

- On Dec 13, 2014 I opened a new account with ATT account number 287261702794
  - At the same time I bought insurance in the amount of 6.99 per month, this insurance is to cover lost or damaged equipment.
  - My phone is Galaxy note 4, (860.00) value. I wanted my equipment to be protected.
  - July 23<sup>rd</sup>, I was in Cancun Mexico and I lost my phone while my vacation. I called ATT and order a replacement.
  - Now I am back in the States, and want to make sure that my equipment is insured but I received an answer from ATT insurance carrier that I do not have insurance because it is two claims during 12 month period.
    - How could that be possible, if I opened this account of dec 13, 2014?
    - This is my first claim, and I need to have insurance coverage
- ❖ Att is argumenting that a claimed filed back in November 2014 was made under this phone number and that the insurance goes with the phone number not with the new policy bought.

It makes no sense to me.

Back in November this number was under an other account number with ATT, I was able to open up a brand new account at my own name and pull this number from the previous account number that belonged to someone else.

This is a new account number a new policy and this is my first claim. I need ATT to provide me with insurance. (by the way my brand new phone broke the screen... out of the blue, just broke with out dropping.). please help me enforce my coverage.