



## **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.