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Mobile phone and tablet insurance "Protection Plus" Insurance of AXA Switzerland

Key points at a glance.

This overview informs you in accordance with Art. 3 of the Federal Act about the material content of the insurance contract. The contracting parties' rights and obligations arise on conclusion of the insurance contract, in particular from the policy, contract terms and statutory provisions.

Who is the insurance carrier?

The insurance carrier is AXA Insurance Ltd., General-Guisan-Strasse 40, 8401 Winterthur (hereinafter referred to as "AXA"), a corporation with registered office in Winterthur and subsidiary of AXA Group.

Who is the policyholder?

The policyholder is Swisscom (Switzerland) AG, Alte Tiefenhausstrasse 6, 3048 Worblaufen (hereinafter referred to as "Swisscom")

What is insured?

The insurance covers the mobile phone or tablet that is registered with AXA and was purchased through a Swisscom sales channel and for which the applicable insurance has been concluded (GIC A1).

What risks and claims are insured?

The mobile phone or tablet is insured against damage or misuse resulting from theft (GIC A2.1 + A2.2).

What coverage does AXA provide?

- The insured mobile phone or tablet is covered at its new-for-old value at the time of the loss event, up to a maximum of CHF 2,000.
- Misuse resulting from theft is covered up to a maximum of CHF 2,000.
- Please refer to the following General Insurance Conditions (GIC) for precise information on the exclusions and scope of coverage.

Where is the insurance valid?

The insurance is valid worldwide (GIC A3).



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How do I file a claim?

- In the case of damage, the lawful user must contact the nearest Swisscom sales point (GIC C2.1)
- In the event of misuse following theft or a claim abroad, the lawful user must contact the telephone. The number is: +41 52 218 95 28 (GIC C2.2)

What applies with respect to premium payments?

The premium is paid when the insurance is taken out with Swisscom (GIC B3.1).

What are the lawful user's main obligations?

The lawful user must:

- protect the insured mobile phone or tablet as fully as possible (GIC C3.1);
- in a case of damage take the damaged device to a point of sale operated by Swisscom, which will handle the claim (guarantee case / exchange / repair) (GIC C2.1.1);
- inform the police immediately if the device is stolen (GIC C2.2.1) and have the SIM card blocked within 48 hours (Swisscom contact number 0800 800 800) (GIC C2.2.2);
- inform AXA immediately if any costs are known to have been incurred due to misuse (GIC C2.2.3).

When does the insurance begin and end?

The insurance cover starts on the date shown in the purchase agreement or test report (GIC B2.1) and always ends automatically 12 or 24 months after the purchase date. The insurance commences on the day the purchased device is handed over or dispatched. It has a fixed minimum term of 12 months. If notice of termination is not given, the insurance is extended by 12 months, whereby termination at the end of the current month is possible at any time in the second year.

The insurance cannot be extended (GIC B2.2).

What information does AXA use and how?

AXA processes the information it obtains while managing the contract (client data and data on the device as well as any claims data). It uses this in particular for the processing of claims and for statistical purposes. The information is stored electronically and the statutory time limits are respected. Subject to compliance with the statutory confidentiality obligations and the provisions of the Federal Data Protection Act (DPA), it may pass on the information to third parties participating in the management of the contract and/or claim.

To simplify administrative procedures, AXA Group companies operating in Switzerland and the Principality of Liechtenstein grant each other access to master data and basic contract data, claims summaries and customer profiles.

AXA may also use this information for marketing purposes, subject to consultation with Swisscom.

Please refer to the [General Insurance Provisions GIP](#) for precise details on the scope of coverage and the exclusions.



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1. Take damaged mobile device to your Swisscom Shop
2. Your Swisscom Shop organises repair or replacement
3. CHF 50.- excess payable cash in Shop or by invoice

N.B.

If repair is performed by anyone other than Swisscom, no credit may be granted. Damaged devices must always be repaired by Swisscom.