SOFTWARE & TECH

Asurion Phone Claim Affidavit Form Att

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Understanding the Asurion Phone Claim Affidavit Form for AT&T Customers

When you purchase a smartphone through AT&T, you likely also sign up for device protection through Asurion. This insurance covers loss, theft, accidental damage, and mechanical breakdowns. However, the claims process is not always straightforward. One of the most critical documents you will encounter is the **Asurion Phone Claim Affidavit Form**for AT&T. This form serves as a sworn statement that verifies the circumstances of your claim, especially when a device is lost or stolen. Without completing this affidavit accurately, your claim may be delayed or even denied. In this comprehensive guide, we explain everything you need to know about the Asurion phone claim affidavit form for AT&T, including when it is required, how to fill it out correctly, and what to do if you run into problems.

What Is the Asurion Phone Claim Affidavit Form?

The Asurion phone claim affidavit form is a legal document that AT&T and Asurion require from customers who file a claim for a lost or stolen device. The form asks you to confirm, under penalty of perjury, that your device was indeed lost or stolen and that you have not already received a replacement or reimbursement from any other source. It also includes questions about the circumstances of the loss or theft, such as the date, time, location, and any police reports filed. The affidavit protects Asurion and AT&T from fraudulent claims, ensuring that only legitimate losses are covered.

Why Does AT&T Require This Affidavit?

AT&T and Asurion process thousands of insurance claims every day. Unfortunately, a small percentage of claims are fraudulent — for example, a customer might sell a device and then claim it was stolen. To prevent this, the companies require a signed affidavit. By signing, you agree that the information you provide is true and that you understand the legal consequences of lying. This step is especially important for lost or stolen claims because there is no physical damage to verify. The affidavit also helps AT&T update its internal records and blacklist the lost or stolen device's IMEI number, rendering it unusable on most networks.

When Do You Need to Submit an Affidavit?

- Lost or stolen device claims: If you report your device as lost or stolen, Asurion will almost always ask for an affidavit.
- Claims where the device is not recovered: Even if you initially thought you lost the device but later find it, you may still need to submit an affidavit if you filed a claim.
- High-value device claims: Occasionally, Asurion may request an affidavit for high-value devices even in damage cases, though this is less common.

Note that damage claims (e.g., cracked screen, water damage) typically do not require an affidavit because you can send in the damaged device for inspection.

How to Obtain the Asurion Phone Claim Affidavit Form for AT&T

You cannot download the form from a public website. Instead, Asurion provides it after you initiate a claim through AT&T or directly through Asurion. There are three common ways to receive the form:

1. During the online claims process: After you submit a lost or stolen claim online at phoneclaim.com/att, the

system may generate a PDF of the affidavit for you to download, print, and sign.

2. Via email: Asurion often sends the affidavit as an email attachment within 24 hours of filing the claim. Check your spam folder if you don’t see it.

3. By mail: In some cases, especially for customers without easy internet access, Asurion will mail a physical affidavit to your address on file. This can add several days to the process.

If you haven’t received the affidavit after 48 hours, contact Asurion customer service at 1-888-562-8662 (for AT&T customers) or chat with a representative through the claims portal.

Step-by-Step Guide to Filling Out the Asurion Phone Claim Affidavit Form for AT&T

Filling out the affidavit correctly is crucial. Even a small error can cause your claim to be rejected. Follow these steps carefully:

Before you start writing, have the following ready:

- Your full name, address, and phone number (the one used on your AT&T account).
- Your AT&T wireless account number or the phone number associated with the lost/stolen device.
- The make, model, and color of the device.
- The device's IMEI or MEID number (usually found on the original box or your AT&T account online).
- The date and approximate time the device was lost or stolen.
- The location where the loss or theft occurred (as specific as possible).
- A police report number, if you filed one (not always required but highly recommended).

