



Device insurance
that's got you
covered

**Vodafone
Business
Insurance**

For businesses with
50+ employees

The future is exciting.

Ready?



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Keeping your business running smoothly

There are 8 million incidents of loss, theft and damage of mobile devices in the UK each year, that's 1 every 4 seconds.*

Mobile devices are an essential part of any business, but a lost, damaged or stolen device shouldn't disrupt your employees. That's why Vodafone Corporate Insurance is designed to sort issues quickly, get your employees back up and running and keep them connected to your customers. So your people are free to focus on business, safe in the knowledge that their device is covered.



Cover options and features at a glance

We have four simple cover options, so you can choose the cover that's right for your business. The options are underwritten by Assurant General Insurance Limited.

Level of cover	Damage	Breakdown (out of warranty)	Theft	Loss	30-Day Worldwide Device Cover	Vodafone Rapid 4-Hour Phone Replacement	Next Day Device Replacement	Authorised User Cover	Excess Charge	Price (per device, per month)
Corporate Damage and Breakdown Insurance	✓	✓	n/a	n/a	✓	n/a	✓	✓	£25 (Apple £50)	£5
Corporate Damage and Breakdown Insurance Including Rapid	✓	✓	n/a	n/a	✓	✓	n/a	✓	£25 (Apple £50)	£6
Corporate Standard Insurance	✓	✓	✓	✓	✓	n/a	✓	✓	£50	£9
Corporate Standard Insurance Including Rapid	✓	✓	✓	✓	✓	✓	n/a	✓	£50	£10

NB: if cover for a tablet is required select a non-Rapid version (replacement tablets cannot be delivered via Rapid)



Cover options and features at a glance

Key Features



Superfast phone replacement with Vodafone Rapid

If you choose cover with Vodafone Rapid, we'll aim to get a replacement phone to you almost anywhere in the UK within 4 hours*. And if you need a new SIM, you'll receive it with the phone too. In fact, we're so committed to getting you up and running again, that for every hour beyond the 4th hour of the delivery window we'll give you £10**.



Out of Warranty Breakdown

Sometimes devices go wrong after they've run out of warranty – whichever cover you choose, your device will be covered.



Cover for authorised users

We understand that devices can be shared or simply belong to the business, that's why our insurance covers anyone authorised to use each covered device.



30-day worldwide device cover

As business can take you anywhere, your employees can take their device abroad, for as many as 30 days per trip, safe in the knowledge that it's covered, and a repair or replacement can be arranged as soon as they return to the UK should something happen.

*There are a small number of locations that are not eligible for 4 hour delivery.

**Up to a maximum of £40, T&Cs apply.

See vodafone.co.uk/terms for details.



Vodafone Rapid

We're committed to supporting your business, and if something happens to your phone, we'll get you back up and running again as quickly as possible. Vodafone Rapid is a service specifically for our business customers.

Rapid is available with our Damage and Breakdown Cover as well as our Standard Cover. Whichever you choose we'll aim to deliver a replacement phone to you within 4 hours almost anywhere in the UK. Here's how it works:



Stay connected to your customers

We'll aim to deliver a replacement phone within 4 hours almost anywhere in the UK*.



Our promise

For every hour beyond the 4th hour we'll give you £10, up to a maximum of £40**.



Easy to claim

The process is simple, with no forms to fill out.



You don't need to be around for delivery

You can nominate someone else to receive your phone at your billing address.



Delivery at your convenience

You can have your replacement phone delivered to you anywhere, not just your billing address***.



SIM cards

If you need a new SIM, it will come with the phone, with instructions on how to activate it.



Battery power for no delay

Your phone will come with a battery charge.



Help to get you up and running

Contact us and we'll be happy to help you set the phone up and port your number across.

For more detailed information about Rapid please visit Vodafone.co.uk/rapid or see the terms and conditions at Vodafone.co.uk/terms

Please note if your company has applied to be a part of Apple's Device Enrolment Program (DEP) and user devices have been enrolled into Apple's DEP then these devices are not compatible with Vodafone's Rapid service. Please select a cover option without Rapid.

* There are a small number of locations that are not eligible for 4 hour delivery.

** Terms and conditions apply

*** Delivery restriction apply

See the Vodafone Rapid terms for full details: Vodafone.co.uk/terms.



