



Standard Claims Process

Providing Peace of Mind Protection Since 1971

⚡ Accidental Damage & Mechanical Failure Claims

- 1) Go to www.worthavegroup.com and click on "My Policy" to submit your claim online. Please remember to complete each required field with as much detail as possible to prevent a delay.
- 2) You will be notified by your adjuster once your claim submission has been received and approved. We will contact a repair depot in our network to initiate the repair process.
- 3) The repair facility will either mail you a box with a pre-paid shipping label or email you a label if we have provided boxes to you in advance.
- 4) Package the device in the provided box and use the label supplied to send it in. Please include any applicable deductible(s) made payable to the repair facility.
- 5) Once the repairs have been completed, the repair facility will ship the device back to you. We will pay the repair facility directly for all repair costs incurred including shipping, labor and parts. If the device was damaged beyond repair, we will issue a check to you for the current replacement value OR a replacement device will be mailed to you.

🔒 Theft Claims

- 1) File a police report and obtain a copy of it if possible. Make note of the report number.
- 2) Go to www.worthavegroup.com and click on "My Policy" to submit your claim online. Please remember to complete each required field with as much detail as possible to prevent a delay.
- 3) You will be notified once your claim submission has been received. Please respond with a copy of the police report.
- 4) Once your claim has been reviewed and approved, we will issue a check to you for the current replacement value OR a replacement device will be mailed to you.

🔪 Vandalism Claims

- 1) File a police report and obtain a copy of it if possible. Make note of the report number.
- 2) Go to www.worthavegroup.com and click on "My Policy" to submit your claim online. Please remember to complete each required field with as much detail as possible to prevent a delay.
- 3) You will be notified once your claim submission has been received. Please respond with a copy of the police report.
- 4) We will contact a repair depot in our network to initiate the repair process. Continue with steps 3-5 under "Accidental Damage & Mechanical Failure Claims".

✉ Claim Department Contact Information

- **Address:** 1337 S Western Rd, Stillwater, OK 74074
- **Phone Number:** (800) 620-2885
- **Fax Number:** (405) 334-5418
- **Email Addresses:** groupclaims@worthavegroup.com

💡 Things to Remember

- To prevent delay, please provide as much detail as possible in each required field.
- In the event of theft or vandalism, please report the incident to the authorities as soon as possible.
- If as a result of your claim you have replaced the damaged property, please make sure to report the new serial number to us so we can update your coverage.
- Send changes to: changes@worthavegroup.com

The instructions above provide an overview of processes for all of our coverage options and may not reflect the options you chose. Please refer to your policy declarations page for a summary of the coverage you purchased.