The form will have a brief set of instructions at the top. Read them completely. Some forms require notarization, while others only ask for a witness signature. As of 2025, many Asurion affidavits no longer require notarization for AT&T claims, but check the specific form you receive.

Write your name exactly as it appears on your AT&T account. Use your legal name. If your surname has changed, include your previous name in parentheses.

You will be asked to describe how you lost the device or how it was stolen. Be honest and provide as much detail as possible. For example:

- "I left my phone on the seat of my car while I filled gas at a Shell station at 123 Main St. When I returned, the phone was gone."
- "I was walking home from the subway at 10 PM on March 5, 2025, and someone grabbed my phone out of my hand. I chased but could not catch them."

Sign the document in blue or black ink. Electronic signatures are often not accepted. Date the signature. If a witness is required, have someone who is not a family member sign and print their name.

Return the completed affidavit to Asurion. You can usually upload it through the claims portal as a scanned PDF or photo. Some customers are asked to fax or mail it. Follow the instructions provided on the form or in the email. Keep a copy for your records.

Common Mistakes to Avoid on the Asurion Phone Claim Affidavit Form

Even experienced customers make errors. Here are the most frequent mistakes that lead to delays:

- Incorrect or missing IMEI number: Double-check the IMEI. One wrong digit and Asurion cannot match it to your claim.
- Vague description of the incident: Writing "I lost it" is not enough. Provide context: where, when, how.
- Signing before a witness when required: If the form has a witness line, do not sign it in private. Have a witness

present.

- Using a different name or address: Your affidavit must match your AT&T account information precisely.
- Failing to notarize if required: Some older affidavit forms still require a notary stamp. If you skip this, the form will be rejected.

What Happens After You Submit the Affidavit?

After Asurion receives your signed affidavit, they will review it along with your claim. The typical timeline is:

- 1-2 business days: Asurion processes the affidavit and verifies the information.
- If approved: You will receive a confirmation email and a replacement device will be shipped (usually overnight). You may also choose to pick up a device at an AT&T store.
- If there are issues: Asurion may contact you for clarification or ask you to resubmit the form. If the affidavit is fraudulent or inconsistent with other records, the claim may be denied.

Once the claim is approved, you will be charged the deductible (if applicable). The replacement device will be the same model or a comparable refurbished model.

Tips for a Smooth Asurion Phone Claim Process with AT&T

To avoid headaches, follow these best practices:

- File a police report immediately: For stolen devices, a police report not only helps law enforcement but also strengthens your affidavit. Many police departments allow you to file online.
- Use the "Find My Device" feature: Try to locate your phone using Apple's Find My or Google's Find My Device before filing the claim. If you find it, you may not need to go through the affidavit process.
- Keep copies of everything: Save PDFs of the completed affidavit, email confirmations, and any correspondence with Asurion. This is vital if you need to escalate a dispute.
- Respond quickly: Asurion may set a deadline (e.g., 14 days) to submit the affidavit. If you miss it, the claim can be canceled.
- Contact AT&T directly if the process stalls: Sometimes Asurion's customer service is overwhelmed. Calling AT&T's insurance claims line can help expedite the review.

What if You Lost the Affidavit Form?

If you misplaced the affidavit, do not worry. Log in to your claim portal at phoneclaim.com/att, go to your claim details, and look for a link to download the form again. Alternatively, call Asurion and ask them to re-send it. Never try to use a generic affidavit from the internet; it must be tied to your specific claim number.

Conclusion

The Asurion phone claim affidavit form for AT&T is a necessary step when filing a claim for a lost or stolen device. While it may seem like extra paperwork, it exists to protect both you and the insurer from fraud. By understanding what the form requires, following the step-by-step instructions, and avoiding common mistakes, you can get your replacement device quickly and without stress. Always keep your device's IMEI number recorded in a safe place, file a police report when applicable, and submit the affidavit promptly. With this guide, you are well-equipped to handle the affidavit process confidently and get back to using your phone as soon as possible.

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