

Dear phonecover customer,

Following your recent notification that you would like to make a claim under your Speak easy insurance policy, please find enclosed your Speak easy claim form. Simply complete the relevant sections of the form, ensuring you quote your O<sub>2</sub> Mobile Number and return in the enclosed Freepost envelope. Relevant details must be included on the claim form to ensure the swift processing of your claim.

**As outlined in your policy, the first €35 of your claim is not covered. A Cheque/Bank Draft/Postal Order for this amount should be made payable to Zurich Insurance Ireland Limited, and crossed 'Account payee only'. This should be returned, attached to your claim form, in the Freepost envelope provided. Alternatively, you can fax your claim form to Speak easy Insurance at (01) 6767715 with your Credit Card/Laser Card Details.**

### 1. Lost/Stolen Mobile Phone Claims

Please ensure you have Reported to O<sub>2</sub> Customer Care on 1850 60 1747 within 24 hours of the incident.

If your phone is lost/stolen please complete and return the following, within 30 days of the incident:

- b) Fully completed Claim Detail Section of the Claim Form.
- c) Garda Report Section of the claim form
- d) Payment in the amount of €35 as above.

When we have received the above, a replacement phone (the same model, where possible, or the nearest one in functionality) will be sent to you, by courier, at the delivery address detailed on your claim form. Please ensure this address is complete and correct to assist in efficient delivery. It will be necessary for the courier to receive a signature on delivery.

### 2. Accident Damage Mobile Phone Claims

If your mobile phone has been accidentally damaged, please complete and return the following, within 30 days of the incident:

- a) Full completed Claim Detail Section of the Claim Form
- b) Payment in the amount of €35 as above

**NB. If your mobile phone is water damaged or completely written off, please also include it in the Freepost envelope provided with this claim pack.**

When we have received your claim, a temporary replacement phone will be sent to you by courier and your damaged one collected. Prior to this, you will be contacted at your daytime telephone number to ensure your phone is available for collection. We will then repair it and return it to you. However, if your phone is beyond repair, a replacement phone (the same model, where possible, or the nearest one in functionality) will be sent to you instead.

(\*The temporary replacement phone you receive will be a similar model to your own, subject to availability, or alternatively any functioning phone to maintain service while we are repairing your own phone.)

If you have any queries, please call us at Speak Easy on Callsave **1850-797-000**, Monday to Friday, 9am to 5pm.

Yours sincerely,

Speak easy Insurance



# Speak easy Insurance claim form



BLOCK CAPITALS PLEASE  
Name

Title	First Name	Surname
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O2 Mob. No.

Please deliver my replacement phone:  
(tick as appropriate)

To my personal address as shown below\*  To my work address as shown below

\*If phone is to be delivered to a personal address,  
claimant must be available for signature on delivery.

Personal Address	Work Address
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<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Daytime Tel. No.

When did the loss/theft/damage occur?

a.m. or  p.m. on the  day  month  year

Where did the loss/theft/damage occur?

Please state fully the circumstances/cause  
of the incident: (inclusion of all details is  
essential in order to process your claim, attach  
extra information if necessary)

Please state fully the nature of damage  
to the phone:

Have you reported loss/theft of phone to  
O2 Customer Care on 1747 and Gardai within  
24 hours

No  Yes (If YES, please enter date: \_\_/\_\_/\_\_\_\_ & time: \_\_:\_\_:\_\_ you reported incident to Gardai)

Phone details:

Phone make	Phone model
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IMEI Number (usually found under the battery in your phone or original packaging)

If your mobile phone is water damaged or written off, please enclose it in the freepost envelope supplied with this Claim Pack.

To ensure prompt settlement of your claim please return this form together with a cheque for €35 (made payable to Zurich) in the FreePost envelope provided or to Speak easy Insurance, PO Box 7118, Dublin 2 OR fax the form to (01) 6767715 including the following details:

Visa Card Number:

Expiry Date: \_\_/\_\_/\_\_

DECLARATION: I declare that the above answers and particulars are correct. I have not concealed any material information.

Authorised Signature	Print Name	Date
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### Certification for completion by An Garda Síochána

Your policy requires that any loss/theft occurring in Ireland be notified to the Gardai. If your mobile is lost or stolen when overseas, please attach the Police Report from the country where the incident occurred.

Area:	Date:
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Division:	District:
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### To: Zurich Insurance Ireland Limited

This is to certify that  Name of  Address

reported to this station on this date the loss/larceny of:

Phone Make:

Phone Model:

IMEI Number:

Signed by Garda:

Garda Stamp