

REMOVING ACTIVATION LOCKS + YOUR SIM CARD:

It's important that you complete the following instructions before returning your defective device. These steps will help protect the data on your device.

Please note that instructions may vary based on your device type and iOS or Android operating system. It is recommended that you refer to the manufacturer's manual for your specific model of wireless device for instructions. Assurant MAX+Protection, its agents or service providers shall not assume any liability for damages or loss.

iPhone

Please do not put your device in lost mode!

Disabling the "Find My iPhone" Activation Lock feature:

To remove the activation lock on your iPhone – if the defective phone will power on:

On your iPhone, go to: Settings > General > Reset > Erase All Content and Settings (Apple ID and password will be required)

To remove the activation lock on your iPhone – if the defective phone will not power on (even after charging):

1. Sign in to your icloud account with your Apple ID
2. Click 'Find My iPhone'
3. iCloud will try to locate your phone. Wait until the compass goes away.
4. Click 'All Devices', and select the device to be removed.
5. Click "Remove from Account".

Disabling the "Touch ID" biometric lock feature on your iPhone:

On your iPhone, go to: Settings > Touch ID & Passcode > select the fingerprint you want to delete > select "Delete" and confirm

Finding your SIM Card:

Insert an Ejector Pin into the small hole next to the SIM card tray (the SIM card tray will slide out). Remove your Micro-SIM card from the SIM card tray, and slide the tray back into the iPhone.

Android

Please do not select the "Lock My Device" option.

To remove the Device Protection lock screen PIN/Password from your Android, go to:

Applications > Settings > Security > Screen Lock > enter your existing PIN / Password > Select "None"

To remove the Google Account from your Android:

On your Android phone, go to: Applications > Settings > Accounts > Google > Select account name (i.e. email@gmail.com) > Select three dot icon at top right > Select "Remove Account" and confirm

Disabling the biometric lock feature on your Android, go to:

Applications > Settings > Lock Screen > Screen Locks > enter your password > Select "Continue" > Select "None"

Finding your SIM Card:

Open the device and move your SIM/ Micro-SIM card from your defective device into the replacement.

