

## Financial compensation retrieval instruction

Mobile device protection including financial compensation is provided to User of «Premium», «Premium+», «Yearly», «Extra», «Protection», «Protection 1 year», «Protection+», «Protection+ 1 year», «Basic» (beginning from 30th day of paid use of «Mobile protection» service at the moment of mobile protection loss) subscriptions by RADARME LLC company, which risks are insured Insurance Company according to Voluntary third party liability insurance agreement, that represents RADARME LLC as an Underwriter, and Insurance Company as an Insurer.

Protection of mobile device includes provision of financial compensation in case if the mobile device with activated «Mobile protection» service was not found within 14 days.

### Amount of financial compensation

Amount of financial compensation depends on activated subscription and type of mobile device:

**- Premium subscription:**

- 200 UAH for mobile device (phone) without operation system;
- 600 UAH for mobile device (smartphone/tablet) with Android, iOS, Windows Phone operation systems.

**- Premium+ subscription:**

- 1200 UAH for mobile device (phone) without operation system;
- 2500 UAH for mobile device (smartphone/tablet) with Android, iOS, Windows Phone operation systems.

**- Yearly subscription:**

- 600 UAH for mobile device (phone) without operation system;
- 1200 UAH for mobile device (smartphone/tablet) with Android, iOS, Windows Phone operation systems.

**- Extra subscription:**

- 1500 UAH for mobile device (phone) without operation system;
- 7000 UAH for mobile device (smartphone/tablet) with Android, iOS, Windows Phone operation systems.

**- Protection subscription (till 10/09/2020):**

- 1200 UAH for mobile device (phone) without operation system;
- 2500 UAH for mobile device (smartphone/tablet) with Android, iOS, Windows Phone operation systems.

**- Protection subscription (from 10/09/2020):**

- 1500 UAH for mobile device (phone) without operation system;
- 2500 UAH for mobile device (phone) without Mobile Safety application installed on the device;
- 5000 UAH for mobile device (smartphone/tablet) with Android, iOS, Windows Phone operation systems.

**- Protection 1 year subscription:**

- 1500 UAH for mobile device (phone) without operation system;
- 5000 UAH for mobile device (smartphone/tablet) with Android, iOS, Windows Phone operation systems.

**- Protection+ subscription:**

- 1500 UAH for mobile device (phone) without operation system;
- 3500 UAH for mobile device (phone) without Mobile Safety application installed on the device;
- 7000 UAH for mobile device (smartphone/tablet) with Android, iOS, Windows Phone operation systems.

**- Protection+ 1 year subscription:**

- 1500 UAH for mobile device (phone) without operation system;
- 7000 UAH for mobile device (smartphone/tablet) with Android, iOS, Windows Phone operation systems.

**- Basic subscription:**

- 1500 UAH for mobile device (phone) without operation system;
- 1500 UAH for mobile device (phone) without Mobile Safety application installed on the device;
- 3500 UAH for mobile device (smartphone/tablet) with Android, iOS, Windows Phone operation systems.

### **Terms of financial compensation retrieval**

- User has an activated subscription of «Mobile safety» service.
- Lost device has installed mobile application/ID-sticker.
- User's call with the message about lost device is fixed at 24/7 free support service call center of «Mobile safety» service.
- The device was not found within 14 days from the moment when the user's loss request was received.
- User has provided the required set of documents.
- User has been using the paid «Mobile protection» service for 30 days or more at the moment of device loss.

If the conditions mentioned above are not met, financial compensation is not provided.

In case when the device was lost within free trial period of service, the User will be provided with return service if the loss request from User and request from the person who found the device, are present. The financial compensation is not provided.

### **List of the documents required for financial compensation retrieval**

To register the case of device loss and for financial compensation retrieval, it is required to send the following set of documents at [support@mb.kyivstar.ua](mailto:support@mb.kyivstar.ua):

- scanned copy of passport and ID code;
- copy of warranty card or photo of the box of lost device with present IMEI code to confirm that the user is a real owner of the lost device;
- scanned copy of the compensation retrieval statement;
- document of registration of statement to the Single Register of Pretrial Investigations.

### **Period of financial compensation retrieval**

Financial compensation is provided within 10 business days from the moment of delivery of documents set from the User to RADARME LLC company address.

Financial compensation is provided by Insurance Company, according to the request received from RADARME LLC, to the bank account of the User.