Vodacom Financial Services Consumer Products
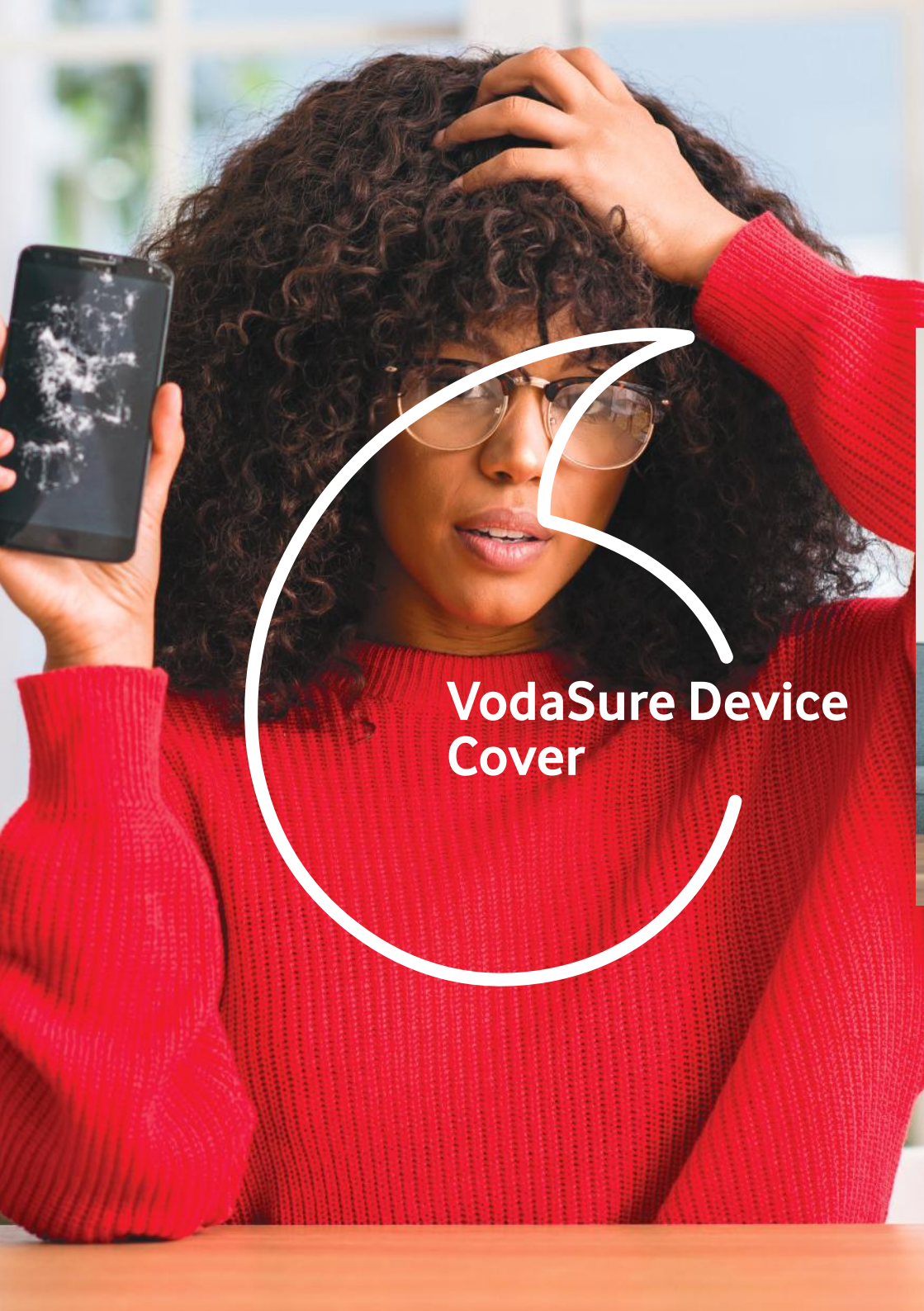
vodacom
financial services

VodaSure Device Cover

Is your cellphone insured? Cover life's curve balls with a R20 monthly premium

Why choose Vodacom Device Insurance?

Our easy, straightforward cover is designed to help you stay connected when life throws its curve balls at you. There are different types of cover options to choose from, depending on your unique needs: We offer Comprehensive Cellphone Insurance, Comprehensive Laptop and Tablet Insurance as well as Accidental Damage and Specified Insured Extras.

Why it's important to be covered

- The cost to replace an average Smart Phone is R3 500
- One in three Smart Phone users have to replace their handset before their contract ends
- Smart Phone users check their phones 150 times a day.

