

Electronics Surge ProtectionSM Claim Checklist

Get Ready to File Your Claim

Use this checklist to help make sure you have everything you need before submitting your claim through the Claims Portal.

1. Contact a Licensed Technician

- ☐ Have the damaged appliance inspected by a licensed technician

Request:

- ☐ An itemized repair estimate or invoice on official company letterhead
- ☐ A completed and signed Electronics Surge Protection Technician Certification Form

Make sure your repair estimate or invoice includes:

- » Technician or company name
- » Company address and phone number
- » License number
- » Item brand, model, and serial number
- » Description of the damage
- » Diagnosis confirming the damage was caused by a power surge
- » Itemized repair costs

If the item cannot be repaired, you must also provide documentation showing the replacement value.

2. Gather Your Item Information

For each damaged item, have the following available:

- ☐ Brand
- ☐ Model Number
- ☐ Serial Number
- ☐ Approximate Age

Important: Keep the damaged item until your claim is resolved.

3. Ready to Submit?

When you're ready, visit the Claims Portal at www.fplhome.com/portal.

- ☐ Sign in or create a new profile
- ☐ Select the item you're filing a claim for
- ☐ Enter the item and technician details
- ☐ Upload your itemized repair estimate or invoice and the completed and signed Electronics Surge Protection Technician Certification Form
- ☐ Review your information and click the Submit button

Important: Your claim will not be received until you click Submit.