

What to do in the event of a claim?

In the event of theft or accidental loss of your device

1. Contact **TANGO's** customer service immediately on 27 777 618 to have your SIM card blocked, no later than 48 hours after the theft or loss.
2. Then notify Bâloise of your claim. You can:
 - either notify the claim via the website www.baloise.lu
 - or call us on **290 190 777**.

In the event of theft, you must produce the receipt of the complaint that you filed with the competent authority of the country in which the theft occurred. When filing a complaint, the agent will ask you for the IMEI number of your device. You must make a note of this number outside your mobile phone in a place where you can retrieve it in case of theft.

3. Once the loss or theft has been dealt with, Bâloise will check whether you are eligible for the "Fraudulent Communications" cover and will indemnify you if necessary, in accordance with the terms of your contract.

In case of accidental damage or accidental oxidation

1. You must bring the damaged device along to a **TANGO** point of sale, indicating the date the problem occurred.
2. The problem will be handled by **TANGO**, which will send the device to the authorized repairer for a diagnosis.
3. If your cover includes the provision of a temporary replacement, this device will be made available to you free of charge at the time you hand over the damaged device.
4. As soon as the authorized repairer has diagnosed the problem, Bâloise will contact you to decide with you the procedure to follow depending on the potential scenarios.

Important to know

In the event of non-compliance with the above procedures, you will not be entitled to any compensation. In particular:

- The invoices for repairs that you have entrusted to another repairer will not be paid.

In case of manipulation of the damaged device by yourself or a third party.

- In the event of theft, loss or total loss of your device you will be issued a voucher redeemable only against the purchase of a new device from a **TANGO** point of sale.

Your insurance policy does not cover breakdowns but only accidental damage. If necessary, you must bring your device along to your **TANGO** point of sale, which will have a repair estimate prepared and you may be eligible for free repair by the device manufacturer.

Prevention tips

- We recommend that you buy a protective cover for your device. You will effectively protect your device in the event of a fall and avoid cosmetic damage that is not covered by your contract.
- Never attempt to repair your device yourself in case of malfunction. You risk rendering it irreparable and consequently you are subject to a forfeiture of coverage and warranty from the manufacturer. In the event of a problem, entrust the device to TANGO, which will have it diagnosed by an authorized repairer.
- To limit the risk of theft or loss, as well as the consequences of these events, we recommend that you:
 - use a pedestrian kit when in the street or in a public place and avoid putting your device in the outer pocket of a garment or a bag.
 - lock your keypad.
 - activate the tracking system if your device has this feature.
- If your device falls into a liquid:
 - do not turn it on if it is off and do not press any button.
 - do not shake it, do not tap the device to drain the water, do not blow into the gaps and do not heat the device.
 - if your device has a removable back, remove it, along with the battery and the SIM card if possible.
 - without rubbing, dab the wet parts with a paper towel to remove as much liquid as possible.
 - put the different parts into a plastic bag and take it along to a **TANGO** point of sale, which will send it to the authorized repairer for a diagnosis. By first filling your bag with raw rice, you will speed up the drying process.

Useful references

Device identification number (IMEI number)	13458542454
TANGO subscription number	: < N° >
..... ..	
BALOISE insurance policy number	: < N° >
..	