

Student Device Insurance FAQ's

How do I register for insurance for my student's device?

You can sign up for insurance for your student's device at this website:

<https://schooldevicecoverage.com/> The cost for insurance is \$24. If you need additional information, you can contact your building principal or the Southern Fulton School District website at: <https://www.sfsd.k12.pa.us/News/263#sthash.zoFtxm7b.Gv21bq1Z.dpbs>

Is there a time limit for me to purchase insurance? Can I purchase it at any time or just the beginning of the school year?

There is a time limit to purchase insurance. You will need to purchase insurance by October 15, 2022, for the 2022-2023 school year. In addition, you cannot purchase insurance AFTER damage occurs, this is insurance fraud.

What do I do if the device does not work?

Refer to the information you received upon signing up for the insurance. If your student's device is not working, you will have to submit a claim via the online system where you registered/purchased the insurance.

What are the steps to submit a claim?

1. Go to the website where you registered and enter your information/log in.
2. You will be asked to submit an official claim via the website.
3. Please indicate the problem with the device (broken screen, dropped and will not charge, etc)
4. Be as specific as possible when completing the initial claim process. Physical damage is covered so it is acceptable to say the device was dropped, damaged, etc.
5. Once approved, you will receive a claim number that will need to be included when the device is mailed for repair.
6. You will take this claim number, along with the device, to the school office where your student attends.
7. The office staff at the elementary and/or high school will mail the device and claim information to the company for you. Your student will be provided a loaner.

What if I do not know my serial number?

If you do not have the serial number for the device in which you are submitting a claim/purchasing insurance for, simply use your child's first and last name (Ex. Jane Smith) in the space that is requesting the serial number. That will suffice for the documentation.

What is type of claim is covered?

It must be PHYSICAL damage. Manufacture defects are not covered. If the device is dropped, damaged, broken, etc, this will be covered. They will NOT cover a manufacturer defect such as, "Will not charge, bad battery, or I don't know what happened". They WILL cover the above if it is as a result of a drop, water damage, or a break. Example of a Covered Claim: "After dropping device battery will not charge". Example of Denied Claim: "Battery will not charge".

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Who can I call if my claim is denied?

Email support@schooldevicecoverage.com or call 888-978-3515. Information is also available at www.schooldevicecoverage.com

What if I do not purchase student device insurance?

The District provides every student a new device on an approximate five-year cycle. It is your responsibility to have your student take care of their device, as they would any school-issued materials. In order to care for the device, you have three options:

1. Purchase insurance
2. Purchase a new device through the school (\$250-\$450 based on cost)
3. Arrange for repair for your device via a 3rd party vendor

If you purchase the insurance, it does covers a loaner that we will provide while your device is being repaired via insurance. Keep in mind the insurance is a 3rd party company and it is not the school who decides the claims. We have no control over the insurance claims being accepted or denied.

Please read this document BEFORE submitting a claim.

Thank You!