

Your need to always  
stay in touch

Our device  
insurance has  
you covered

For businesses with  
50+ employees

The future is exciting.  
**Ready?**



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## Keeping your business running smoothly

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

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 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 | Next Day Device Replacement | Authorised User Cover | Accessories cover (up to £200) | 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 please select a non-Rapid version (replacement tablets cannot be delivered via Rapid)

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 Insurance service.



## 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](https://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](https://Vodafone.co.uk/rapid) or see the terms and conditions at [Vodafone.co.uk/terms](https://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](https://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](https://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

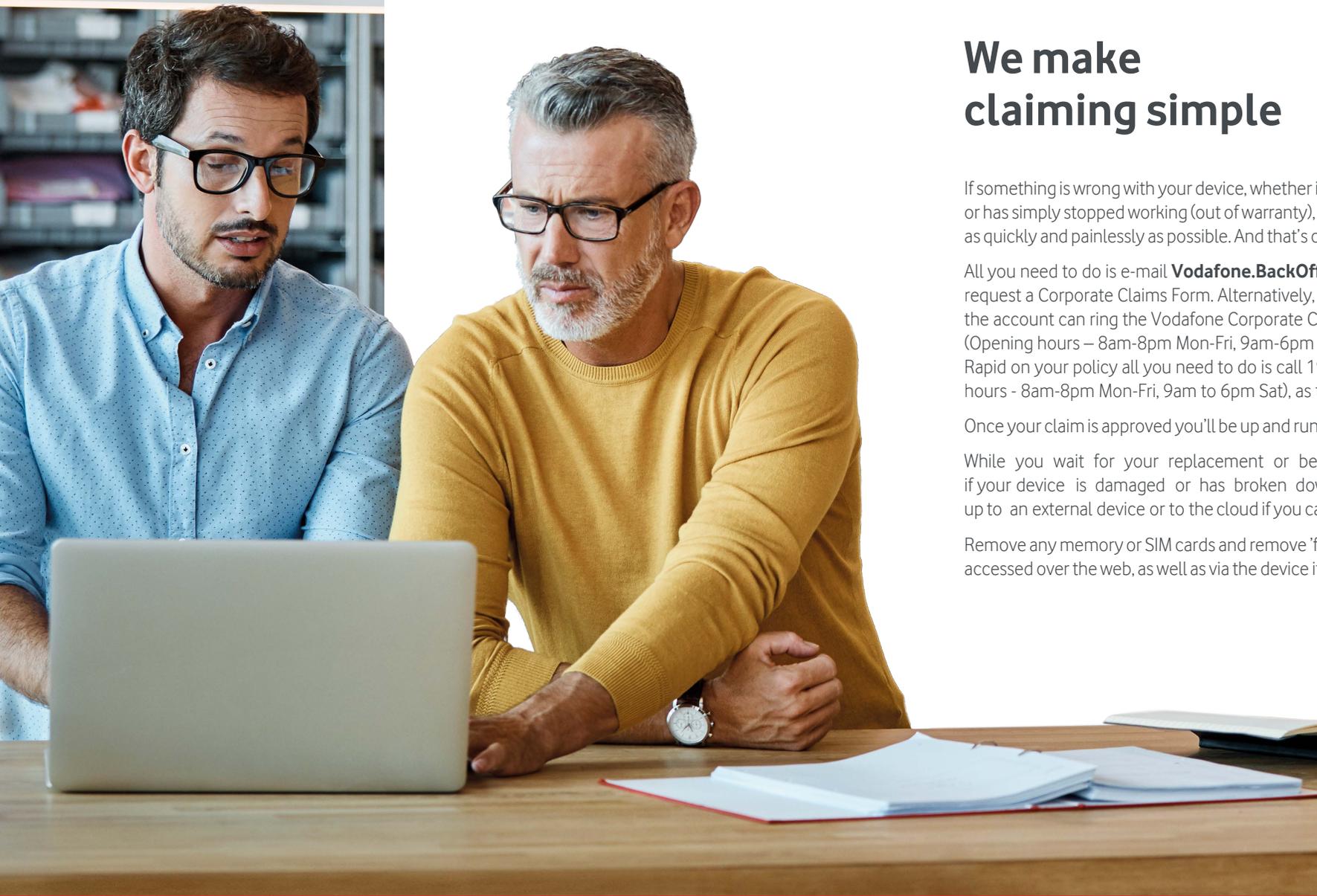
If something is wrong with your device, whether it's damaged, has been lost, stolen or has simply stopped working (out of warranty), it's our job to get it sorted for you as quickly and painlessly as possible. And that's our aim.

All you need to do is e-mail [Vodafone.BackOffice@lifestylegroup.co.uk](mailto:Vodafone.BackOffice@lifestylegroup.co.uk) and request a Corporate Claims Form. Alternatively, one of the authorised user(s) on the account can ring the Vodafone Corporate Claims Team on **0333 009 0273** (Opening hours – 8am-8pm Mon-Fri, 9am-6pm Sat & Sun). If you have Vodafone Rapid on your policy all you need to do is call 191 or **0330 041 6515** (opening hours - 8am-8pm Mon-Fri, 9am to 6pm Sat), as there's no form to complete.

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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**Ready?**

