



YOUR MOBILE INSURANCE CLAIM FORM

Claim ID

Form Printed

Policy ID

Knowingly giving false or misleading information about an Insurance Claim is a criminal offence

YOUR CONTACT DETAILS

We may need to get in touch with you to discuss your claim. Please complete your contact details in the boxes below.

Name	<input type="text"/>	Daytime telephone number	<input type="text"/>
Address	<input type="text"/>	Evening telephone number	<input type="text"/>
	<input type="text"/>	Email address	<input type="text"/>
	<input type="text"/>	Postcode	<input type="text"/>

THE MOBILE YOU ARE CLAIMING FOR

Check these details. If anything looks wrong please let us know. It could invalidate your Claim.

Make/ Model	<input type="text"/>	<input type="text"/>
IMEI	<input type="text"/>	
Mobile number	<input type="text"/>	Serial Number (Laptops only) <input type="text"/>

WHAT HAPPENED?

REPORTING: If your mobile was stolen, you must report this to the Police and obtain a Crime Reference Number. If lost, you should report this to the Police or relevant authority (for example, Transport for London).

What has happened to your mobile? (please tick one)

Lost	<input type="checkbox"/>
Stolen	<input type="checkbox"/>
Accidental Damage	<input type="checkbox"/>
Malicious Damage	<input type="checkbox"/>
Breakdown	<input type="checkbox"/>
Other	<input type="checkbox"/> Please describe <input type="text"/>

When did you discover what had happened?

Date	<input type="text"/>	Time	<input type="text"/>
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For theft, loss or malicious damage, have you reported the incident?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Customer Service Number 0800 012 1553

To which authority & where?
(e.g. Police, Reading Station)

WHO	/	WHERE

What incident reference did they give to you?

When did you submit this report?

Date	Time

O₂: The sooner you can tell us, the sooner we can protect your tariff and aim to get you talking again.

When did you report it to O₂?

Where and when were you last aware you had the mobile (loss / theft only)?

In whose possession was the mobile?

Who is the normal (main) user?

Let us know:

Please tell us everything you think relevant to your claim. We can work quicker for you that way.

When was the last date and time you used your handset and O₂ SIM?

Date	Time

If the mobile was stolen from a building or vehicle, please describe the security and where your mobile was left (leave blank if not applicable)?

Do you have proof of forced entry?

Yes

No

(if Yes, please provide with this form)

Not taken from building or vehicle

More to say? Continue on a separate sheet of paper and attach any additional sheets to this form. Please add your claim id and policy id (shown at the top of this page) to every sheet.

WHAT HAPPENED? Give as many details as you can.

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PROOF OF RESIDENCE

As requested during the claim process, please attach a **copy** of your **Proof of Residence** confirming the address on your O₂ policy held with us along with this completed claim form to support your claim. Please ensure the Proof of Residence shows your **full name**. Examples include a recent utility bill or a recent council tax bill. These must be dated within the last 2 months.

Please tick when included

Please....
Only the
policyholder can
sign here. We
cannot process
your claim
without that
signature.

DECLARATION

I declare that the information I have provided is complete and correct. The Proof of Residence I have provided is an un-tampered copy of an original recent utility bill or other suitable document.
I give my permission, and this is my authority, for the Police and O₂ to release any information required to assess my claim.

Signed and Dated

Calls to 0800 0121553 may be chargeable. Lines are open 9am to 7pm (Monday to Saturday), and 9am to 1pm (Sunday). We may record or monitor calls for assessment and training purposes.
This insurance is underwritten by Telefónica Insurance S.A. UK Branch, 260 Bath Road, Slough, Berkshire, SL1 4DX, registered in UK No.FC029774, whose main business is general insurance. Telefónica Insurance S.A. UK Branch is authorised by Commissariat Aux Assurances in Luxembourg and regulated by the Financial Conduct Authority for the conduct of UK business. Telefónica has appointed ACE European Group Ltd as administration agents, (which is authorised by the Prudential Regulation Authority and regulated by Financial Conduct Authority and Prudential Regulation Authority. Financial Conduct Authority number 202803). Any claim under Your policy will be administered by Brightstar Insurance Services B.V. which is authorised and regulated in The Netherlands by The Authority for Financial Markets (12041994) and registered to operate in the United Kingdom by the Financial Conduct Authority (FRN 610709). Calls may be recorded and monitored.

Please return this claim form to:

Claim Assessments, Mobile Insurance from O₂, Brightstar Insurance Services Offices, Weston Road, Crewe, Cheshire, CW1 6BU
Please do not send us your mobile unless we ask for it.