

Smart protect option

Comprehensive insurance for your mobile device with coverage of external effects such as point and blunt impact, pressure, fire, heat, water, and moisture damage.

Option for mobile subscriptions

General						
Coverage	Insures against damage from point and blunt impacts, pressure, fire, heat, water, and moisture. See below for details about the insured damages.					
Repair	If repair is needed, the insurer pays up to CHF 2,500 of repair costs.					
Total loss	In the case of total loss, the device will be replaced by a new or like-new device.					
Deductible	Devices with new value of up to CHF 399	Devices with new value of CHF 400 up to CHF 599	Devices with new value of CHF 600 up to CHF 799	Devices with new value of CHF 800 up to CHF 1049	Devices with new value of CHF 1,050 up to CHF 1,699	Devices with new value of CHF 1700 up to CHF 2500
Deductible 1st claim Deductible starting at 2nd claim	CHF 30 CHF 50	CHF 50 CHF 80	CHF 60 CHF 100	CHF 80 CHF 100	CHF 90 CHF 100	CHF 100 CHF 100
Option fee	Devices with new value of up to CHF 400	Devices with new value of CHF 400 up to CHF 599	Devices with new value of CHF 600 up to CHF 799	Devices with new value of CHF 800 up to CHF 1049	Devices with new value of CHF 1,050 up to CHF 1,699	Devices with new value of CHF 1700 up to CHF 2500
	CHF 6/month	CHF 10/month	CHF 13/month	CHF 14/month	CHF 16/month	CHF 18/month
Insured devices, claim entitlement						
Insured devices	New devices or devices purchased in the last twelve months within Switzerland can be insured under the condition of a newness check. The device is insured, which has its IMEI-No. noted in the insurance contract. The option fee is always CHF 18/month for used devices.					
Persons entitled to claim	The person who uses the insured mobile phone or tablet in connection with a Sunrise mobile contract as contracting party or authorized user is entitled to make claims. If the insured mobile phone or tablet is sold, the insurance contract will not be transferred to the new owner.					
Damages						
Insured events and damages	All damage resulting from sudden or unforeseeable external effects (such as drop, pressure, falling down, heat, fire, cold or contact with any type of liquids) that cause the device to stop functioning properly are insured.					

Insured devices, claim entitlement	
Non-insured events	Damages are not insured insofar as they are caused by the following: normal wear, oxidation, battery (leakage, incorrect usage, etc.)/not following manufacturer instructions/usage of non-original accessories or those not produced by the manufacturer (for example, wall charger)/changes of original features of the insured mobile phone/grossly negligent or intentional actions by the person entitled to collect damages/repair, maintenance, overhaul, or cleaning measures/losing or leaving mobile phone behind/confiscation by authorities, regardless of whether the confiscation took place as a result of illegal activities or not/viruses/commission of crimes, offenses or misuse according to the provider's terms and conditions – or the attempt to do so – by the person entitled to make claims/damages caused by wartime events, public unrest, natural catastrophes/events with biological or chemical substances, pressure and shock waves
Non-insured damages	The following damages are not insured: material or manufacturing defects/technical disruptions, insofar as they are covered by guarantee claims and/or are not attributable to external influences/scratch, abrasion, and rubbing damages/deformations that do not affect functionality/discolorations/data corruption, data loss/value loss and damages of an exclusively financial nature, loss of usage, data loss, shipping and transportation costs (return, repair, etc.)/software damages/defective battery/indirect damages resulting from the insured event (financial losses, loss of usage, lost profit, expenditures, etc.)
Claims	
Insurer	Chubb Insurance (Switzerland) AG is the insurer. The insured customers have a direct claim against Chubb for the insurance benefits.
Reporting damage	Damage must be reported directly to the insurer, Chubb: – online: www.chubbprotect.ch/claimreport – by telephone: +41 58 400 79 97
Claims adjustment	In case of damage, the insurer will assume repair costs up to CHF 1,800. Alternatively, the insurer can – at its own discretion – replace the damaged device with an identical (or, if this is not possible, with a similar) new or like-new device. No cash disbursements.
Usage	
Available for	Sunrise WE Mobile, Sunrise Fresh Mobile and other older mobile subscriptions. (Not for prepaid).
Registration	In every Sunrise shop
Date insurance acquired	Date on which the option was acquired
Start of insurance coverage	Date on which the option was acquired, if the insurance was purchased at the same time as the insured device. If the insurance was not acquired at the same time as the insured device was purchased, the insurance coverage will not apply during a waiting period of 14 days after the insurance start date. If a phone number is ported, insurance coverage always starts when the number has been transferred and activated.
Minimum duration	One month (Calendar month)

Usage	
Termination	Once the minimum duration of one month has expired, the option can be canceled at the end of each month. The option is automatically canceled if the subscription the option is based on is canceled.
Deregistration/cancellation	<ul style="list-style-type: none"> • online at sunrise.ch/mysunrise • In every Sunrise shop • via our call center: 0800 707 505
Miscellaneous	
Set-up/Personalization	At sunrise.ch/help you can find useful information and other options for your product, like how to set up your product, call forwarding, number suppression, and tips for the security of your product.
Support	Free technical phone support at 0800 707 707
Contract components	<p>The current Chubb terms and conditions of insurance apply. These have priority over the information in this fact sheet and contain detailed insurance conditions. Please pay careful attention to the obligations of the insurance company in case of damage.</p> <p>All documents are available at www.sunrise.ch/gtc</p>
Last updated	May 2022