

**1. Who should I contact in case I bought my insurance policy before 2nd October 2023?**

If you've bought your insurance policy before the 2nd October 2023, you should check in [tre.se/3trygg](https://tre.se/3trygg) who you should contact (AmTrust or SquareTrade).

**2. Who can purchase 3Trygg insurance?**

You can purchase 3Trygg if:

- ☐ You are a permanent resident in Sweden
- ☐ You are 18 years of age or older
- ☐ You take out the insurance cover at the same time as you purchase the insured device or within 45 days after the purchase.
- ☐ The Insured Device is purchased as new from Tre at a price of up to SEK 22,000 (including VAT) or like-new and in good working condition (displaying virtually and technically no imperfections) prior to taking out the insurance policy.
- ☐ You have an active subscription telecommunications contract with Tre.

**3. Where can I buy 3Trygg insurance from if I already have a 3 Sweden device?**

If you've purchased your device within the last 45 days, you can buy 3Trygg insurance at any 3 Sweden official store.

**4. When does the insurance coverage of my device start?**

The insurance begins to apply immediately upon taking out the insurance.

**5. When should I expect to receive my 3Trygg insurance contract?**

After purchasing 3Trygg insurance, the insurance documents will be sent to your e-mail within 5 business days after you receive your device.

If you've received the device and, after 5 business days, you are still missing the 3Trygg insurance documents, please contact us providing the IMEI of the new device and the Order Number.

**6. How long does 3Trygg insurance coverage last?**

This insurance coverage is provided for an initial period of twelve (12) months and can be renewed up to [60] months. Read the full terms and conditions of 3Trygg insurance to learn more about contract duration and renewal.

**7. Which devices can be covered by 3Trygg insurance?**

3Trygg insurance is for smartphones, tablets, routers purchased as new or like-new and in good working condition, from Three at a price of less than SEK 22,000 (including VAT).

## **8. What is covered by 3Trygg insurance?**

Your policy covers your insured device during the period specified in your Certificate of Insurance for:

- accidental damage and liquid damage to the insured device
- Theft of the insured device
- Unauthorised use of traffic (calls, SMS, MMS and data) in case of Theft. For more information about your insurance cover read the full terms and conditions.
- If Your Insured Device is an iPhone eligible for AppleCare Services benefits, you can access to:
  - Battery replacement service (if it retains less than 80% of its original capacity);
  - Worldwide repair service at Apple Retail Stores for Accidental Damage Claims;
  - 24/7 priority access to Apple experts by phone or chat;
  - Software support for iOS, iCloud and all Apple-branded iPhone apps;
  - Apple-certified repair or replacement with genuine Apple parts;
  - Mechanical or electrical breakdown.

## **9. What is not covered by 3Trygg insurance?**

Among others, 3Trygg insurance does not cover loss, theft in any other circumstances other than defined in terms and conditions of insurance, improper usage, warranty-related defects nor cosmetic damage.

For more information about your insurance cover and a full list of the policy exclusions read the full terms and conditions.

## **10. In which countries does 3Trygg insurance coverage apply?**

3Trygg insurance offers coverage in Sweden and worldwide international travel with a maximum duration of sixty days subject to any rules on international sanctions. However, your claim may only be fulfilled or have the device repaired or replaced in the country where you purchased the insurance (Sweden). If Your Insured Device is an iPhone eligible for AppleCare Services benefits, you can access any Apple Store or Apple Authorised Service Centre for Accidental Damage claims anywhere in the world subject to exclusion of sanctioned countries.

## **11. Who is 3Trygg insurance insurance partner?**

3Trygg insurance is covered by the insurer AIG Europe. S.A. acting through its Swedish Branch. AIG Europe S.A. is an insurance undertaking with R.C.S. Luxembourg number B 218806. AIG Europe S.A. has its head office at 35 D Avenue John F. Kennedy, L-1855, Luxembourg. AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances and is regulated by the Swedish Financial Supervisory Authority (Finansinspektionen) for conduct of business rules. Bolttech Digital Insurance Agency GmbH – Sverige Filial has been appointed by the insurer as its insurance agent; Bolttech Device Protection (Ireland) Limited has been appointed by the insurer as its

insurance administrator, to administer Your insurance benefits under the Terms and Conditions.