Details of cover

Great value options to choose from to suit your business

There are four insurance options so you can choose the cover that works best for you. The options are underwritten by Assurant General Insurance Limited;

- Corporate Damage and Breakdown Insurance
- Corporate Damage and Breakdown Insurance including Rapid
- Corporate Standard Insurance
- Corporate Standard Insurance including Rapid

You can take out our insurance at any point in a contract* as we charge on a month-by-month basis. You can cancel at any point of a contract too, you just need to take out a minimum of 3 months**. The insurance can cover a phone or tablet – you'll just need a separate policy for each device.

Damage and Out of Warranty Breakdown Insurance

With this cover, if your device is damaged or even if it breaks down after it's run out of its manufacturer's warranty, once the claim is accepted, we'll deliver a replacement device as quickly as possible.

• Cover without Vodafone Rapid

We'll get a replacement device to you the next working day (subject to stock availability). If you need a new SIM, we'll send that out with the device too.

• Cover without Vodafone Rapid

If you choose cover with Vodafone Rapid we'll aim to get a replacement phone to you within 4 hours almost anywhere in the UK***. If you need a new SIM, we'll send that out with the phone too. It can be sent to your billing address, or wherever you might be. There are just a few locations that we can't promise to get to within 4 hours, these are mostly highlands and islands – please see full T&Cs for details and other exclusions.

What is an example of 'damage and out of warranty breakdown'?

- Damage covers things like your device's screen being cracked or water damage
- Out of Warranty Breakdown cover includes things like hardware faults or mechanical breakdown like the device not holding power

You can claim up to a maximum of 3 times in a 12-month period, after which your cover will end.

* The device must not be older than 18 months.

** There is a 30 day cooling off period for the first 30 days – where you can cancel at no cost. After this and before the end of the first 3 months if you cancel the first 3 months will be payable.

*** There are a small number of locations that are not eligible for 4 hour delivery. See vodafone.co.uk/terms for details.



Details of cover

Standard Insurance: Damage, Breakdown, Loss and Theft cover

With this cover, in addition to damage and breakdown cover, if your device is lost or stolen, we'll get a replacement out to you once the claim is accepted, along with a new SIM.

- **Cover without Vodafone Rapid**

If your device has been damaged, lost, stolen or has broken down, we'll get a replacement device to you the next working day (subject to stock availability). If you need a new SIM, we'll send that out with the device too.

- **Cover with Vodafone Rapid**

If you choose cover with Vodafone Rapid we'll aim to get a replacement phone to you within 4 hours almost anywhere in the UK***. If you need a new SIM, we'll send that out with the phone too. It can be sent to your billing address, or wherever you might be. There are just a few locations that we can't promise to get to within 4 hours, these are mostly highlands and islands – please see full T&Cs for details and other exclusions.

You can claim up to a maximum of 3 times in a 12-month period, after which your cover will end.

Help setting up your replacement device

Whichever cover you opt for, once you receive your replacement device, if you need help setting it up, please call **191** or **0333 304 0191** and we'll be happy to assist.

If the device is still within its manufacturer's warranty and it breaks down, in case your insurance does not cover this, please call: **191** or **0333 304 0191** and we'll help you with the next steps.



Pricing and how to get Vodafone Corporate Insurance

Our insurance is very competitively priced:

- Corporate Damage and Breakdown Insurance - **£5** per device, per month
- Corporate Damage and Breakdown Insurance including Rapid - **£6** per device, per month
- Corporate Standard Insurance - **£9** per device, per month
- Corporate Standard Insurance Including Rapid - **£10** per device, per month

How to get Vodafone Corporate Insurance:

Simply speak to your account manager who will be able to help you.
Or call our dedicated insurance team on **0333 304 3346**.



We make claiming simple

If something is wrong with your device, whether it's damaged, has been lost, stolen or has simply stopped working (out of warranty), it's our job to get it sorted for you as quickly and painlessly as possible. And that's our aim.

All you have to do is call us on **0333 304 3346**, or **+44 7836 191 191** from abroad, and we'll get straight onto it.

Once your claim is approved you'll be up and running again in no time.

While you wait for your replacement or before you send it off for repair, if your device is damaged or has broken down we recommend you back it up to an external device or to the cloud if you can.

Remove any memory or SIM cards and remove 'find my phone', which can be accessed over the web, as well as via the device if it's working.

Be prepared for the unexpected with insurance that's got you covered

For any queries or to add insurance to your plan please call
Vodafone Insurance Services on 0333 304 3346

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