

OneAssist for Enterprise Customers

Why Gadget Protection plan?



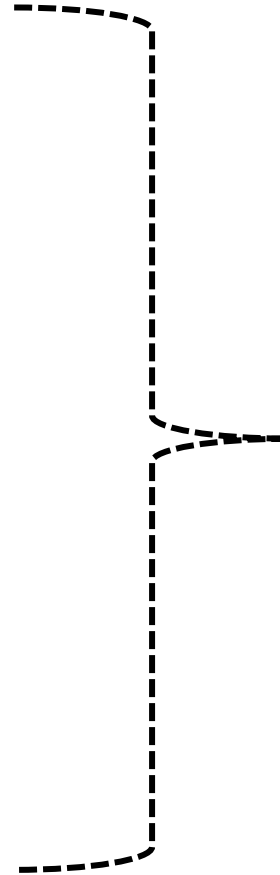
Accidental damage



Liquid Damage



Risk of theft



Unwanted Life Disruptions



Why buy a protection plan?



Accidental damage not covered under manufacturer warranty



Risk of theft is not covered anywhere else



High cost to repair physically damaged handset from authorized service center



Local repair centers use imitation parts, resulting in warranty being void/poor post repair handset performance

Why buy a protection plan?



Hassle free
claim experience



Repair @ Authorized
Service Center



Free Pick Up &
Drop Service



Cashless Repair

**CLAIM
Helpdesk**

Dedicated Corporate
Claim Support Desk



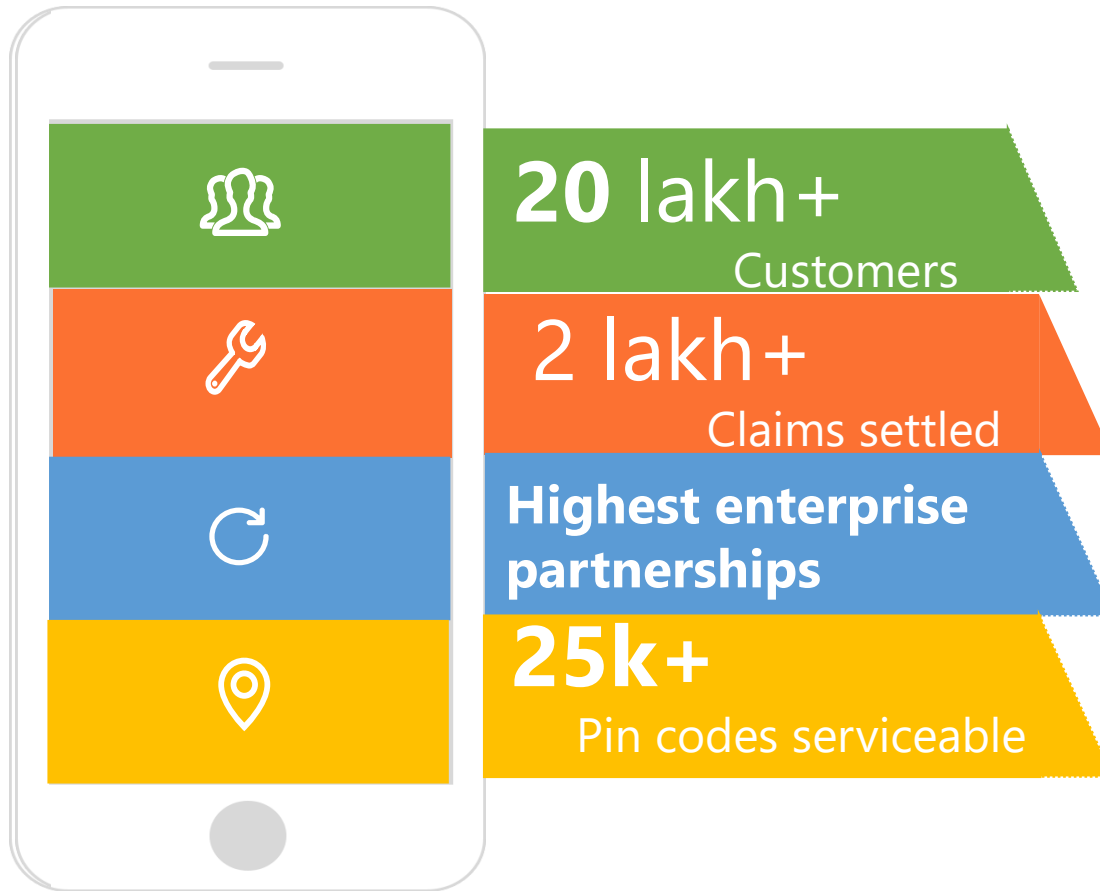
In warranty Pick up and
Drop services

You Could Spend that Money on Accessories.



