

FREQUENTLY ASKED QUESTIONS

(Insurance Purchase by Students & staff)



Are there any fees charged to the school district or does the price change if only few purchase?

- ✓ The cost to the school district is \$0, and there are no fees if the participation is low and the cost of insurance will remain the same and does not increase.

Is there a requirement to purchase insurance before or after a device is issued to the student?

- ✓ No, we do not have any such requirements. Many school districts encourage parents to purchase insurance before the start of school or before issuing a device to the student. However, It is highly recommended that parents are encouraged to purchase insurance within 30 days of the device being issued and before any damage occurs to the device.

Can parents purchase insurance mid school year?

- ✓ Yes, the portal is open all year round so new and transfer students can purchase insurance

Is insurance purchase allowed on previously used devices regardless of age?

- ✓ Yes, insurance can be purchased on Previously Used devices as long as they are fully functional and working, regardless of age.

Why do most public schools require parents to purchase coverage for 1-Year only?

- ✓ The cost of 1-year insurance is affordable compared to 2,3,4, or 5 years of insurance.
- ✓ Higher enrollment and participation if the cost is affordable.
- ✓ Students may end up relocating and transferring out and may not need insurance for all 4-years
- ✓ Typically, the private schools prefer the students to purchase insurance for more than 1-year.

Is the parent portal page available in multiple languages?

- ✓ Our website can be translated into Spanish, French, and other languages.
- ✓ Additionally, we will provide you with 1-page informational flyer's in English, Spanish, and any other languages you request.
- ✓ The informational flyer's are for parents and provide them with instructions in addition to a phone number for 24/7 assistance with a live customer service agent.
- ✓ We have customer service agents who speak English, Spanish, French, and other languages to assist parents with insurance purchases 24/7.

Can parents pay with a check if they do not have a credit card?

- ✓ Yes, Securranty is the only company that provides an option for the insurance purchase with a check, Online with instant confirmation! Parents can also pay with credit & debit cards or PayPal.

Can the school staff file claims when students or staff purchase insurance?

- ✓ Securranty can customize a solution for school district staff or parents to file claims for device repair.
- ✓ 95% or more of school district clients want to control the repair process and thus do not want the option for parents to file or manage the claims process. Therefore, our system will restrict parents from filing claims.
- ✓ If the school district wants the parents to purchase the insurance and file claims, we can customize it so parents can file claims and school staff can still choose to assist some parents if they require support.



Are loaner devices covered?

- ✓ Yes, loaner devices are covered and the coverage in our system automatically transfers from the device that is damaged to the loaner device issued to the student.

Is there a 30-day waiting period before a claim can be filed?

- ✓ We do not have a waiting period before you file a claim like other insurance providers. We feel it is not right for us to keep a customer from filing a claim on a device they purchased insurance and if the day after there is an accidental damage.

How long does it take to file a claim?

- ✓ The claims process is entirely Online, and you can submit a claim within 2 minutes or submit hundreds of claims with a spreadsheet upload within minutes.
- ✓ Securanty has 24/7 customer service agents that are available to assist in multiple languages.

How does the Self-Repair process work?

- ✓ School districts with trained technicians or students have the option to self-repair devices. No certification is required.
- ✓ Securanty ships the part as well as pays the school \$30- \$60/hour for repairing their own devices. The check is made payable to the school district and sent quarterly.
- ✓ We recommend you ship the complicated repairs such as devices with liquid damage, severe damage or motherboard failure to our repair facility and perform repairs only on the quick and easy repairs.
- ✓ Even if you choose to sign up for self-repair, you can still ship every device for repair to the repair facility. Basically, you decide on every claim if you wish to self-repair or ship to the depot.

How long does it take for a device to get repaired when shipped to the repair depot?

- ✓ Securanty provides a 5-business day repair turnaround after receipt of device at the repair facility.
- ✓ Free shipping to and from the repair depot, including free shipping supplies such as boxes provided.
- ✓ Schedule Onsite pick-up with UPS or FedEx from your account dashboard on Securanty portal, from any of the school locations or from a central location.
- ✓ No waiting for empty boxes with shipping labels. Print the shipping label and bulk ship 5 or even 10 devices per box with one shipping label.
- ✓ During the on boarding process, we will customize and setup your account to align with your internal process and requirements.

