



### Option 1: Submit a Claim Online

- Visit [my.safeware.com/cdw](https://my.safeware.com/cdw)
- Enter your serial number or CDW order number and click "Find My Plan"
- Locate the product on which you would like to file a claim and click "Submit Claim"
- On the next screen, please verify your personal information is correct and make any necessary changes
- Under the "Product Information" section, select the type of event that has caused the need for a claim to be submitted.
- Detailed information describing the cause of failure/damage to your device will be required, including exact dates
- Make sure to select email or text as your preferred method of contact to obtain updates throughout the claims process



### Option 2: Call to Submit a Claim

- Have your contract number (found on your declarations page), proof of purchase or serial number handy
- Contact Safeware at 1.800.800.1492 Monday through Friday from 8:00am to 6:00pm Eastern to speak with a representative who will help you file your claim.
- You can opt for email or text as your preferred method of contact to obtain updates throughout the claims process

**Questions? Contact Your CDW Account Manager to Learn More.**