Why OneAssist

Why OneAssist?



4.3

Google Rating
14.1k + Reviews



4.5

Amazon Rating
1.5k+ Reviews

Why OneAssist?

1 Superior Customer Experience

2 Exclusive relationship officer for Hassle Free claim experience



4 Differentiated Product with high business promise

3 Service Delivery Network & Infrastructure – *Built for Scale & Complexity, designed to serve Millions*

For our Enterprise Customers

- **Swift, paperless** customer on-boarding
- **Open, Transparent System:** Stage wise updates on all open claims
- You save cost on manpower who at your end needs to monitor faulty devices and manage logistics
- Probability of getting devices damaged is between 15%-17%

A platform for lifestyle assistance and protection subscription programs helping customers manage and overcome their anxieties around their everyday essentials and dependencies

A Plan for Every Need/ User

- iPhone / Any Mobiles
- Macbook / Laptops
- iPad / Tablets
- Smartwatch

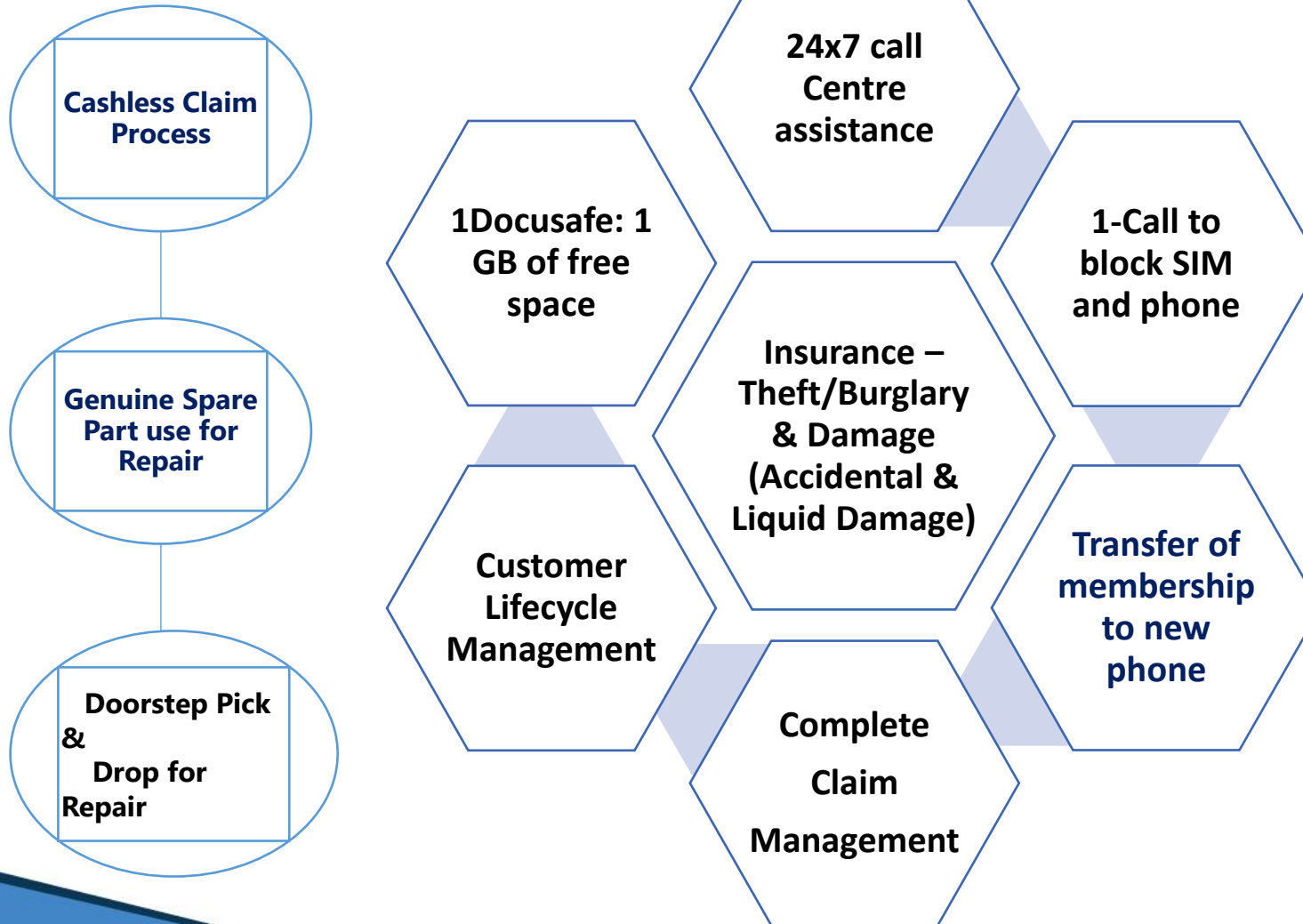
- ADLD
- ADLD + Theft
- Extended Warranty

