon Protect is a combination of multiple products, each of which is available separately; TMP (see above), Digital Secure $5/mo., Call Filter Plus $2.99/mo.

3 You’ll receive 3 more shared claims per 12 mo. for your account per additional line covered.

4 Visit phoneclaim.com/Verizon to check eligibility and the repair option available in your area. Repair options determined at the point of claim.

5 Verizon Wireless Extended Warranty (EW) program is not available in Florida. In Florida, coverage for post-warranty defects is provided by the insurance program (WPP) (device replacement deductible and claim limit apply).
### Device Protection

#### Deductible Amounts

Replacement deductibles for select devices:

<table>
<thead>
<tr>
<th>Smartphones (Tier 1) and Watches</th>
<th>Deductible</th>
<th>Sample of devices</th>
</tr>
</thead>
<tbody>
<tr>
<td>$9</td>
<td>No devices at this time</td>
<td></td>
</tr>
<tr>
<td><strong>$99</strong></td>
<td>Apple® iPhone® 5s 16 GB, Apple® iPhone® SE (16 GB, 64 GB), Apple® iPhone® 5c 16 GB, Apple® iPhone® 6 (16 GB, 64 GB), Apple® Watch Series 3 GPS + Cellular (Aluminum Case), Apple® Watch Nike+ GPS + Cellular, Gear S2, Gear S2 Classic, Motorola Droid Maxx 2, Motorola Moto Z Play, Samsung Galaxy Note 4, Samsung Galaxy S4, Samsung Galaxy S5</td>
<td></td>
</tr>
<tr>
<td><strong>$149</strong></td>
<td>Apple® iPhone® 6 Plus (16 GB, 64 GB), Apple® iPhone® 6S (16 GB, 32 GB, 64 GB, 128 GB), Apple® iPhone® 6s Plus 16 GB, Apple® iPhone® 7 (32 GB, 128 GB), Apple® iPhone® 8 64 GB, LG G5, Motorola Droid Turbo 2, Motorola Moto Z Force Droid, Samsung Galaxy S6 32 GB, Samsung Galaxy S7 32 GB, Samsung Galaxy S7 Edge 32 GB, Samsung Galaxy S8 64 GB, Samsung Galaxy S9 64GB</td>
<td></td>
</tr>
<tr>
<td><strong>$199</strong></td>
<td>Apple® iPhone® 6s Plus 64 GB, Apple® iPhone® 7 Plus (32 GB, 128 GB, 256 GB), Apple® iPhone® 8 256 GB, Apple® iPhone® 8 Plus (64 GB, 256 GB), Apple® iPhone® X (64 GB, 256 GB), Apple® iPhone® XR (64 GB, 128 GB, 256 GB), Apple® iPhone® XS 64 GB, 256 GB, Apple® iPhone® XS Max 64 GB, Samsung Galaxy S8+, Samsung Galaxy S9+, Samsung Galaxy S10, Samsung Galaxy S10 Lite, Samsung Galaxy S10+ 128GB</td>
<td></td>
</tr>
<tr>
<td><strong>$249</strong></td>
<td>Apple® iPhone® XS Max 256 GB/512 GB, Apple® iPhone® Xs 256 GB, Samsung Galaxy S10+ 512 GB/1 TB</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Smartphones (Tier 2), Basic Phones and Tablets</th>
<th>Deductible</th>
<th>Sample of devices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$9</strong></td>
<td>Jetpack MiFi6620L, Verizon Ellipsis 8, Ellipsis 7 Tablet, Samsung Galaxy J3 V, Samsung Galaxy Core Prime</td>
<td></td>
</tr>
<tr>
<td><strong>$99</strong></td>
<td>Google Nexus 7, G Pad X8.3</td>
<td></td>
</tr>
<tr>
<td><strong>$149</strong></td>
<td>Apple® iPad® mini Retina® Display 16 GB, Apple® iPad® Air 16 GB, Apple® iPad® Air 2 16 GB</td>
<td></td>
</tr>
<tr>
<td><strong>$199</strong></td>
<td>Apple® iPad® Air (32 GB, 64 GB), Apple® iPad® Pro 128 GB</td>
<td></td>
</tr>
<tr>
<td><strong>$249</strong></td>
<td>No devices at this time</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cracked Screen Repair</th>
<th>Deductible</th>
<th>NOTE: Repair is available on select smartphones, subject to parts availability. To check availability, go to phoneclaim.com/Verizon.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>$29</strong></td>
<td></td>
<td>$29 deductible tier does not apply to any device models at this time but may be used in the future.</td>
</tr>
</tbody>
</table>

