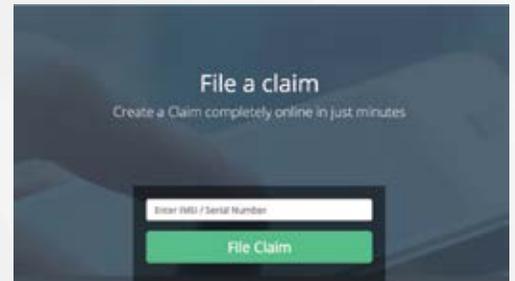


GOCARE EZ CLAIMS PORTAL

Customers can use the GoCare Portal to obtain Policy information, File a Claim or check on Claim status using a device IMEI or Serial Number.

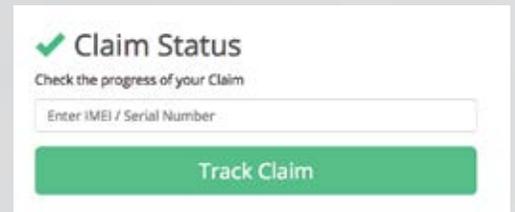
FILE A CLAIM

1. Go to www.gocare.com/EZclaims
2. Enter the device IMEI or the Serial Number. Select **File Claim**
3. The Claim Form will be displayed for covered devices.
 - a. If the error message is received, try re-entering the IMEI and/or the Serial Number.
 - b. Please contact customer service at 855-462-2781 if the device cannot be located.
4. Complete the Claim Form in its entirety and select **Submit**.
5. All updates pertaining to the Claim can be found using Claim Status.



CLAIM STATUS

1. Go to www.gocare.com/EZclaims
2. Enter the device IMEI or Serial Number. Select **Track Claim**
3. All information related to the progress of the Claim will be displayed in a pop-up window.



Email updates for Claims are only sent to the email that was provided at the time of purchase.

POLICY LOOKUP

1. Go to www.gocare.com/EZclaims
2. Enter the device IMEI or Serial Number. Select **Check Coverage**
3. Coverage information will include Device details, Policy Number, Policy Status, Length of Coverage, Activation date and End date.

