

# Call protect option

Affordable insurance against call misuse or illegal usage of your mobile phone in cases such as theft.



## Option for mobile subscription

	Services
<b>Coverage</b>	The costs incurred by misuse of the phone or data connections after theft or robbery of the hardware are covered by the plan.
<b>Coverage amount</b>	CHF 3,000 per event
<b>Deductible</b>	None
<b>Price</b>	CHF 1.00 / month

	Insured events
<b>Insured event</b>	Call misuse (calling, data connections) following theft or robbery is covered. Theft is defined as the seizure of the insured hardware, including bag theft and break-in theft, with the intention to unlawfully assign ownership to oneself or a third party.
<b>Insured damages</b>	Costs charged by a telecommunications provider for payment of call and data connection costs are considered to be damages.
<b>Uninsured events</b>	Uninsured events include (a) unnoticed theft from property without evidence of forced entry or exit, (b) theft from a vehicle when there is no evidence of forced entry and the insured hardware was not reasonably hidden, or (c) theft when the insured hardware is left somewhere unattended so that it is readily accessible to the public, (d) when the hardware is entrusted to someone other than the person eligible for benefit and is then misused by this person.

	Claim settlement
<b>Insured phone number</b>	The phone number listed in the insurance policy is the insured number.
<b>Person eligible for benefit</b>	The owner of the phone number recorded in the insurance policy is eligible for benefits. If the owner changes, the insurance is automatically transferred to the new owner.
<b>Settlement</b>	The insurer will compensate the insured damages in cash.
<b>Deductible</b>	None
<b>Reporting damages</b>	Reporting damages directly to the insurer Chubb +41 43 210 27 45 or online at <a href="http://www.chubbprotect.ch/claimreport">www.chubbprotect.ch/claimreport</a>
<b>Prerequisite</b>	<p>Damages due to theft or robbery must be reported to the responsible police station no later than within 72 hours of the occurrence or discovery of the event. The insurer can demand a copy of the report.</p> <p>The insurer's obligation to provide services will become invalid if the theft of the corresponding mobile phone or tablet is not reported to Sunrise Communications AG within 72 hours, the corresponding SIM card concerned is not blocked, and/or the theft is not reported to the responsible police station.</p>

	<b>Claim settlement</b>
<b>Insurer</b>	Chubb Insurance (Switzerland) AG Insured customers are directly entitled to the provision of insurance services by Chubb.

	<b>Contract duration</b>
<b>Available to</b>	Sunrise Freedom and MTV mobile Freedom subscriptions and other older mobile subscriptions. (not for prepaid).
<b>Registration via</b>	<ul style="list-style-type: none"> <li>– SMS by texting CALL PROTECT to 5522</li> <li>– In every Sunrise center.</li> <li>– via our call center: 0800 707 505</li> </ul>
<b>Start of insurance coverage</b>	Day of registration
<b>Start of insurance protection</b>	Day of registration. When a number is ported, insurance coverage always starts with activation/completion of porting.
<b>Activation</b>	The option is activated starting the day after registration.
<b>Duration</b>	1 month. The duration is determined based on the number of calendar days in the month of activation.
<b>Renewal</b>	At the end of each month, the option is automatically renewed at midnight (CET).
<b>Cancellation</b>	The option can be cancelled at the end of any duration period. The option can be used until midnight on the last day of the duration period. The option is automatically cancelled if the subscription the option is based on is cancelled.
<b>Invoicing</b>	The fee for the option is invoiced at activation. The option fee is automatically invoiced on a monthly basis until the option is cancelled. If you cancel during a billing period, the basic charge for the entire month will apply.

	<b>Miscellaneous</b>
<b>Contract components</b>	Kostenloser technischer Telefon-Support unter 0800 707 707 (Mo – Fr 8.00 - 22.00 Uhr, Sa - So 10.00 - 19.00 Uhr)
<b>Status</b>	Es gelten die jeweils aktuell gültigen Allgemeinen Versicherungsbedingungen von Chubb. Diese haben Vorrang über die Angaben in diesem Factsheet und enthalten detailliertere Versicherungsbestimmungen. Es sind insbesondere die Obliegenheiten des Versicherungsnehmers im Schadenfall zu beachten.