

All information is required unless stated.

COMPANY AND CONTACT PERSON DETAILS

Company Name

Name as in NRIC / Passport

Business Registration

NRIC / Passport Number

Registered Business Address*

Contact Number

** Delivery will be made to your Registered Business Address*

Note:

To make a Service Request, please complete Section A. To update IMEI details, please complete Section B.

SECTION A : SERVICE REQUEST

Swap Replacement Warranty Swap**

Device User Name as in NRIC / Passport

Enrolled Device Brand and Model

NRIC / Passport Number

Capacity (GB)

Colour

Enrolled Mobile Number

--	--	--	--	--	--	--	--	--	--	--	--

Enrolled IMEI

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

*** Malfunction of device from a Swap/Replacement Service Request within 6 months*

SECTION B : UPDATE OF IMEI DETAILS (To be completed if there is an exchange of device)

Enrolled IMEI

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Enrolled Mobile Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

New IMEI

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Date of Warranty Exchange

Day Month Year

(Please attach a copy of the exchange document from OEM showing the New IMEI in the email)

SECTION C : AUTHORISATION AND AGREEMENT

For Service Requests:

1. Please turn off the “Find My iPhone” feature before returning your Apple devices to the courier. Otherwise, StarHub may cancel your Service Request or regard your Swap Service Request as a Replacement Service Request and charge you the difference between the applicable Swap Service Request Fee and the applicable Replacement Service Request Fee.
2. Upon submission of this form, SmartSupport will call the contact person to inform/request the following information:
 - i) Service fee (if applicable) as per the Terms & Conditions
 - ii) Details of service fee payment which could be made either by VISA, MasterCard or AMEX
 - iii) Confirm the delivery information.
3. Upon delivery, the recipient (Contact Person or Enrolled Device User) must present the following documents for identification purposes:
 - i) Valid Proof of Identity
 - ii) Staff ID or Business Card
 - iii) Original, stamped copy of this Service Request / IMEI Update Form or a copy of company’s Business Profile (dated within 6 months) from the Accounting and Corporate Regulatory Authorities of Singapore (ACRA)
 - iv) Original enrolled device for swap requests.

For both Service Requests and IMEI updates

4. By signing and submitting this Service Request / IMEI Update Form, the Contact Person and Enrolled Device User confirm to consent to StarHub’s subcontractor, NEW Asurion Singapore Pte Ltd., collecting, using, disclosing, storing and/or hosting your personal data and processing your credit/debit card information in accordance with the “data privacy” clause in the SmartSupport Terms & Conditions.

<i>Signature of Contact Person</i>
<i>Date</i>

<i>Signature of Enrolled Device User (If different from Contact Person)</i>
<i>Date</i>

<i>Company’s Stamp or Company’s Business Profile (dated within 6mths)</i>

What to do next



Send the completed signed form to entsmartsupport@asurion.com from your company’s email address. An incomplete form will be returned to the sender.

For SmartSupport Internal Use Only

<i>Process by:</i>	<i>Service Request No.:</i>	<i>Remarks, if any:</i>
	<i>Processed Date:</i>	