OneAssist Partnership Approach - Key Partnerships



OneAssist Mobile Protection Construct

Customer RTB



OneAssist for Mobile Benefits



One Call from anywhere in the World to Block your SIM

- *We get the SIM card of the customer blocked*



Accidental and Liquid Damage protection

- *Covers all kinds of Accidental & Liquid damages outside of manufacturers warranty*



Protection against Handset Theft on New Phones/Tablets

- *Gives one complete peace of mind that one is financially covered against loss of phone/Tab due to Theft.*



Doorstep Pick-up & drop service.

- *We do all the leg-work for the customer.*
- *We pick-up the damaged handset, get it repaired and deliver you the repaired handset, without customers having to do much.*



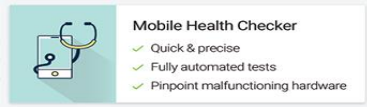
Cashless repair with Genuine Spare Part with Repair Warranty

Smartphone Assistance

- *Maximize the potential of your new phone/Tablet*
- *Resolve queries on settings and functionality of your phone/Tablet*



OneAssist for Mobile Benefits- contd..



Comprehensive diagnostic checker tool



In warranty free pick up and drop services in case of any issues



Emergency Messaging to Friends and Family

- Immediately alert near and dear ones in case of emergency



DocuSafe: 1GB Free Online Storage Space for Documents

- Keep all your documents accessible at all times, secure, safe & confidential
- Access your important documents from anywhere in the world



Dedicated Corporate Claim helpdesk and customer management

- Claim Registration (end to end)
- Single desk for all query resolution
- Internal follow up for resolution of claims registered



Transfer of Membership to another Device

- In case the customer changes to a new device within the 1 year term, the membership transfers to the new device

OneAssist Service Delivery Network



- ✓ 25000 pin codes serviced with FREE pick up & drop
- ✓ All logistics partners API integrated to OA platform with real time status update



- ✓ 114 Repair Partners, only ASC of OEM
- ✓ We service all OEM supported brands, repaired through OEM authorized network only
- ✓ All Repair Partners operate on OA platform, with real time visibility on status of estimates & repairs, with full QC ownership



- ✓ 13 HUBs across the country
- ✓ 130+ Associates to deliver on our P2D (Pick up to Delivery) Service Guarantee