All deductibles are non-refundable, and per approved claim.

If you don't see your device, go to phoneclaim.com/Verizon or call 1.888.881.2622.

$29 deductible tier does not apply to any device models at this time but may be used in the future. DROID is a trademark of Lucasfilm Ltd. and its related companies. Used under license. Apple, Apple logo, iPad, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. All other trademarks, service marks, and product brands that appear herein are the property of their respective owners.

### Important things you need to know about Device Protection

**Optional Insurance Coverage**

You don't need to purchase insurance coverage to activate your Verizon service.

**Duplication of Coverage**

You may already have coverage under your homeowners insurance or other means.

**Sales Representative Qualifications**

Unless otherwise licensed, Verizon sales representatives are not qualified or authorized to evaluate the adequacy of your existing insurance coverages.

**Electronic Communications**

If you have or in the future provide your email or other electronic address to Verizon, Asurion or its partners involved in administering this program may send you program terms and conditions through electronic means to the last address Verizon has on file.

**Replacement Devices**

It is our goal to provide you with a replacement device that is the same color and has the same features, but this cannot be guaranteed. If the same make and model you claim is not available, a similar make and model will be substituted.

**Covered Property**

Your coverage applies to the device being used on your mobile number (for TMP Multi-Device, coverage applies to devices you have registered for coverage). If you change devices, your deductible or premium could change. Please see the sample list of devices in this brochure.

**Non-Return Fee**

If you receive a replacement device, your original device must be returned to us (unless it has been lost or stolen) using the prepaid shipping label provided with your replacement device. Under the insurance program, a Non-Return Fee based on the cost of the claim to Liberty Insurance Underwriters Inc. may be charged for your failure to return your original device. Under the Verizon Extended Warranty, a Non-Return Fee of up to the full retail price of the replacement device may be charged for your failure to return your original device.

**Exclusions and Limitations**

Coverage contains limitations and exclusions. For example, intentional loss or damage, cosmetic damage, and manufacturer recall or design defect, are excluded. A complete list of exclusions and limitations can be found in Section B of the full terms and conditions.
Verizon Device Protection Options.
Many choices for many needs, including:
• Verizon Protect
• Verizon Protect Multi-Device
• Total Mobile Protection
• Total Mobile Protection Multi-Device
• Total Equipment Coverage (TEC)*
• Wireless Phone Protection (WPP)
• Verizon Extended Warranty*
• Tech Coach

See “Device Protection Summary of Key Terms and Conditions.”

* Not available in Florida.
† These enhanced benefits are not available for New York customers.
1 Eligibility is contingent on certain criteria including claim approval time.
2 Visit phoneclaim.com/Verizon to check eligibility, which is subject to change.
3 Battery replacement provided under the Verizon Wireless Extended Warranty program is available in select locations. In Florida, battery replacement coverage is provided by the insurance program (device replacement deductible and claim limit apply). Eligibility determined at the point of claim.
4 The Tech Coach app collects data from the user’s device to facilitate certain Tech Coach services, including but not limited to the Tap-to-Call, Tap-to-Chat and device optimization and insights functionalities. This data is used solely for Tech Coach services. For complete details, see the Tech Coach terms of service. Device must be on and within the Verizon Wireless Data Network Coverage Area for the Tech Coach app to function. Data usage applies for download and use. The self-help and proactive support functionalities are available at no charge for eligible devices.
5 You’ll receive 3 more shared claims per 12 mo. for your account per additional line covered.

