

SurgeShield®

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. Check Your SurgeShield Device

- ☐ Check the indicator light on your SurgeShield device

Need help locating it?

Visit www.fplhome.com/surgedevice.

2. 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 SurgeShield Technician Certification Form

Make sure your repair estimate or invoice includes:

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

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

3. Gather Your Appliance Information

For each damaged appliance, have the following available:

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

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

4. 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 appliance you're filing a claim for
- ☐ Enter the appliance and technician details
- ☐ Upload your itemized repair estimate or invoice and the completed and signed SurgeShield Technician Certification Form
- ☐ Review your information and click the Submit button

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