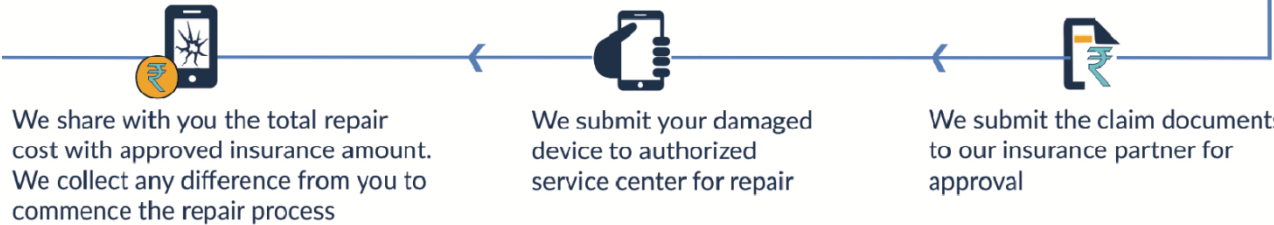
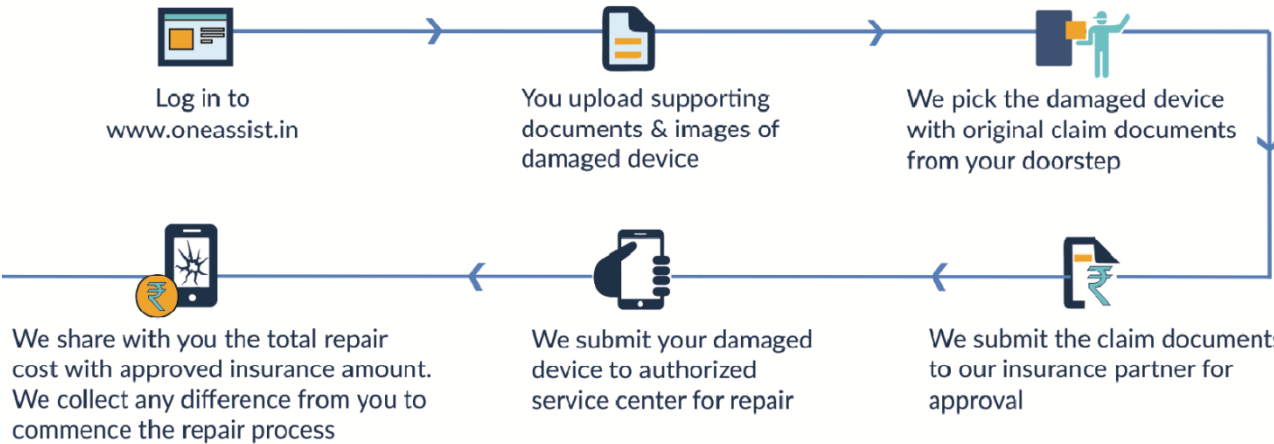
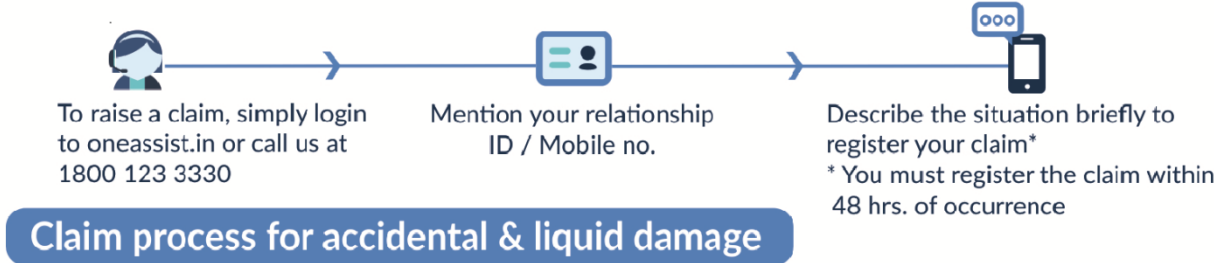


Raising Claims

- Customer can login to our website - <https://oneassist.in/>
- Customer can call 24/7 helpline – 1800 123 333 0
- Customer SPOC can send an email to Corporate Claim Support desk corporate.support@oneassist.in
- Claim intimation to be given within 24 hours of damage/theft
- Corporate Claim Support Desk to upload docs on behalf of End Customer
- Post document verification, OneAssist takes care of the rest of the process
- Customer needs to pay excess payment online

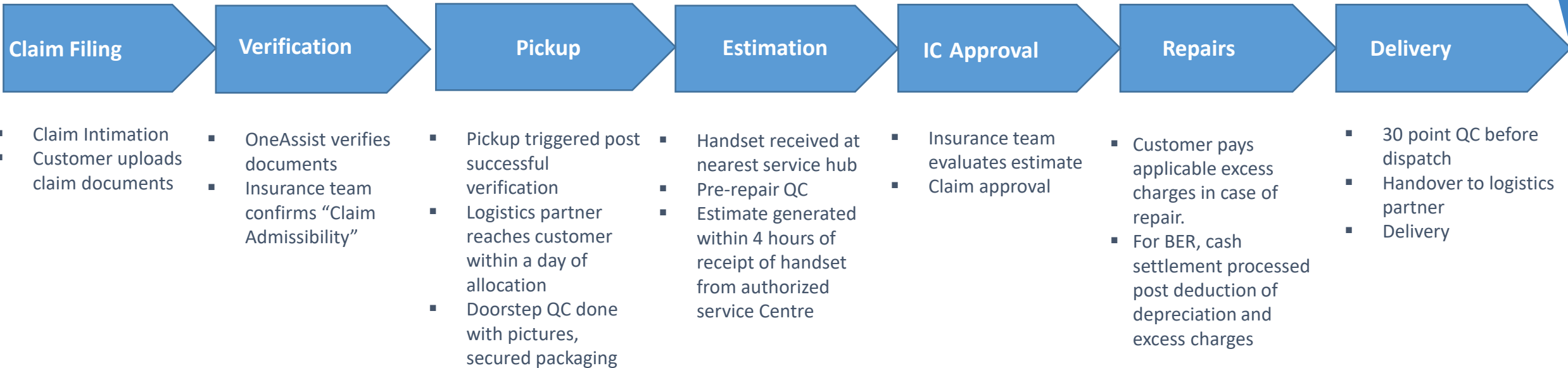
Claim Process

In case of an unfortunate event of accidental & liquid damage or theft of your phone, all you need to do is:-



