



PROTECT THE DEVICES YOU LOVE

The information on this document applies to Puerto Rico and USVI residents.



PROTECTION 360™

Why worry about your device when you can rest easy knowing it’s covered? Protection 360™ does just that and helps protect you from life’s mishaps. Coverage includes loss and theft device replacement, unlimited accidental damage, tech support, and more.

For complete peace of mind, the choice is Protection 360.

Accidental Damage, Loss, and Theft

- Drops? Cracks? Spills?**
You get unlimited replacements if your device is accidentally damaged.¹
- Lost or stolen device?**
Get a replacement device as soon as the next day, when available, so you can reconnect quickly.

Additional Services

- McAfee® Security for T-Mobile with ID Theft Protection³**
Online protection for your identity, privacy, and devices. [Download the app from Google Play™ or the App Store® to help you:](#)
 - Detect and resolve identity theft to protect you from fraud
 - Secure up to 10 devices including smartphones, tablets, Macs, and PCs against online threats
 - Eliminate the hassle of remembering passwords with the True Key™ app



- JUMP!® Upgrades**
Upgrade your qualifying device purchased on an Equipment Installment Plan (EIP) when 50% of the device cost has been paid.

Mechanical and Electrical Failure

- Device malfunction?**
You’re covered if your device experiences mechanical breakdown, even after the manufacturer’s warranty expires.²
- Defective or broken screen protector?**
If you purchase an eligible screen protector from T-Mobile for the device you’re enrolling, you can get it replaced in store at no additional cost. (This excludes liquid glass screen protectors.)

- Protection 360™ app by Assurant®⁴**
File and track claims, view plan and service fee/deductible information, find useful tips tailored to your specific device, and access live support for your phone as well as your connected devices like smart thermostats, voice assistants, smart lighting, streaming TV devices, and more.



Protection 360						
Device Tier	1	2	3	4	5 and BYOD	6
Monthly Cost	\$7	\$9	\$13	\$16	\$18	\$25

¹ We'll provide a replacement device and collect the appropriate service fee based on device tier for accidental damage.
² For BYOD customers, this benefit starts after the manufacturer's warranty expires.
³ McAfee Security for T-Mobile with ID Theft Protection is subject to McAfee's License Agreement and Privacy Notice and is for personal use on supported devices. Not all features are available for all operating systems — see System Requirements at [mcafee.com/en-us/consumer-support/help/system-requirement.html](#) for supported devices. For more information and legal disclaimers, visit [mcafee.com/en-us/consumer-support/policy/legal.html](#).
⁴ Download and register the Protection 360™ app by Assurant® to have full access to features. Availability and features may vary by device and operating system.

PROTECTION. UPGRADES. SUPPORT.

How do I file a claim?

Easy online self-serve access is available at mytmclaimpr.com. You can also file a claim by using **T-Life** or the **Protection 360™ app**, or by calling **1-877-281-9767**. For loss/theft, you may need to call T-Mobile to suspend service. You may be required to disable the Find My/Find My iPhone feature, or other security features, prior to making a claim and before sending back a claimed device. Remember to file a claim within the time frame indicated in your coverage documents. Have the following information ready.

- Make, model, IMEI, and details about what happened to your damaged or lost device
- Contact info (Have your my.t-mobile.com user ID and password handy so we can verify your identity. We may ask you for your picture ID in the claims process.)
- Payment method for service fee/deductible
- Shipping information (domestic U.S., Puerto Rico, and USVI only)

You may be required to provide additional documentation (such as a proof of loss form) to process your claim.

When you file a claim, depending on the plan you're enrolled in, we'll present you with the replacement options available to you, which may include device replacement through JUMP!® Upgrades or advanced exchange replacement by mail. If your claim is authorized for replacement:

- It'll be with a reconditioned one of like kind and quality. If a reconditioned device isn't available, we'll replace it with a new device of like kind and quality. Device color may vary depending on availability.
- It'll be shipped the next business day, when available, at no additional cost to you once Assurant approves your claim.
- You'll have 10 days to return your damaged device. Otherwise, a nonreturn fee will apply. Instructions on how to return the device and prepaid shipping materials will be provided.

What's the service fee/deductible for my device?

Once your claim is approved, a service fee/deductible based on your device tier, plan, and the type of claim, plus tax if applicable, will be collected from you by credit or debit card.

Are there any claim limits I need to know about?

For Protection 360, there's no limit on accidental damage claims or mechanical and electrical failure claims. For loss and theft, you get up to five (5) claims in any rolling 12-month period based on the date of the first replacement.

For Standard Device Protection, there's no limit on mechanical and electrical failure claims. On accidental damage claims or loss and theft, there's a one (1)-claim limit in any rolling 12-month period based on the date of the first replacement.

The maximum coverage per claim is the lesser of the replacement value of the covered device or the purchase price of the claimed device, minus your service fee/deductible.

Notice. All features may not be available in all locations. Some features may require registration to activate. For more information and legal disclaimers, visit mcafee.com/en-us/consumer-support/policy/legal.html.

- Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company under group or blanket policy(ies). The description herein is a summary and intended for informational purposes only. It doesn't include all terms, conditions, and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions. Review the Summary of Benefits and additional Product Terms of Service at mcafee.com/consumer/en-us/policy/global/legal.html?tab=product.
- **FAIR CREDIT REPORTING ACT:** You have numerous rights under the FCRA, including the right to dispute inaccurate information in your credit report(s). Consumer reporting agencies are required to investigate and respond to your dispute, but aren't obligated to change or remove accurate information that's reported in compliance with applicable law. While this plan can provide you with assistance in filing a dispute, the FCRA allows you to file a dispute for free with a consumer reporting agency without the assistance of a third party.
- While McAfee Identity Theft Protection provides you with tools and resources to protect yourself and recover from identity theft, no identity can be completely secure.

Other important information about device protection plans
Device Protection Summary: We'll provide you with a copy of the coverage documents with full details on benefits, exclusions, and service fees/deductibles when you enroll in the program. Coverage documents will be delivered in Spanish. The language in this advertisement is for informational purposes only and may differ from your coverage documents due to linguistic differences. Your Spanish-language documents contain the official terms of your policy and will take precedence in the event of a dispute.

- T-Mobile employees aren't licensed insurance agents, and aren't qualified or authorized to assess the adequacy of your existing coverages. This program may duplicate other coverages you may have, such as homeowners and renters insurance. This program would cover you before any other insurance. You may check with your licensed agent for your own insurance assessment.
- T-Mobile receives compensation for services performed in connection with this program.
- This program covers the device and the standard charger, standard battery, and SIM card (if applicable to your device). Accessories included in the original device packaging are covered in the event of an incident simultaneously affecting both the device and the accessory.
- You must return your damaged or malfunctioning device within 10 days of receipt of your replacement device. If you don't return the device, you'll be charged an unrecovered equipment fee no greater than the value of the replacement device plus applicable shipping costs.
- **Exclusions:** Losses caused by or resulting from abuse; misuse; service performed by anyone not authorized by us; intentional or cosmetic damage; pre-existing conditions; manufacturer's recall; certain acts of God; and consequential damage. Refer to coverage documents for a full list of exclusions.

- **Term: Each plan is a month-to-month program that automatically renews unless canceled.** Coverage starts at 12:01 a.m. on the date you enroll.
- **Cancellation:** You can cancel your optional coverage at any time by calling 1-800-937-8997 or visiting my.t-mobile.com. You may cancel at any time to receive a refund and/or credit, if any, of the unearned portion of the price paid within the time frame required by law. This is a monthly renewable plan and must be paid on a monthly basis, or coverage will be canceled in accordance with applicable state law for nonpayment. We won't cancel coverage for nonpayment without providing you with the opportunity to pay within the applicable notice period.

Underwriter/Provider and Administrator Information: Property insurance (for loss and theft coverage) is underwritten by Caribbean American Property Insurance Company domiciled at Torre Chardón, 350 Carlos Chardón Avenue, Suite 1101, San Juan, PR 00918. Insurance coverage is provided under a master policy issued in the name of T-Mobile ("T-Mobile"). You will be the certificate holder of the insurance certificate in favor of T-Mobile with the right to receive the benefits of coverage against loss and theft. The Service Contract (for mechanical and electrical failure and accidental damage) is provided through a service contract administered by Assurant Services of Puerto Rico, Inc. domiciled at Torre Chardón, 350 Carlos Chardón Avenue, Suite 1101, San Juan, PR 00918. The Protection 360 app by Assurant is provided by The Signal. These companies and CWork Solutions, LP do business under the trade name Assurant. The protection program applies to postpaid customers only.

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Protection 360			
Device Tier	Loss/Theft	Mechanical & Electrical Failure ^{2,5}	Accidental Damage
1	\$10	\$0	\$10
2	\$49		\$49
3	\$99		\$99
4	\$149		
5 & BYOD	\$249		
6	\$499		\$199

Standard Device Protection			
Device Tier	Loss/Theft	Mechanical & Electrical Failure ^{2,5}	Accidental Damage
1	\$10	\$0	\$10
2	\$49		\$49
3	\$99		\$99
4	\$149		
5 & BYOD	\$249		
6	\$499		\$199

⁵ There's a \$5 processing fee for mechanical breakdown claim exchanges.
There's no processing fee for eligible mechanical breakdown claims handled by the manufacturer.

Important stuff you need to know

JUMP!® Upgrades Summary: You're eligible for this benefit only if you have an EIP and you've paid 50% of your device cost. You must also be current with your scheduled EIP payments and your wireless service payments. The device must be in good working order. JUMP! Upgrades from T-Mobile; trade-in benefits through T-Mobile USA, Inc. Program administrative fees paid

to T-Mobile USA, Inc. **Protection 360™ App by Assurant® Summary:** Download and register to have access to the Protection 360™ app features. Availability and features may vary by device, operating system, and plan. Data charges may apply. During registration, you'll be provided with the End User Licensing Agreement, which includes your rights for the product and the product's terms of use. **McAfee® Security for T-Mobile Summary:** McAfee Security for T-Mobile with ID Theft Protection is provided by McAfee and subject to the McAfee License Agreement and Privacy