

American Express
AMEX Assurance Company
PO Box 981553
El Paso TX 79998-9920
Toll Free Fax (800) 858-5971



March 17, 2014



1466

RE: Claim Number: 0000636604
Incident Date: March 13, 2014

Dear Shmuel Hayempour:

We are pleased that you are taking advantage of the Purchase Protection services provided to you.

In order to complete the evaluation of your claim, please provide the following documentation at your earliest convenience:

- Complete Information on the Claim Form
- Itemized Store Receipt(s)
- Repair Estimate from a verifiable repair facility w/date, item serial number, loss type and cost

Please forward the requested documentation to our office by fax: (800) 858-5971 or by mail to: American Express, AMEX Assurance Company, PO Box 981553, El Paso, TX 79998-9920.

You are required to cooperate with us and provide documentation as requested by us which is required and necessary to process your claim and determine if benefits are payable. Proof of Loss requires you to send us all the information we request, at your expense, in order that your claim may be evaluated and that we may make a determination as to whether the claim may be paid. You must provide us with satisfactory Proof of Loss within thirty (30) days after we have provided you with instructions and/or a claim form in response to your notice of claim or your claim may be denied...We reserve the right to request all the information we deem necessary to determine that your claim is payable, and we will not consider that we have received complete Proof of Loss until the information we have requested is received. No payment will be made on claims not substantiated in the manner required by us. If all required documentation is not received within thirty (30) days of the date of the covered incident (except for documentation which has not been furnished for reasons beyond your control), coverage may be denied. It is your responsibility to provide all required documentation we request. You may be required to send in the damaged property at your expense for further evaluation of your claim. If requested, you must send in the damaged property within thirty (30) days from the date of our request to remain eligible for coverage.

To ensure prompt evaluation of your claim, please include your name and claim number on all documentation you provide to us. Please keep a copy of any documentation you send to us and the date you mailed or faxed this information.

You may check the status of your claim online at www.americanexpress.com/onlineclaim.

If you have questions, please call your Purchase Protection Claims Department at (800) 322-1277. We appreciate the opportunity to serve you.

Purchase Protection is underwritten by AMEX Assurance Company, Administrative Office, Phoenix, AZ under Policy AX0951, Policy PP-IND, Policy AX0952, or Policy AX0956. For residents of GU, MP, FM, MH and PW, the Plan is underwritten by Tokio Marine Pacific Insurance Limited, Hagatna, Guam under Policy CRCB000000105. Coverage is determined by the terms, conditions, and exclusions of the Policies and is subject to change with notice. This document does not supplement or replace the Policies.

Thank you in advance for your assistance.

Sincerely,

Claims Department
AMEX Assurance Company

“Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.” (e) All applications for automobile insurance and all claim forms: “Any person who knowingly makes or knowingly assists, abets, solicits or conspires with another to make a false report of the theft, destruction, damage or conversion of any motor vehicle to a law enforcement agency, the department of motor vehicles or an insurance company, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the value of the subject motor vehicle or stated claim for each violation.”



American Express
AMEX Assurance Company
PO Box 981553
El Paso TX 79998-9920
Toll Free Fax (800) 858-5971

Purchase Protection Claim Form**Claim Number** 0000636604

Instructions: Please complete and sign the Claim Form and send it along with any other requested documentation to the address or fax number above.

CARDMEMBER INFORMATION

American Express Card Account Number used to purchase the item:

371244054142000

Cardmember's

Name: Shmuel HayempourAddress: 21 Allenwood RoadCity: Great Neck State: NY Zip: 11023Primary Phone Number: (516) 331-1613Email: Shayempour@yahoo.com**PURCHASE INFORMATION**Item: Note 3 Manufacturer: Samsung Model: SM-N900VColor/Size/Material: Black, 5.7i, Plastic Merchant: VerizonDate of Purchase: 01/22/2014 Item Amount: \$699.99 Charge Amount: _____

Item: _____ Manufacturer: _____ Model: _____

Color/Size/Material: _____ Merchant: _____

Date of Purchase: _____ Item Amount: _____ Charge Amount: _____

LOSS INFORMATIONType of Loss: ☒ Accidental Damage ☐ Theft ☐ LostDate of Loss: 02/19/2014City, State, and Country where loss occurred: Brooklyn, New York, USAPlease Describe in detail your loss: The phones charger port snapped**INSURANCE INFORMATION****Do you have a primary homeowner's, renters, condo owner, or business insurance policy?**