Claim fulfilment process for Mobiles/Tabs/Laptops

- Convenient Doorstep Pickup & Delivery
- Transparent Stage Movement
- Industry leading approval rates
- Minimal Customer Effort



Real Time Claims visibility to end customer


https://www.oneassist.in/my-account/#/timeline/2199145/1496593

← Back to My Memberships


My Service Requests

Ongoing History


Service Request No. 3968831

 **Lenovo Phab 2 Plus PB2-670M**
IMEI No. 860994031468948
Raised on 11-Feb-2019 19:28:47


Service Request No. 3968829

 **Lenovo Phab 2 Plus PB2-670M**
IMEI No. 860994031476180
Raised on 11-Feb-2019 19:28:13

Service Request No. 3940659

 **Lenovo Phab 2 Plus PB2-670M**
IMEI No. 860994031475562
Raised on 01-Feb-2019 15:44:12

Service Request No. 3940656

 **Lenovo Phab 2 Plus PB2-670M**

Expected device repair & delivery is between 17 Feb 2019 - 21 Feb 2019

- ✓ Document verification
[Show Details](#) ▾
- ✓ Device pick-up
[Show Details](#) ▾
- ✓ Repair assessment
[Show Details](#) ▾
- ✓ Insurance decision
[Show Details](#) ▾
- Device repair
[Hide details](#) ▲

Congratulations! Your claim has been approved on Feb 13, 2019. Please pay Rs. 1000 excess charges within 48 hours. Refer your plan T&C for details

[MAKE PAYMENT](#) →

Applicable Charges- Excess/Depreciation for Mobiles/ Tablets

- Excess Charges-Partial Loss

Excess charges will be flat 10% of claim value

- Excess Charges-Total Loss/BER/Theft

In case of Theft of Tablets Excess charges will be flat 10% of claim value

In case of Theft of Mobile Excess charges will be flat 20% of claim value

*BER or Total Loss is when the damage repair costs exceed 80% of the insured value/invoice value (whichever is lower)

Depreciation Chart: Applicable only for Total loss/BER cases/Theft for Mobiles/ Tablets

- In BER/Total Loss/Theft cases, for Mobiles/ Tablets apart from the excess charges depreciation charges are applicable as per below:
- In case of change in IMEI/ device replacement the policy will stop forthwith for that device.

For Mobile/ Tablets Devices

Age of the Insured Gadget	Depreciation %
Up to 3 months	: 20%
3 months to 6 months	: 30%
6 months to 12 months	: 50%
12 months to 24 months	: 60%

* In case of two years plan depreciation percentage will be different

*Depreciation is applicable on current Market Price or invoice value-which-ever is lower

Most Important Terms & Conditions (For detailed T&C, refer www.oneassist.in)

- Customer should be 18 yrs. or above to be eligible for membership of OneAssist Protection plan.
- In case of theft, only SIM owners or the immediate dependent children or spouse of the SIM owners are eligible for OneAssist plan
- Plan Activation to be done as per the name mentioned in Govt. ID proof of the customer. Invoice of handset should also carry the same name mentioned above.
- Invoice value, name, email id, mobile no., IMEI to be entered and verified by customers during plan activation.
- Intimation of IMEI change (new handset purchase by customer, DOA replacement or replacement by service center etc.) to be made to OneAssist within 48 hrs. of device change.
- Claim to be filed within 48 hrs. of occurrence of damage/Theft. Claim can be registered either through OneAssist call center or OneAssist portal or through dedicated corporate helpdesk
- In case of theft, copy of valid FIR (within 48 hours from the time of incidence) mentioning Theft/burglary occurrence with date, time and IMEI number is compulsory to raise any claim under OneAssist plan
- Excess charges (depending upon the repair value) at the time of the claim based on the repair charges to be paid by customers
- In case of total loss, claim amount will be based on the device depreciation (applied on invoice value or current market price-whichever is lesser) depending on the age of insured device
- All documents pertaining to claim need to be submitted to OneAssist within 7 days of reporting of damage.
- Important Exclusions
- Any damage /Theft caused by any deliberate act or negligence shall not be covered.
- Loss or Damage caused by incorrect storage, poor maintenance, willful negligence, incorrect installation, incorrect set-up, unless the authorized Service Centre representative would confirm otherwise with due substantiation.
- Damage /Loss to the device due to mysterious circumstances, disappearance or unexplained reason is not covered

