

Filing an Insurance Claim

Filing an insurance claim with eSecuritel is easy!

Call 888-232-2266 to process your claim. You have 60 days to process your claim from the date of loss. The following information **must** be provided by the Account Holder or an approved Authorized User on the account:

- Your cell phone number
- The make and model of the handset you are claiming
- The billing address where your nTelos bill is mailed
- You are required to give the exact date of loss
- You are required to give a description of the incident that took place at the time of the Loss, Theft or Damage (the Account Holder or Authorized User who was in possession of the handset at the time of the incident must be available to provide an accurate loss description)

Important Information About Your Insurance Claim

- Please have your claim number available to receive a loaner phone (enter claim number here): _____
- If the claim is approved, you are required to pay a deductible based on the make and model of the equipment, ranging from \$50-\$100. You can visit <http://ntelos.esecuritel.com> for handset specific information. The deductible must be paid in order to receive your replacement phone.
- Your replacement handset will be shipped by 2nd day delivery free of charge. Overnight delivery is available for a \$15 fee.
- If you are unable to pay your deductible during the claims process, you can be placed on Payment Hold for 60 days. You must fulfill the claim within 30 days.
- If your phone is water damaged, you must report the incident that caused the water damage.

