Call protect option

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

Option for mobile subscription

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

	Insured events
Insured event	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.
Insured damages	Costs charged by a telecommunications provider for payment of call and data connection costs are considered to be damages.
Uninsured events	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
Insured phone number	The phone number listed in the insurance policy is the insured number.
Person eligible for benefit	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.

	Claim settlement
Settlement	The insurer will compensate the insured damages in cash.
Deductible	None
Reporting damages	Damage must be reported directly to the insurer, Chubb: – online: www.chubbprotect.ch/claimreport – by telephone: +41 58 400 79 97
Prerequisite	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. 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.
Insurer	Chubb Insurance (Switzerland) AG Insured customers are directly entitled to the provision of insurance services by Chubb.

	Contract duration
Registration via	• SMS by texting CALL PROTECT to 5522 • online via sunrise.ch/MySunrise • In every Sunrise shop • via our call center: 0800 707 505
Start of insurance coverage	Day of registration
Start of insurance protection	Day of registration. When a number is ported, insurance coverage always starts with activation/completion of porting.
Activation	The option is activated starting the day after registration.
Duration	1 month. The duration is determined based on the number of calendar days in the month of activation.
Renewal	At the end of each month, the option is automatically renewed at midnight (CET).
Cancellation	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.
Invoicing	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.

	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	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. All documents are available at www.sunrise.ch/gtc
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