Will Securanty partner with our current repair partner for Onsite Pickup and repair of devices?

- ✓ Securanty partners with an OEM authorized repair facility or local repair partner of your choice and pay the repair partner for repair of the insured devices.
- ✓ We request that you connect us with your repair partner and we will do the rest!
- ✓ You may still choose to ship certain devices to Securanty depot if the repair partner is unable to repair or manage the high workload of repairs.
- ✓ **For example**, for one of our featured clients Miami-Dade County Public School, we partner with Hp, Dell, and Lenovo authorized repair partners for repair of windows laptops. Additionally, the Apple iPad and MacBook devices are shipped to our partner depot facilities for repair.
- ✓ Securanty provides 1-year warranty of parts and labor on all repair work performed by its repair facilities.



What happens if a device cannot be repaired, lost or stolen?

- ✓ If a device cannot be repaired, we will replace it with the exact same model and exact same specs as the original device.
- ✓ If we are unable to find the exact model, we will provide you with an upgraded version. Our goal is to save you the hassle and cost of purchasing the device.
- ✓ If you prefer to purchase your own devices, inform us in advance during the on-boarding process, we will cut a check so you can purchase the device.

Are replacement devices New or refurbished?

- ✓ The replacement devices will be New or OEM refurbished, based on stock availability.

If insurance is purchased by the student or staff, is the replacement device or check sent to school?

- ✓ Securranty will only ship replacement devices or checks to the school districts even if the insurance is purchased by students or staff.
- ✓ Because the device issued is the property of the school district, it will not be shipped to the student's home address.

Is a police report required to submit a claim for lost & theft of devices?

- ✓ A police report is required, however, 99% of all city or county police departments allow filing of a police report Online within two minutes.
- ✓ Once the police report is filed, please print and upload it with the affidavit when submitting a claim online.

Does Securranty offer repair service for uninsured devices?

- ✓ Yes, Securranty does offer repair services to our customers for the uninsured devices with savings of about 30%.
- ✓ We will provide you with an estimate in advance and if you choose to move forward, you can issue a Purchase Order for the repair of devices.
- ✓ Enjoy significant cost savings by utilizing our buying and negotiating power for repair of uninsured devices.

Does Securranty comply with or will comply with the privacy policy requirements of our district?

- ✓ Yes, Securranty complies with the privacy policy requirements of our clients across all states, including New York, California, and other states with the most stringent requirements.
- ✓ Securranty will comply by executing any privacy policy agreements that may be a requirement for any vendor partner to do business with your district.

What sets Securranty apart from other insurance providers?

- ✓ Securranty offers insurance coverage for New, Used, & Refurbished devices for 1, 2, 3, 4, or 5 Years of coverage
- ✓ The policy covers for unlimited repairs and replacements including lost & stolen coverage for AC Adapters and broken keys.
- ✓ Utilizing the industry-leading technology built for IT Directors, Securranty delivers unparalleled service and operates with full transparency and accountability to its customers.
- ✓ Every activity on your account is has an audit trail with option to export reports of policies and claims for our customers with a couple of clicks.
- ✓ Securranty's website, portal and data is hosted on Microsoft Azure behind firewalls for 99.9% uptime and security



The coverage should be replacement cost coverage for the full value of the device with no deductible.

- ✓ The coverage is for the replacement cost coverage for the full value of the device.
- ✓ All of our policies have \$0 deductible with no extra fees or charges.

The awarded vendor must provide the District with the capability of transferability of policy across different schools within the school district in the event a student transfers to a new school.

- ✓ Our industry-leading proprietary technology allows our customers to transfer policies between schools within a few seconds.

Claims should be processed within thirty (30) days.