Most Important Terms & Conditions-Few instances which come under negligence

- While riding on a 2-wheeler, if a person is carrying the mobile in his shirt's pocket or talking on the mobile and experiences handset damage then this will come under negligence on customer's part and shall not be covered.
- If a person is using the mobile in washroom and water gets dropped on the mobile/the mobile falls off causing damage then this will come under negligence on customer's part and shall not be covered.
- If the mobile gets damaged while a child is playing with it, this will come under negligence on customer's part and shall not be covered.
- Pick pocket will not be covered under Theft
- Theft will cover only cases where there is an external force leading to loss of device

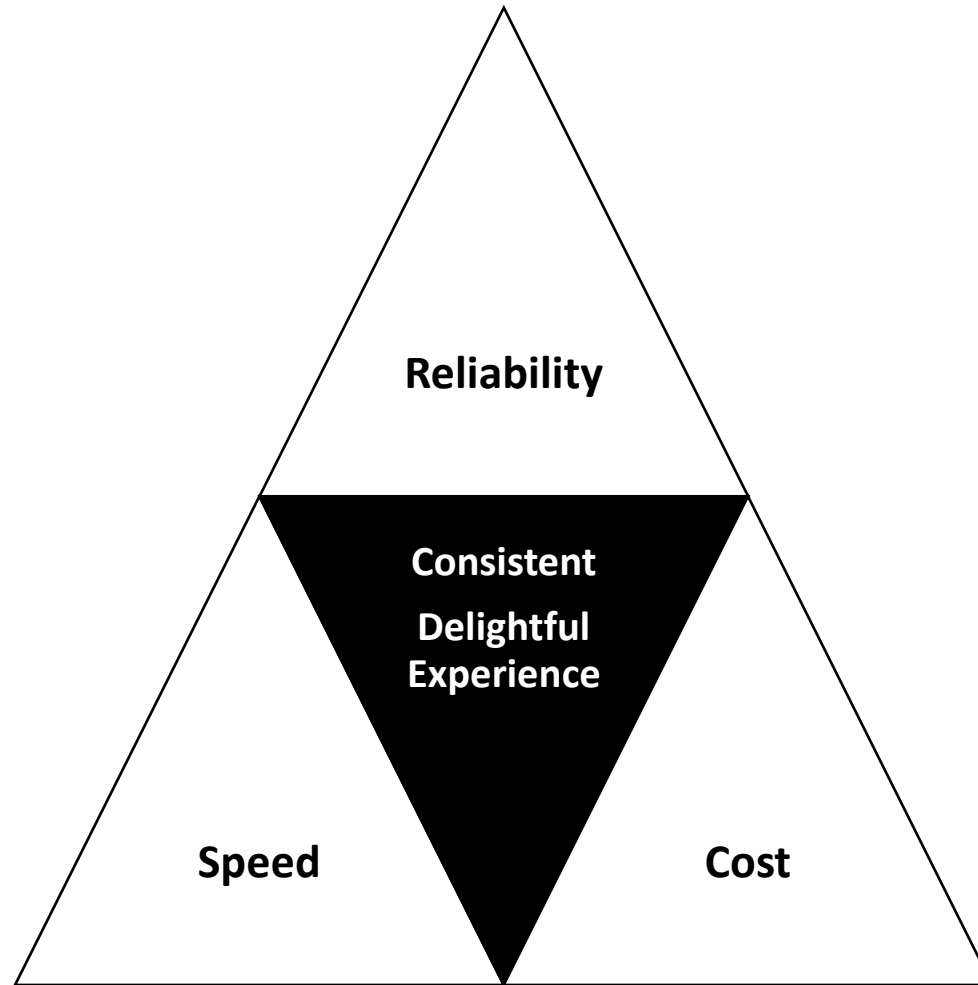
ADLD & EW Claim Docs

1. Damage handset images (Image of device's back panel, Image of the device with IMEI number displayed on the screen, Image of damaged part of device, Image of the sim tray or the device after removing the battery showing the IMEI number).
2. Purchase invoice with stamp and sign. if computer generator then stamp and sign is not required.
3. Company PANCARD.
4. Claim form (Duly filled, stamp and signed by Auth signatory)
5. Bonafide letter (IMEI should be mentioned along with user name).
6. ID proof of the user
7. Incase replacement letter, not in the company/user name then company needs to provide us with an email or bonafide certificate confirming the reason behind the difference in the name.
8. Detailed Description (when, where and how the damage happened. what was the user doing and where was the handset at the time of incident. what did user observed after handset was damaged).