What's in it for you?

- Peace of mind in the event that your device is lost or stolen
- Affordable monthly premiums
- Value-for-money coverage against all damage, including liquid damage
- In the event of loss or theft your Device will be replaced within 48 hours after you've successfully submitted your claim to our nationwide network of Vodacom dealers
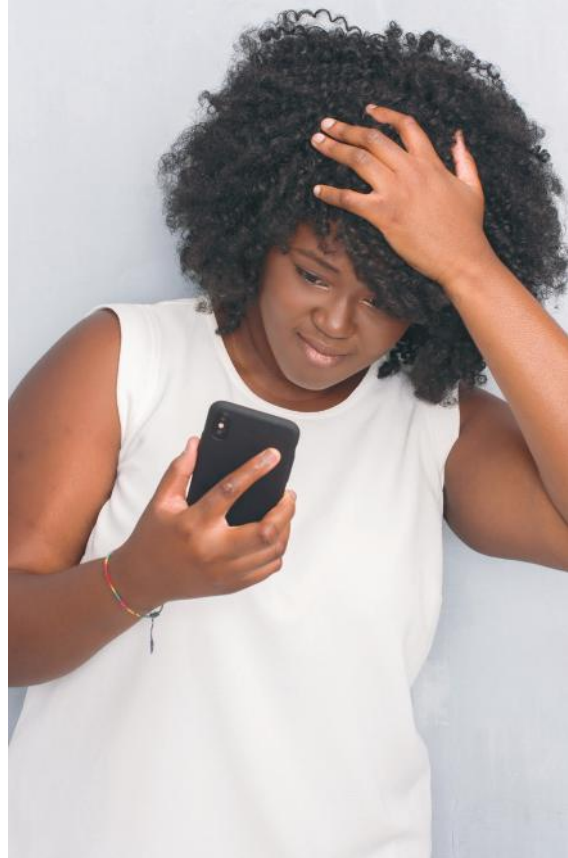
What's in it for you?

- You must have bought your device directly from us or from an approved Vodacom dealer
- Claims must be submitted within 30 (thirty) days of loss or damage
- You will need to pay an excess if your claim is approved – the amount will depend on your policy
- If the listed SIM card is not in the insured device at the time of damage, loss or theft, the device will NOT be covered, and your claim will be declined
- In the event of loss or theft your device will be replaced within 48 hours after you've successfully submitted your claim to our nationwide network of Vodacom dealers

Comprehensive Cellphone Insurance

If your cellphone is lost or stolen, we will replace your device with a new device of the same or similar type or a good-as-new device of the same type, subject to the Maximum Limit of Indemnity.

Comprehensive Laptop and Tablet Insurance

This option covers you for accidental damage and instances of theft and loss. If your laptop, tablet or portable device is lost or stolen, we will replace your device with a new device of the same or similar type.

Accidental Damage

This option covers your insured device for accidental damage only and not theft or loss. If your device can be repaired, we will pay the costs reasonably incurred to restore it to the condition it was in before the accidental damage occurred.

Specified Insured Extras

Specified Insured Extras refers to electronic items such as wearables, gadgets and other portable tech accessories used in conjunction with cell phones. This is not a stand-alone product and can only be selected if the Comprehensive Cellphone Insurance benefit is selected.

What do you get from our Device Cover?

We offer simple and straight forward insurance for your specific needs at competitive rates.

Feature	Comprehensive Insurance	Insurance Accidental Damage Insurance
Loss Insurance	Yes	
Theft	Yes	
Accidental Damage Insurance	Yes	Yes
Water Damage	Yes	Yes
Worldwide Cover	Yes	Yes
Specified Insured Extras (Up to R15 000)	Optional	

How do I get Vodacom Insurance?

If you're a Contract or Top-Up customer:

- You can apply for any Vodacom Insurance product during your Contract application process and it will be billed monthly along with your subscription as value-added service.
- Simply ask your sales consultant in-store for more information.
- OR Call Finrite on **082 1952.**

If you're a Prepaid customer

- You must complete an in-store form
- OR You can also contact the administrators, Finrite, on **082 1952** to initiate your insurance policy yourself.
- OR your completed form must be emailed to **servicing.deviceinsurance@vodacom.co.za**

Please note

- You must apply for insurance within seven days after purchase of your device
- You must send us proof of purchase together with your application form
- Finrite will then send you a Policy Document, with the terms and conditions, within 30 days of application and activation
- Please ensure you understand the terms and conditions clearly

*Ts & Cs Apply