- ✓ Our claims are typically processed within 1 business day.
- ✓ If devices are shipped to Securranty's partner repair facility, they are repaired and returned to the schhol within 5-business days from date received at the repair facility.
- ✓ If the devices are repaired by your authorized service provider, we will coordinate to deliver to meet or exceed the requirement of 30 days.

The entity providing the insurance should maintain and operate an Online portal for students and parents to enroll and pay the insurance premium.

- ✓ Securranty provides an Online portal, unique to each school district, so students or staff can purchase and pay for insurance Online, 24/7.
- ✓ Additionally, Securranty provides 24/7 phone, chat and email support support to students and staff in multiple languages.

Accommodate payments for parents without credit cards.

- ✓ Yes, Securranty is the only company that provides an option for the insurance purchase with a check, Online with instant confirmation!
- ✓ With Securranty there are no forms to fill out and mail with a check and hope that it will not get lost in the mail
- ✓ Parents can also pay with credit & debit cards or PayPal.

Single sign on (Microsoft) option preferred but not required for school view.

- ✓ Securranty plans to implement SSO option for its customers by end of September 2024.

The awarded vendor must authorize repairs at the district's preferred vendors and provide direct payment to those companies upon completion of service. Claims will be handled by Technology Services. Parents will not be responsible for reporting claims for damaged devices.

- ✓ Securranty will authorize repairs by district's preferred vendor and pay directly to the vendor for repairs of insured devices. We currently have a similar process for many of our other clients including the 3rd largest school district in the county, Miami-Dade County Public School.



The Company should be able to provide reporting, as needed, to include the following:

- **Reports documenting the enrollment by School Site on a quarterly basis.**
- **School view so that schools can view students with policies and claim status.**
- **District view so that District can view all students with policies and claims**
- ✓ Our portal allows our customer to view and export reports of enrollment by students, with just a couple of clicks in real-time, 24/7.
- ✓ Our portal allows access by unlimited number of staff at the school district to view and manage policies, claims including export any reports, with just a couple of clicks.
- ✓ Securranty will provide any other specialized reporting required by the district in addition to the pre-built reports already available for export, in real-time, 24/x7.
- ✓ We have an Industry- leading proprietary Online portal to simplify management of devices issued to students across the entire district, including policy and claims management, in real-time, 24/7.

The company should be underwritten by an insurance company or by a company that reinsures or underwrites each policy by a company that is a good-standing insurance company and can provide proper documentation.

Securranty is underwritten for compliance and guarantee. Please see attached certificate where we have added Osceola County School District as the additional insured.

Send payments for stolen devices or those deemed as broken beyond economic repair to the District office.

Securranty will set up the account to ensure that any claim where a device is beyond repair, lost or stolen, the check will be mailed to the district office address provided.



Itemized list of all failures, damages, and losses covered.

- ✓ **Accidental Damage:** covers external or internal damage from drops, falls such as cracked screens, damage from liquid spills, camera, keyboard, ports, buttons, battery, missing keys including damage from animals & cars
- ✓ **Extended Warranty :** covers internal failures such as touch screen, hard drive, camera, Bluetooth, Wi-Fi, system board, battery, keyboards, ports buttons, and more.
- ✓ **Lost:** Covers lost, or misplaced device including AC Adapters
- ✓ **Theft:** Covers theft & burglary of the device including AC Adapters
- ✓ **Standard Perils:** Covers loss from flood, fire and vandalism.

Details of device insurance (i.e. deductible, etc.)

- ✓ The policies include \$0 deductible and unlimited claims.

Are cases required?

- ✓ Cases are not required to purchase insurance.

Coverage for loaner devices while device is being repaired?

- ✓ Yes, the loaner devices issued to the students are insured. The policy covers device(s) issued to the student during the year.
- ✓ Our system will automatically transfer coverage to the loaner device issued to the student when you file a claim.

Does insurance transfer to another device?

- ✓ Yes, as long as the device is under the same coverage limit.

Enrollment period for 1 year (August – July)

- ✓ Yes, the portal is open all year for students to purchase the insurance.

Prorated for new student school enrollment?

- ✓ Yes, we can offer the parents a pro-rata refund if they purchase policy in middle of the school year.