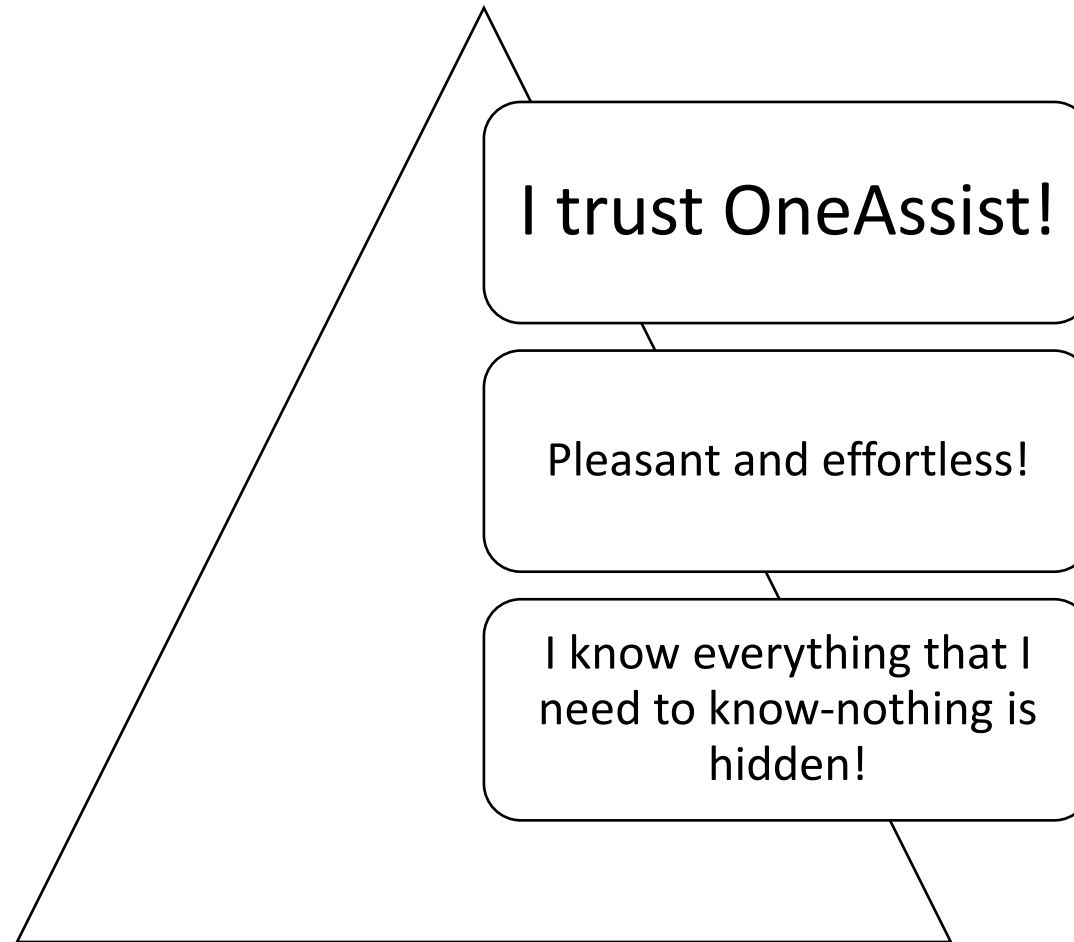
ADLD + Theft Claim Docs

1. FIR/police intimation to be logged within 2 days of loss with GD number. Also IMEI number should be mentioned on the FIR and should mention the company's name on the FIR or user name.
2. SIM barring form. Stamp and sign from service provided. In case of non SIM TAB we just require email confirmation that TAB is without the SIM.
3. Declaration form, duly signed and stamped by Auth signatory
4. Claim form (Duly filled, stamped and signed by Auth signatory).
5. Bonafide letter (IMEI should be mentioned along with user name).
6. ID proof of the user.
7. In case replacement letter, not in the company/user name then company needs to provide us with an email or bonafide certificate confirming the reason behind the difference in the name.
8. Detailed Description (when, where and how the damage happened. what was the user doing and where was the handset at the time of incident. what did user observe after handset was damaged).

