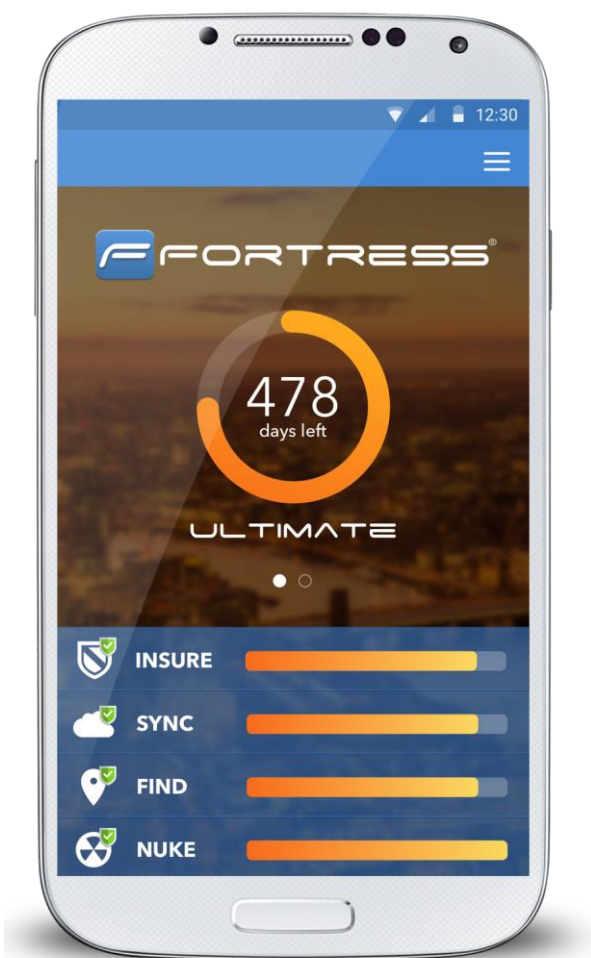




# FORTRESS

Protects. Secures. Insures.



TERMS OF COVERAGE: ULTIMATE

# STATUS + REVISIONS

## STATUS REPORT

Document first issued: May 09, 2017

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## REVISION HISTORY

| Version | Date         | Description of Change | Person   |
|---------|--------------|-----------------------|----------|
| 1.0     | May 09, 2017 | Document first issued | Fortress |
|         |              |                       |          |

# TERMS OF COVERAGE

## INTRODUCTION

Fortress is a registered brand of Fortress Global, Inc.

The insurance coverage included in your Fortress Membership Tier is underwritten by Lyndon Southern Insurance Company, which is a subsidiary company of Fortegra Financial Corporation.

Your membership with Fortress automatically entitles you to benefits under a Commercial Computer Policy issued to Fortress Global, Inc., by Lyndon Southern Insurance Company. Fortress Global, Inc. provides this coverage to you as part of your membership.

The inception date of your insurance coverage is the Join Date\* for your Fortress membership. Coverage will continue in force until you either cancel your membership, you run out of days of protection or your payment fails (e.g. due to lack of funds in your bank account).

## SUMMARY OF COVERAGE

**Lyndon Southern Insurance Company**  
10151 Deerwood Park Boulevard, Building 100, Suite 500  
Jacksonville, FL 32256 - 800-888-2738

Insurance coverage is provided through your Fortress Membership in the event that your smartphone or tablet is lost, stolen, damaged or malfunctions. The coverage is valid within the United States of America & the District of Columbia and while you are travelling Worldwide.

If your smartphone or tablet is lost, stolen, damaged or malfunctions as a result of loss, mysterious disappearance, theft, burglary, robbery, handling, mechanical, electrical or virus, it will be replaced with a new or refurbished smartphone or tablet of equal or similar value. We will aim to provide you with an exact replacement of your smartphone or tablet; however, we do not guarantee an exact replacement. In the unlikely event that a satisfactory replacement cannot be provided we will provide a cash reimbursement equal to the value of your device.

The following summary of coverage describes some of the terms, conditions and benefits provided to you pursuant to the insurance policy issued to Fortress Global. This is not a guarantee of benefits.

## COVERAGE DEFINITIONS

Ultimate membership provides coverage for your smartphone or tablet if it is lost or stolen as a result of:

**Mysterious Disappearance:** *The disappearance of your smartphone or tablet without knowing where or when or how it occurred.*

**Theft:** *The unlawful taking or removing of your smartphone or tablet without your consent and with the intent to deprive you.*

**Burglary:** *The forcible entry or exit of the premises, which are not open, and illegally taking away your smartphone or tablet from you. Visible signs of forced entry must be present.*

**Robbery:** *The taking of your smartphone or tablet by using violence, threats or intimidation.*



Ultimate membership provides coverage for your smartphone or tablet if it is damage or malfunctions as a result of:

- Handling:** *Anything from cracked screens to broken internal parts that have occurred as a result of an unexpected and unintentional event. For example, damage to your smartphone or tablet from drops, spills and liquids.*
- Mechanical:** *When your smartphone or tablet's manufacturer's warranty expires, it is still protected against mechanical breakdowns. For example, a malfunction due to faulty workmanship or materials.*
- Electrical:** *When your smartphone or tablet's manufacturer's warranty expires, it is still protected against electrical breakdowns. For example, an electrical failure of your smartphone or tablet when operated according to the manufacturer's instructions.*
- Virus:** *A computer virus rendering your smartphone or tablet inoperable.*

## **YOUR DUTIES IN THE EVENT YOU DISCOVER YOUR SMARTPHONE OR TABLET HAS BEEN LOST, STOLEN, DAMAGED OR MALFUNCTIONS**

You must do the following in the event you discover your smartphone or tablet has been lost, stolen, damaged or malfunctions:

1. Immediately contact the Fortress Claims Team at **1 (800) 281 0228**.
2. You must provide a detailed description of your smartphone or tablet including but not limited to make, model, serial number; and a detailed description of the events including how, when, and where the applicable circumstance occurred.
3. Provide proof of ownership, including bill of sale, invoice, cancelled check or credit card receipt, if requested.
4. Answer any questions relating to your claim, if requested.
5. The Fortress Claims Team must approve your claim prior to a replacement smartphone or tablet being sent to you.
6. Pay the applicable deductible for your device, when requested. The deductible must be paid prior to a replacement smartphone or tablet being sent to you:

| <b>DEVICE TYPE</b> | <b>DEDUCTIBLE CATEGORY</b> | <b>DEDUCTIBLE (\$)</b> |
|--------------------|----------------------------|------------------------|
| Standard           | A                          | 25                     |
|                    | B                          | 50                     |
| Advanced           | C                          | 100                    |
|                    | D                          | 150                    |
|                    | E                          | 200                    |

For further information on the deductible of your specific device, either visit your account page at [www.yourfortress.com/portal](http://www.yourfortress.com/portal) or visit [www.yourfortress.com/usa/help](http://www.yourfortress.com/usa/help) and click the device look up tab.

The Fortress Claims Team is located at the offices of the Program Administrator, Safeware Insurance Agency, 5700 Perimeter Dr. Ste. E., Dublin, OH 43017, **1 (800) 281 0228**.

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\*Join Date – please refer to your Fortress membership for this date

