

## Globe Gadget Care Claims Documentary Requirements

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Hotline Number : (632) 7756 5400 or 1-800-8-7565400 toll-free  
Email Address : [GlobeConsumerClaims.PH@Chubb.com](mailto:GlobeConsumerClaims.PH@Chubb.com)

**Documents may be required depending on the assessment of the Claims Officer.**

### Claims Documentary Requirements

- Duly completed Claim Form
- Two (2) latest Globe Bills showing monthly recurring fee of Gadget Care Plan
- Any proof of payment of Globe account outstanding balance covering claim period

Additional for Theft Benefit Claims	<ul style="list-style-type: none"><li>• Original copy of Police Report (secured within 7 days of discovery)</li><li>• Certified true copy of two (2) valid IDs</li><li>• Notarized Affidavit of Ownership and Loss with Undertaking (NTC Form for Handset Blocking)</li></ul>
Additional for Accidental Damage Benefit Claims	<ul style="list-style-type: none"><li>• Notarized Affidavit of Ownership and Loss with Undertaking (for device which cannot be retrieved)</li></ul>
Additional for Accidental Temporary Disability Benefit Claims	<ul style="list-style-type: none"><li>• Attending Physician's Report, specifying the number of days/months that the Insured is not allowed to or capable of returning to work and/or attending to his daily duties</li><li>• Birth Certificate of the Insured</li><li>• Original Copy of Police Report</li><li>• Notarized Affidavit of Witness</li></ul>
Additional for Accidental Death Benefit Claims	<ul style="list-style-type: none"><li>• Original copy of Police Report, Barangay Report or Affidavit of Witnesses</li><li>• Attending Physician's Statement</li><li>• Photocopy of Autopsy Report or Medico-Legal Statement</li><li>• Photocopy of Birth and Death Certificate of the Insured</li><li>• Proof of Relationship to the Beneficiary/ies (such as Marriage Certificate, Birth Certificate, Passport)</li></ul>

Upon complete submission of documents required, if any, a Claims Decision Letter will be sent to your email within 15 working days. Actual turnaround time may be as short as 48 hours, depending on the accuracy and completeness of information received. Information about the next steps will also be provided in the same email.

### Claims Servicing Turnaround Time

Acknowledgment of Notice of Claim	Within twenty-four (24) hours or the next business day from receipt of notice of claim
Assessment and Claims Processing	Within ten (10) working days from receipt of complete claim documents
Delivery of Replacement Unit	Within ten (10) working days provided that your claim has been approved