What We Offer



What Customers Feel



Google Rating 4.3

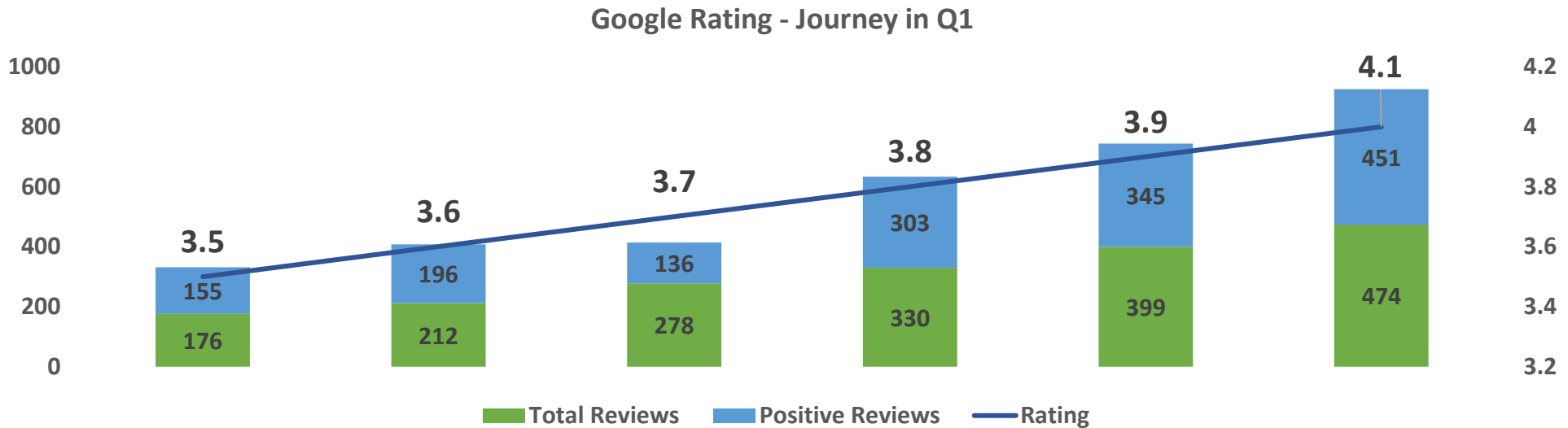
OneAssist Consumer Solutions
Private Limited



Website Directions Save

4.3 ★★★★★ 14,062 Google reviews

Corporate office



Strong focus on attracting promoters through exceptional claim experience.
Outreaching customers straight from onboarding stage to ensure they have a smoother experience from Day 1.
Continuous improvement by listening to Voice of Customer (VoC)

A few of our happy customers

OneAssist Consumer Solutions Private Limited

Acme Plaza, Opp BIG Cinemas,, Andheri - Kurla Rd, Vijay Nagar Colony, J B Nagar, Andheri East, Mumbai, Maharashtra

4.1 ★★★★★ 5,079 reviews

Sort by: Most relevant ▾

A

Ankita Padhiar

1 review

★★★★★ a day ago

First of all kudos 🙌 to OneAssist and team and thank you. My experience with OneAssist is excellent, my phone camera was damaged and it got repaired within 15 days. The team was in touch from the day I claimed for insurance till I got my phone back. They were their in solving all my queries. Whenever you call them no matter how many times they answer all your queries with patience.

I suggest OneAssist to each and everyone, one can trust the company without any doubt.

Thank You OneAssist and team. 🙌

[Write a review](#)

OneAssist Consumer Solutions Private Limited

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Sort by: Most relevant ▾



aniket khujneri

4 reviews

★★★★★ 2 weeks ago

Competitive plans with better services. You don't mind paying a little if you have a good service basket. The team is supportive and helpful. They don't take much time to resolve queries. The plans are tailored to provide complete peace of mind and am happy to buy mobile protection plan from one assist.

[Write a review](#)

OneAssist Consumer Solutions Private Limited

Acme Plaza, Opp BIG Cinemas,, Andheri - Kurla Rd, Vijay Nagar Colony, J B Nagar, Andheri East, Mumbai, Maharashtra

4.1 ★★★★★ 5,079 reviews

Sort by: Most relevant ▾



ujjwal seth

1 review - 3 photos

★★★★★ a month ago

One of the best insurance company. My experience to this insurance co. Was amazing. My screen got repaired in just 15 working days that means it took less than 20days normal days. Courier services took 5 days for the delivery than the insurance co. Took only 4 days from the estimated approval to repair. The fastest service. I took their services twice and in both the time my EXPERIENCE WAS AMAZING.



Thank You !