Total Mobile Protection
Total Mobile Protection provides coverage for loss, theft, damage (including liquid), and post-warranty defects. Plus, the following benefits are also included for select smartphones, subject to parts availability:

Clock Same-day device replacement and setup.*

Unlimited†, fast cracked screen repair.

Battery replacement.

Tech Coach.

For the above benefits, eligibility will be determined at the time of claim approval.

Protect the whole family.
Flexible Multi-Device coverage is also available for accounts with at least 3 lines.

Verizon Protect Multi-Device and TMP Multi-Device offer coverage for accounts with 3 lines (max of 10) with eligible devices and the ability to add more coverage for more lines, as needed. Key features:

• You can share up to 9 claims (excluding cracked screen claims) among 3 coverage slots in a 12-month period.
• Claims roll off after 12 consecutive months without a claim on the registered line.
• If you have additional lines, you can add Additional Coverage (up to 7 lines) which gives you another coverage slot with 3 more shared claims in a 12 month period, which can be shared across all of your coverage slots. 5

See “Device Protection Summary of Key Terms and Conditions.”
How to join.

It’s easy to sign up for any of Verizon’s Device Protection options, but you must act quickly.

To enroll, call 1.800.256.4646, go to vzw.com/deviceprotection or visit a Verizon store. You are eligible to enroll in device protection within the first 30 days of activation or upgrade.

Filing a claim is painless.

To file a claim for lost, stolen or damaged devices:
• Visit vzw.com/deviceprotection
• Call Asurion Insurance Services, Inc. at 1.888.881.2622
• Log on to your My Verizon account
• If traveling internationally, call 615.647.3364

All claims must be filed within 90 days of incident.

To file a claim for a post-warranty defect or battery replacement:*
• Call 1.866.406.5154
• Florida customers, call 1.888.881.2622

Fraud:
Any person who, knowingly and with intent to injure, defraud or deceive any insurer, files a statement of claim or an application containing any false, incomplete or misleading information is guilty of insurance fraud. In Florida, such conduct is a felony of the third degree.

Questions regarding this program should be directed to Liberty Insurance Underwriters Inc.’s licensed agent, Asurion Insurance Services, Inc. at 1.888.881.2622. Once your eligibility is verified, the monthly fee will be added to your wireless bill.

BINDING ARBITRATION
WHILE WE TRY AND RESOLVE DISPUTES, THE INSURANCE POLICY CONTAINS A MANDATORY BINDING ARBITRATION PROVISION THAT REQUIRE THE SUBMISSION OF ALL DISPUTES (EXCEPT WHERE EXPRESS STATE EXEMPTIONS ARE PROVIDED) TO ARBITRATION IN ACCORDANCE WITH THE PROVISIONS SET FORTH IN SECTION G.1. OF THE POLICY.

*For Verizon E.W (standalone and in the bundles), except in FL.
Discover everything your device can do.

Our tech experts aren’t there only for when you have a question. They can help you get more out of the tech you love and rely on every day.

Here are just a few of the things they can teach you how to do:

Security and privacy.
Personalize your feature settings to maximize the benefits offered with Verizon Protect.

Secure your data.
Make sure your information doesn’t end up in the wrong hands.

Master your new device.
Learn the features that will save you time and help you use your new device to its fullest.

Download the Tech Coach app to learn more.³

³The Tech Coach app collects data from the user’s device to facilitate certain Tech Coach services, including but not limited to the Tap-to-Call, Tap-to-Chat and device optimization and insights functionalities. This data is used solely for Tech Coach services. For complete details, see the Tech Coach terms of service. Device must be on and within the Verizon Wireless Data Network Coverage Area for the Tech Coach app to function. Data usage applies for download and use. The self-help and proactive support functionalities are available at no charge for eligible devices.