

**Your need to always
stay in touch**

**Our device
insurance has
you covered**

For businesses with
1-49 employees

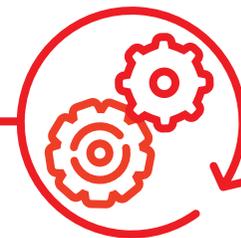
The future is exciting.
Ready?



Contents



	Keeping your business running smoothly	Page 3
	Cover options and features at a glance	Page 4
	Superfast phone replacement with Vodafone Rapid	Page 6
	Details of cover	Page 7
	Pricing and how to get Vodafone Business Insurance	Page 9
	We make claiming simple	Page 10



Keeping your business running smoothly

A quarter of all smartphone owners have smashed their phone's screen in the past two years.*

Losing the use of your mobile device doesn't just disrupt you, it can disrupt your whole business. That's why Vodafone Business Insurance is designed to sort issues quickly, get you back up and running and keep you connected to your customers, so you're free to focus on your business, safe in the knowledge your 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 you. The options are underwritten by Assurant General Insurance Limited.

Level of cover	Damage	Breakdown (out of warranty)	Theft	Loss	Unlimited Worldwide Device Cover	Vodafone Rapid 4-Hour Phone Replacement	5-Day Repair/ Replacement	Next Day Device Replacement	Authorised User Cover	Accessories cover (up to £200)	Excess Charge	Price (per device, per month)
Business Damage and Breakdown Insurance	✓	✓	n/a	n/a	✓	n/a	✓	n/a	✓	✓	£25 (Apple £50)	£5
Business Damage and Breakdown Insurance Including Rapid	✓	✓	n/a	n/a	✓	✓	n/a	n/a	✓	✓	£25 (Apple £50)	£6
Business Standard Insurance	✓	✓	✓	✓	✓	n/a	✓ (for damage/ breakdown)	✓ (for loss/ theft)	✓	✓	£50	£9
Business Standard Insurance Including Rapid	✓	✓	✓	✓	✓	✓	n/a	n/a	✓	✓	£50	£10

NB: If cover for a tablet is required please 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.



Unlimited Days Worldwide Device Cover

As business can take you anywhere, your employees can take their device abroad, for as many days as they want, 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.



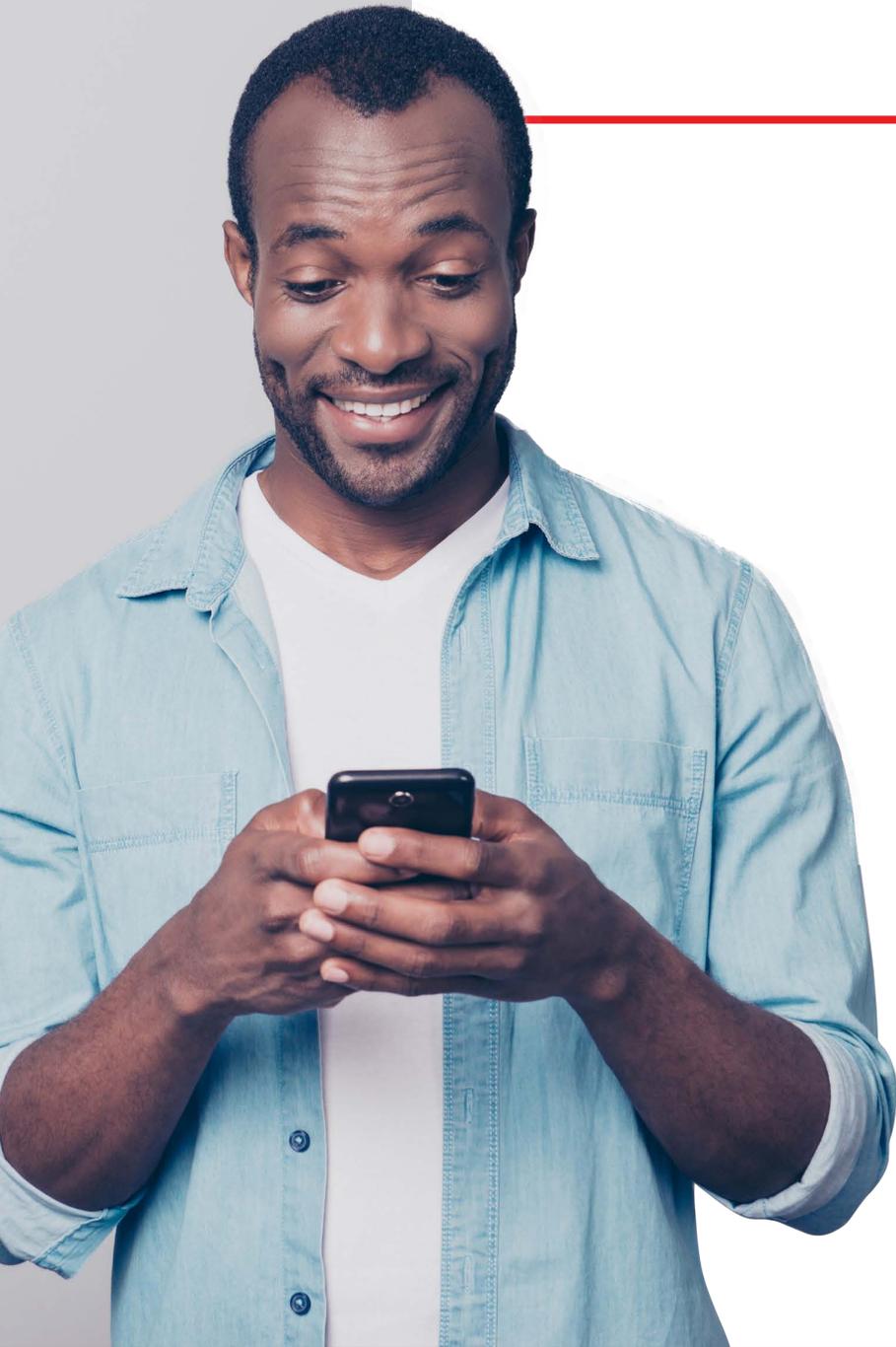
Accessories cover (up to £200 when purchased from Vodafone)

