Samsung Care+

Insurance Product Information Document

Company: AmTrust Specialty Limited **Product: Samsung Care+ with Theft & Loss**

AmTrust Specialty Limited, authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register 202189. Registered office is Exchequer Court, 33 St. Mary Axe, London, EC3A 8AA, registered in England number 01229676.

This document is a summary of the key features of the policy (UK_SCTL_01). It is not specific to you and so may not provide all the information relevant to your cover needs. Other documents contain the full information you need to know before you decide to buy, and the full contract details.

What is this type of insurance?
This is policy for new Samsung devices – Galaxy Smartphone, Galaxy Tab and Galaxy Watch. It covers Accidental Damage, Battery Replacement, Extended Warranty, Loss and Theft. You can choose a fixed 2-year policy, or a monthly policy that lasts for 60 months.
Policy sales are administered by bolttech Insurance Services (UK) Limited, and claims are administered by bolttech Device Protection (Ireland) Limited.



What is insured?

Your Samsung Galaxy Smartphone, Tab or Watch is covered:

- ✓ for Accidental Damage (this includes liquid damage)
- ✓ for Battery Replacement if the battery's capacity falls below 80%
- ✓ if you lose it
- ✓ if it is stolen
- ✓ for Extended Warranty.

The policy also covers Original in-box accessories, if they are lost, stolen, or damaged at the same time as the device.

We will pay for a Samsung-certified repair. If the device is lost, stolen or cannot be repaired, we will pay for a replacement (a replacement may be a refurbished device, not a brand new one).



What is not insured?

- ✘ Damage, loss, or theft due to not taking care of the device (for example leaving it unattended in unsafe places)
- ✘ Cosmetic damage that does not affect how the device works – for example scratches
- ✘ Modifications to the device (hardware/software changes, altered IMEI/serial)
- ✘ Contents of the device (for example data, apps, music)
- ✘ Other losses (for example loss of earnings, costs of missed appointments)
- ✘ Repairs or servicing that we have not authorized
- ✘ Faults covered by the manufacturer warranty or any statutory seller warranty
- ✘ Breakdown due to a cyber-attack, or computer virus



Are there any restrictions on cover?

- ! The device must be brand new and bought from Samsung, a network provider, or authorized retailer.
- ! To buy the policy you must be at least 18 years old and be a permanent resident in the UK.
- ! There is an excess to pay for each successful claim – this depends on the type of device that you have. There is no excess to pay for a battery replacement claim.
- ! There is a limit of 2 successful claims for loss or theft in any 12-month period.
- ! Cover for Extended Warranty starts when your device's standard manufacturer warranty ends.

Where am I covered?

✓ Worldwide, but some countries or regions may be excluded due to sanctions or local laws. Replacements are only available in the UK as we deliver them to your home address.

What are my obligations?

You must:

- pay the premium on time
- give us accurate and complete answers to all questions we may ask when you apply and make claims.
- activate Samsung's Knox Guard security software within 30 days of cover starting (not needed for Watches). If you do not, we may cancel the policy.
- take reasonable care of the device
- report loss/theft to the mobile network and theft to the Police as soon as possible
- give us any documents for claims if we ask for them (for example a Police report)
- remove the SIM, memory cards and personal data before sending device for repair or replacement.
- Tell us about any changes to your personal details (for example your address or bank account you pay from).

When and how should I pay?

- 2 Year Plan: you pay the full premium paid in advance. You can pay by credit or debit card, Klarna or Samsung Pay
- Monthly Plan: Monthly instalments, collected in advance by recurring credit or debit card

When does the cover start and end?

- 2 Year Plan: cover starts on the date you buy the policy and lasts for 2 years
- Monthly Plan: cover starts on the date you buy the policy and continues month-to-month for up to 60 months as long you pay the premium instalments

How can I cancel the contract?

You can cancel at any time online at uk.careplus.co or by phone +44 (0) 204 623 8217. We do not charge a fee but if we have paid a claim, you will not get a refund.

If you haven't made a successful claim and you cancel:

- **within** 30 days of receiving the welcome email, we will refund your premium.
- after 30 days:
  - for a monthly plan you will not get a refund because you will only have paid for the cover that you have already received.
  - for a 2 Year plan, we will refund the premium for the time between the date the policy is cancelled, and the end of the 2 Year Plan.

Note: For full details, including complaint procedures, fraud, privacy, and legal information, refer to the full Terms & Conditions document.