

WIRELESS EQUIPMENT REPLACEMENT AFFIDAVIT FAQs

How to Submit the Required Documentation

1. Print, fill out, and sign the Affidavit.
2. Have the Affidavit notarized.
3. Scan or take pictures of both the completed Affidavit and your valid photo identification.
4. Submit both documents by email to Documents@brightstarprotect.com or by mail to Brightstar Device Protection, LLC, Attn: Asset Protection, P.O. Box 03, Alpharetta, GA 30009-9998.

Once submitted, please allow up to 2 business days for your documentation to be reviewed. Additional time may be required if submitted by mail. If you provide your email address, we will contact you once we have received your documents. If you have not received communication regarding the status of your replacement request within 2 business days of submitting your documentation, call us at (877) 778-8880.

What Types of Identification are Acceptable to Submit?

Valid government-issued photo identification acceptable to submit are listed below.

- Driver's License
- State or Federally Issued ID
- Resident Alien Permit
- Passport
- Immigrant Visa
- U.S. Military ID

In order to ensure that your photo identification is legible, the identification must be in color, contain the Enrolled Subscriber's name as well as photograph, and cannot be expired. If the identification appears altered, forged, illegitimate, or is illegible, we may not be able to proceed with your replacement request.

Where Can I Find a Notary Public?

Notaries public are designated by each state's Secretary of State. Many banks, mailing services (e.g., UPS and FedEx Office locations), and grocery stores have a notary public on staff.

What if I Don't Have the Requested Information?

If you don't know, or have, an email address or contact number(s), go ahead and submit the form. All information in Section II, Replacement Request Details, is required. If you do not provide the required information, additional documentation and time for review may be required. Please see below for help locating your device's IMEI/ESN/MEID.

How do I Find My Device's IMEI/ESN/MEID?

For most devices:

- Your original receipt
- The box the device came in
- Back of the device or under the battery (not all batteries are accessible)
- Your wireless carrier customer agreement

For Android Devices:

- Log in to google.com/dashboard
- Click the Android section to display IMEI/ESN/MEID

For Apple Devices:

- Select "Settings" > "General" > "About" to display IMEI/ESN/MEID

If none of these items are available, please contact your wireless carrier.

What Else do I Need to Know?

You can view all the terms and conditions applicable to your replacement request here: <https://russellcellular.brightstarprotect.com>.

After your Replacement Affidavit has been processed, you may be instructed to call (877) 778-8880 to continue your Replacement Request.



WIRELESS EQUIPMENT REPLACEMENT AFFIDAVIT

Send completed Affidavit by email to: documents@brightstarprotect.com

IMPORTANT LEGAL NOTICE: A person who knowingly makes or presents a false or fraudulent Affidavit with the intent to injure, defraud, or deceive any insurer may be guilty of a crime and may be subject to fines and confinement in prison. When fraud is discovered, Brightstar Device Protection will take appropriate steps to stop such fraud and will pursue all available legal remedies.

Section I: Subscriber Information

Enrolled Subscriber's Printed Name _____ Mobile Number _____

Wireless Carrier _____

Billing Address _____

City _____ State _____ Zip Code _____

Email Address _____ Contact Number(s) _____

You must submit a valid copy of one of the government-issued IDs listed below. Please select the type submitted.

- State or Federally Issued ID
- Immigrant Visa
- Driver's License
- Passport
- US Military ID
- Resident Alien Permit

Section II: Replacement Request Details

If your device has been lost or stolen, before submitting this Affidavit, you must report your device as lost or stolen to your wireless carrier and the device must be permanently disabled on your carrier's network. By submitting this Affidavit, you acknowledge and certify that you have reported your lost or stolen device to your wireless carrier and have requested that the device be permanently disabled on your wireless carrier's network.

Device Make/Model _____ Device IMEI/ESN/MEID* _____

**See FAQs for help locating your device's IMEI/ESN/MEID.*

Loss/Incident/Failure Date _____

My device is (select one): Lost Stolen Damaged Malfunctioning

Please describe the loss, incident, or failure:

Section III(a): Notarized Sworn Statement

I hereby make a replacement request against the insurance company/service contract provider as shown on this Affidavit. I acknowledge that if any property which is the subject of this replacement request and which is replaced or paid for by the insurance company/service contract provider is recovered at any time, it is the property of the insurance company/service contract provider and must be returned to the insurance company/service contract provider. I understand that if I fail to return such property, I am subject to, and authorize, a non-return fee using the method of payment used to originally file this replacement request.

I swear/affirm that the wireless device I am claiming is owned by me and that the information provided above is true and accurate. I understand that any false or misleading statement made herein is fraud and I may be found guilty of a crime. Brightstar Device Protection, LLC will take all legal actions possible in the event of a fraudulent claim. **This Affidavit must be signed in the presence of a Notary Public.**

Enrolled Subscriber's Signature _____ Date _____

Section III(b): Completed by the Notary Public:

_____ (Enrolled Subscriber's Name) personally appeared before me and produced his/her government-issued photo ID and, being first duly sworn, declared that the statements contained in this Replacement Affidavit are true.

SWORN AND SUBSCRIBED BEFORE ME ON THIS _____ Day of _____ 20_____

Notary _____ Notary Public's Phone Number _____