**12. Can I transfer my 3Trygg insurance to another person?**

Your policy cannot be transferred to another person or device, unless a replacement device has been offered by 3Trygg insurance

**13. Can I cancel 3Trygg insurance?**

You may withdraw from your policy within the 14 working days of the cooling of period after the start date, and without giving any reason. You may also cancel your policy any time after the 14 working days cooling of period, with no less than 30 consecutive days written notice. Read the full terms and conditions of 3Trygg insurance to learn more about contract withdrawal and cancellation.

**14. What is the difference between warranty and 3Trygg insurance?**

Warranty covers damage that involves a lack of function that has arisen from a manufacturing defect (mechanical and electrical failures). That is, the mobile device has stopped working without external influences.

3Trygg insurance covers unexpected external events that result from an accident such as cracks in the screen, as determined in the policy terms and conditions. All repairs are carried out in authorized repair stores using original parts. The warranty remains even after a repair, as the warranty is provided by manufacturer and the insurance is provided by the insurer.

**15. How many claims does 3Trygg insurance cover?**

3Trygg insurance is offered without limitation in the number of claims.

**16. Do I have to wait a certain period of time before I can submit a claim?**

You can take advantage of the benefits offered by the policy at any time after signing up.

**17. What do I need to do to submit a claim?**

The claim can be submitted via [www.3trygg.bolttech.eu](https://www.3trygg.bolttech.eu); if you have an Apple iPhone, you may find assistance on how to get your Apple device repaired via Apple Care Service Benefits on <https://support.apple.com/sv-se/iphone/repair>

**18. What documents do I need to present when submitting a Theft claim**

When you report a claim that involves theft, a police report must be made. The police report can be made on the following page: <https://polisen.se/utsatt-for-brott/polisanmalan/>, or by calling 11414. Upon completion of the report to the police, this must be uploaded via our claims portal. You will also be asked to upload the proof of purchase for your device and a signed consent for collecting operator data.

In order to handle your theft report, you first need to block your device's IMEI number and SIM card at Tre, as well as action any system provided by the device manufacturer to report the device as stolen to the manufacturer (such as "loss mode"), making the device inoperative.

**19. Where can I find my IMEI number?**

You can find your IMEI number very easily:

- Call #06# and your IMEI number will appear on your phone.
- The IMEI also is visible on the back of your phone.
- If you cannot access your phone, you should be able to find the IMEI number in the packaging you received when you bought the phone

**20. What should I do in case my device is not working and I do not have 3Trygg insurance?**

Please check if your device has a warranty period left and how to take advantage of it. If you have an Apple, iPhone you may find assistance on how to get your Apple device repaired via Apple Care Service Benefits on <https://support.apple.com/sv-se/iphone/repair>

**21. What will I have to pay if I make a claim for an Apple device bought after 21 October 2024?**

For Apple iPhone, the deductible varies depending on the type of damage or theft:

- Screen or back glass damage: SEK 249 deductible. (if both screen and glass is broken one deductible is paid for each)
- Other Accidental Damage: SEK 849 deductible.
- Theft: A deductible of either SEK 849 or SEK 1,595, depending on the value of the device. You may confirm this information in your certificate of insurance.

**23. How can I find the specific deductible for my device?**

The deductible amounts are outlined in Certificate of Insurance.

**24. What are the AppleCare Service benefits?**

3Trygg policies for Apple insured devices bought after October 2024 include the following AppleCare service benefits:

- Battery replacement service (if it retains less than 80% of its original capacity)
- Worldwide repair service at Apple Retail Stores for Accidental Damage Claims
- 24/7 priority access to Apple experts by phone or chat
- Software support for iOS, iCloud and all Apple-branded iPhone apps
- Apple-certified repair or replacement with genuine Apple parts
- Mechanical or electrical breakdown