Up to £200 of accessory cover for Vodafone accessories lost, damaged or stolen with your device.

*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

* 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;

- Business Damage and Breakdown Insurance
- Business Damage and Breakdown Insurance including Vodafone Rapid
- Business Standard Insurance (Incl Loss/Theft)
- Business Standard Insurance (Incl Loss/Theft) including Vodafone Rapid

You can take out our insurance at any point in your contract* as we charge on a month-by-month basis. You can cancel at any point too, you just need to take out a minimum of 3 months**. The insurance can cover a phone or tablet – if tablet cover is required please select cover without Vodafone Rapid (replacement tablets cannot be delivered via Rapid).

Damage and 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 with Vodafone Rapid

If you choose cover with Vodafone Rapid we'll aim to deliver 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 device 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.

• Cover without Vodafone Rapid

We'll send you a free of charge postal bag to return the device to us, or you can simply pop into a store. We'll get it repaired within five days and if it can't be fixed in that time, we'll send you a replacement.

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 – 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 with Vodafone Rapid**

If your phone is damaged, breaks down, gets lost or has been stolen, we'll aim to get a replacement to you within 4 hours via Vodafone Rapid. It can be sent to your billing address, or wherever you might be. There are just 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.

- **Cover without Vodafone Rapid**

If your device has been damaged or breaks down, we'll send you a free of charge postal bag to return the device to us, or you can simply pop into a store. We'll get it repaired within five days and if it can't be fixed in that time, we'll send you a replacement.

If your device has been lost or stolen, we'll get the replacement to you the next working day, subject to stock availability.

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 next steps.



Pricing and how to get Vodafone Business Insurance

Our insurance is very competitively priced:

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

How to add Vodafone Business Insurance:

New customer or renewing your contract?

If you're starting a new contract with us or renewing an existing one, simply add Vodafone Business Insurance to your account in store or by phone at the same time*. Some of our small business plans have damage, breakdown and Rapid cover included.

If you're mid-contract

If you're looking to insure your phone or tablet after starting your contract or would like to add insurance for a new device you've purchased from us, simply call our dedicated insurance team on **0333 304 3346** (standard call charges apply).



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. If you have Rapid on your policy please call **0330 041 6515** (opening hours - 8am-8pm Mon-Fri, 9am to 6pm Sat).

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 (we appreciate how important your contacts and data are to you). Remove any memory or SIM cards and remove 'find my phone', which can be accessed over the web as well as via your 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**

Vodafone Insurance Services is a trading name of Lifestyle Services Group Limited which is authorised and regulated by the Financial Conduct Authority.
Lifestyle Services Group Limited. Registered in England & Wales No.5114385.
Registered Office: Emerald Buildings, Westmere Drive, Crewe, Cheshire, CW1 6UN.

© January 2019 Vodafone Limited Registered office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England, No, 1471587.

The future is exciting.

Ready?

