



## Safeware's Institutional Protection Program



# Safeware's History of Protecting Institutional Devices

**800**

Number of Colleges and Universities Partnered with Safeware

**99%**

Percent of HiEd claims approved by Safeware

**50%**

Percent of HiEd claims resulting from Accidental Damage from Handling

**544**

Average number of days into Safeware plans that devices experience a claim (1.5 years)

**A+**

Safeware is A+ Rated by the Better Business Bureau (Member for 25 years)





## Why Buy Coverage?

- Competitive plan pricing
- Cost control / budget certainty
- Eliminates administrative burden
- Streamlines hardware repairs and replacement processes
- Reduces faculty & staff downtime
- Flexible coverage options on all brands, including term options
- Avoid liability on your institution
- Full cost of coverage is accounted for in departmental budgets
- Automation and service platforms allow full visibility into claim and repair process
- Servicing stays on campus

# What Our Plans Cover

## Coverages

- Mechanical/Electrical Failure
- Manufacturer Defects
- Power Surge
- Optional Accidental Damage from Handling
- Optional Theft

## Accidental Damage from Handling

- Drops
- Falls
- Liquid Spills & Submersion

Exclusions apply. Please see terms and conditions for full coverage details.



# Institutional Coverage Options

- iPads and MacBooks
- Laptops
- Tablets
- Smartphones
- Chromebooks
- Desktops
- Digital Displays
- Printers & Scanners



# Institutional Coverage Comparison vs. Retail Program

## Safeware Card Program Pricing\*

4 Year Extended Warranty w/ADH

50

MacBooks

**Retail Cost: \$14,450**

150

MacBooks

**Retail Cost: \$43,350**

## Safeware Institutional Program Pricing\*

4 Year Extended Warranty w/ADH

50

MacBooks

**Retail Cost: \$9,750**

150

MacBooks

**Retail Cost: \$26,550**

# Institutional Portal for Departments

## Submit claims online

**Product Information**

Maker:  Model:   
Serial #:  Product Type:   
Type of Event:

**Service Call Details**

Report Date:  Event Occurred:   
Event Description:

**Service Information**

Business Name:  Technician:   
Phone:  Email Address:   
Service Location:

## Manage contracts on all devices.

Please provide one or more search parameters to find your contract(s). Leaving all fields empty and clicking "Lookup!" will return your most recent 10 contracts. If you need to file a claim, simply click the "Submit Claim" button once you've located the contract.

Reference #:   
Purchase Date:   
First Name:   
Last Name:   
Telephone:   
Serial #:   
Invoice #:   
Company:

## Check status of open claims

Claim #:   
Date Reported:   
Name:   
Reference #:   
Telephone:   
Serial #:   
Invoice/Total #:

**Lookup!**  
Your search returned a total of 1 records.

Reference #:	48-88F-JXNQC-IM-3000817	Update Info	Withdraw Claim	Submit Invoice
Report Date:	04/20/2016	Invoice #:		
Name:	M&S Starter	Date of Loss:	04/20/2016	Telephone: (973) 417-6000
Make/Model/Serial:	Apple/iMac/1mg2963	Product Type:	Consumer Electronics	
Claim Number:	300264	Claim Status:	Open	Repair Status: Approved
Remaining Benefit:	\$1190.00	Settlement Amount:	\$0.00	Last Updated Date: 12/30/14 PM

## Receive text or email claim status

  

no-reply@safeware.com

Text Message  
Today 3:58 PM

(Notification) Your claim **8000814** is approved for repairs. The repair facility will contact you once the repairs are completed.  
Thank You,  
Safeware Team

## Contact Your Safeware Representative with Questions

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