

All information is required unless stated.

Biz+ SmartSupport

COMPANY AND CONTACT PERSON DETAILS

Company Name

[Text input field]

Name as in NRIC / Passport

[Text input field]

Business Registration

[Text input field]

NRIC / Passport Number

[Text input field]

Registered Business Address*

[Text input field]

Contact Number

[Text input field]

* Delivery will be made to your Registered Business Address

Note: To make a Service Request, please complete Section A. To update IMEI details, please complete Section B.

SECTION A : SERVICE REQUEST

Swap Warranty Swap**

Enrolled Device User Name as in NRIC / Passport

[Text input field]

Enrolled Device Brand and Model

[Text input field]

NRIC / Passport Number

[Text input field]

Capacity (GB)

[Text input field]

Colour

[Text input field]

Enrolled Mobile Number

[Grid input field for mobile number]

Enrolled IMEI

[Grid input field for IMEI]

** Malfunction of device from a Swap Service Request within 6 months

SECTION B : UPDATE OF IMEI DETAILS (To be completed if there is an exchange of device)

Enrolled IMEI

[Grid input field for enrolled IMEI]

Enrolled Mobile Number

[Grid input field for enrolled mobile number]

New IMEI

[Grid input field for new IMEI]

Date of Warranty Exchange

Day Month Year

(Please attach a copy of the exchange document from OEM showing the New IMEI in the email)

All information is required unless stated.

SECTION C : AUTHORISATION AND AGREEMENT

For Service Requests (Service Request Fee apply):

1. Please turn off the "Find My iPhone" feature before returning your Apple devices to the courier. Otherwise, StarHub may either:
 - Cancel your Service Request, or;
 - Charge you the Device Non Compliance Fee as stated in the Terms and Conditions on top of the Service Fee.

2. Upon submission of this form, SmartSupport will call the Contact Person to inform/request the following information:
 - i) Service Fee (if applicable) as per the Terms & Conditions
 - ii) Details of Service Fee payment which could be made either by VISA, MasterCard or AMEX
 - iii) Confirm the delivery information.

3. Upon delivery, the recipient (Contact Person or Enrolled Device User) must present the following documents for identification purposes:
 - i) Valid Proof of Identity
 - ii) Staff ID or Business Card
 - iii) Original, stamped copy of this Service Request / IMEI Update Form or a copy of company's Business Profile (dated within 6 months) from the Accounting and Corporate Regulatory Authority of Singapore (ACRA)
 - iv) Original enrolled device for Swap Service Requests.

For both Service Requests and IMEI updates

4. By signing and submitting this Service Request / IMEI Update Form, you, the Contact Person and Enrolled Device User confirm to consent to StarHub's subcontractor, NEW Asurion Singapore Pte Ltd., collecting, using, disclosing, storing and/or hosting your personal data and processing your credit/debit card information in accordance with the Data Privacy clause in the Biz+ SmartSupport Terms & Conditions.

<i>Signature of Contact Person</i>
<i>Date</i>

<i>Signature of Enrolled Device User (If different from Contact Person)</i>
<i>Date</i>

<i>Company's Stamp or Company's Business Profile (dated within 6mths)</i>

What to do next



Send the completed signed form to entsmartsupport@asurion.com from your company's email address. An incomplete form will be returned to the sender.

For SmartSupport Internal Use Only

<i>Process by:</i>	<i>Service Request No.:</i>	<i>Remarks, if any:</i>
	<i>Processed Date:</i>	