



Senang Insurance

15-19, Jalan PJU 1A/41B,

Pusat Dagangan NZX, Ara Damansara,

47301 Petaling Jaya, Selangor

Q: What if the device drops into the sea is it claimable?

A: No. You are required to return the device back to Retail shop

Q: Can it be claimed if the device has internal damages?

A: No. The insurance only covers for Aesthetic Damages, Total Loss and Accidental Damage. To claim for internal damage, must have external damages

Q: How many times can the client claim in a year?

A: According to the device value that was purchased.

Q: Once the customer receives a new claim device does the insurance remain as the previous policy?

A: No. Customers are required to purchase a new insurance policy according to the new device serial number.

Q: When does the insurance starts? Upon received of policy or purchased device date?

A: Insurance starts upon date of purchased device

Q : For screen crack if it is claimed by Device Insurance. Does it affect their existing warranty?

A : No. It does not affect their existing warranty as we are only touching the aesthetic damages not internal damages.

Q: Can the customer make claims within 3-4 days from the purchased date?

A: No. Customers can only make any claims after 7 working days from the purchased date.

In case drop into water , outside look of the device is in good condition but having internal damage can it be claim by insurance?

No. The device insurance is for accidental damage on the outside. If for internal damage, it's not claimable



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When the customer purchased the device, the device is faulty. Does the customer need to buy a new policy since the device is faulty?

No. If the device is faulty, The retail HQ is required to send an official email for change of serial number. No additional charges will be implemented.