Please check one of the boxes:

☐ Yes ☒ No If 'Yes', please provide the following information:

Insurance Company Name: _____

Policy Number/Claim Number: _____

Agents/Adjuster's Telephone Number: _____

Deductible Amount: _____

Purchase Protection is underwritten by AMEX Assurance Company, Administrative Office, Phoenix, AZ under Policy AX0951, Policy PP-IND, Policy AX0952, or Policy AX0956. For residents of GU, MP, FM, MH and PW, the Plan is underwritten by Tokio Marine Pacific Insurance Limited, Hagatna, Guam under Policy CRCB000000105. Coverage is determined by the terms, conditions, and exclusions of the Policies and is subject to change with notice. This document does not supplement or replace the Policies.

ADDITIONAL INFORMATION

There are some products and items not covered under this program including, but not limited to, the following:

Travelers checks, tickets of any kind, negotiable instruments (including, but not limited to, gift certificates, gift cards and gift checks), cash or its equivalent; animals or living plants; rare stamps or coins; consumable or perishable items with limited life spans (including, but not limited to, perfume, light bulbs, batteries); antique or previously owned items; motorized vehicles and watercraft, aircraft, and motorcycles or their motors, equipment, parts or accessories; stolen or damaged property consisting of articles in a pair or set. Coverage will be limited to no more than the value of any particular part or parts, unless the articles are unusable individually and cannot be replaced individually, regardless of any special value they may have had as part of a set or collection; {items purchased for resale, professional, or commercial use; permanent household and/or business fixtures, including, but not limited to, carpeting, flooring and/or tile; business fixtures, including, but not limited to, air conditioners, refrigerators, heaters; and hospital, medical and dental equipment and devices.}†

† The language between the brackets does not apply to eligible Corporate or Business Card Accounts.

There are some Occurrences not covered under this program including, but not limited to, the following:

War or any act of war, whether declared or undeclared; any activity directly related to and occurring while in the service of any armed military force of any nation state recognized by the United Nations; participation in a riot, civil disturbance, protest or insurrection; violation of a criminal law, offense or infraction; natural disasters, including, but not limited to, hurricanes, floods, tornados, earthquakes or any other event in the course of nature, that occurs at the same time or in separate instances; fraud or abuse or illegal activity of any kind by the Cardmember; confiscation by any governmental authority, public authority, or customs official; negligent failure of a duty to care by any third party in whose possession the property purchased by a Cardmember has been temporarily placed; not being reasonably safeguarded by You; theft from baggage not carried by hand and under Your personal supervision or under the supervision of a traveling companion known by You; damage through alteration (including, but not limited to, cutting, sawing and shaping); normal wear and tear, inherent product defect or manufacturer's defects or normal course of play; damage or theft while under the care and control of a common carrier; food spoilage; or leaving property at an unoccupied construction site.

PLEASE READ THE INFORMATION BELOW AND SIGN THIS FORM PRIOR TO SUBMISSION.

I UNDERSTAND THAT ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR ANY PERSON, FILES A STATEMENT CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING INFORMATION CONCERNING ANY FACT MATERIAL THERETO, COMMITS A FRAUDULENT INSURANCE ACT.

Cardmember's Signature (required)



Date 03/21/2014

“Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.” (e) All applications for automobile insurance and all claim forms: “Any person who knowingly makes or knowingly assists, abets, solicits or conspires with another to make a false report of the theft, destruction, damage or conversion of any motor vehicle to a law enforcement agency, the department of motor vehicles or an insurance company, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the value of the subject motor vehicle or stated claim for each violation.”

Purchase Protection is underwritten by AMEX Assurance Company, Administrative Office, Phoenix, AZ under Policy AX0951, Policy PP-IND, Policy AX0952, or Policy AX0956. For residents of GU, MP, FM, MH and PW, the Plan is underwritten by Tokio Marine Pacific Insurance Limited, Hagatna, Guam under Policy CRCB000000105. Coverage is determined by the terms, conditions, and exclusions of the Policies and is subject to change with notice. This document does not supplement or replace the Policies.