# SCREEN REPAIR SERVICE REQUEST FORM

**For Enterprise Customer**

### Form Instruction:

1. Select your required service request.
2. Please fill in all sections (A, B, C, D & E) and include Company stamp.
3. Email completed form to service2u_M1@asurion.com via your business e-mail.

*Incomplete form will result in delay of your request as we will return the form to Authorised Person (as nominated below) to provide outstanding information.*

## Select your Screen Repair Type:

☐ Screen Repair                    ☐ Screen Repair Warranty

Screen repair service is only available for Apple iPhone and Samsung devices. (Not available for all tablets and Samsung Galaxy Fold)

*Screen Repair Warranty: for malfunctions on screen repaired device less than 12 months.

## A  Company and Authorised Person Information

Company Name:

Business Registration Number:

Authorised Person Full Name:

Contact No.:

Business E-mail:

## B  Device Information

| Mobile Number: | Brand: | Model: | Capacity: | Colour: |
|---|---|---|---|---|
| | | | | |

**IMPORTANT:** For **Apple iPhone** device, please ensure **"Find My iPhone"** function has been turned off before handing over to our courier, otherwise your Service Request will be rejected.

Device IMEI:

*Must be provided. Service Request will be rejected if IMEI is missing and/or does not match M1's record. You can dial (\*#06#) to obtain IMEI if device screen and dial pad is working.*

## C  Delivery Information

Registered Business Address:

*This will also be the collection and delivery address for Screen Repair Service Request.*

Postal Code:

Recipient Full Name:
*(If different from Authorised Person)*

Recipient Contact Number:
*(If different from Authorised Person)*

## D | Payment Method

☐ Credit Card  ☐ Cash-on-delivery

☐ Not Applicable *(For Screen Repair*

*Warranty request only)*

Important Note:
Manufacturer defects or malfunctions may be covered under the device manufacturer's or M1's warranty. It is your responsibility to check if you could benefit from such warranties before filing this service request. Whether or not your device is under such warranties, the service request fee will be charged once this is approved.

☐ **Corporate Cheque on delivery**

Bank Name: _____

Cheque Number: _____

(Corporate Cheque option is only available to Global Account customers)

## E | Acknowledgement

Authorised Person Name: _____

Recipient Name: *(If different from Authorised Person)* _____

Authorised Signature: _____

Company Stamp: _____

Recipient Signature: _____

Date: _____
(DD/MM/YYYY)

Date: _____
(DD/MM/YYYY)

By signing this Enterprise Service Request Form:
For Screen Repair - the Authorised Person and the Recipient (if applicable) confirm that they (1) agree to the Screen Repair Terms & Conditions, (2) agree that New Asurion Singapore Pte Ltd may liaise  with the Authorised Person on behalf of the Recipient and (3) provided consents to NEW Asurion Singapore Pte Ltd, to store or host their personal data and processing credit card information in accordance with the Screen Repair Terms & Conditions.

### Some important information to take note:

For Screen Repair:
After form submission, the Authorised Person or Recipient will receive a call from a customer care agent to (1) confirm the collection and delivery information, (2) confirm the service fee payable, (3) obtain the payment information if you have selected credit card, (4) obtain the last four digits of the Recipient's NRIC for identity verification by our courier at the time of the collection and delivery.

At point of collection and delivery, the Authorised Person or Recipient must present: (1) their valid government-issued photo ID, (2) their staff ID or business card, (3) the original, stamped copy of this Request Form, (4) exact payment if you have selected cash-on-delivery and (5) the device for Screen Repair Request.

### ✓ Checklist to ensure a smooth collection:

☐ Have you printed out this completed form?

☐ Do you have the required government-issued photo ID ready?

☐ Do you have the required staff ID or business card ready?

☐ For cash-on-delivery, have you prepared the exact amount?

☐ Did you have the device for Screen Repair ready for collection?

☐ For iPhone device, have you switched off "Find My iPhone"?

## For Internal Use Only

Remark:

_____

Authorizing Officer: _____

Date Processed: _____
DD/MM/YYYY