



Surge Protection Plan - Damage claim

Thank you for reporting a surge event for your covered item(s). Please follow the instructions below to complete your claim:

1. Have a certified technician assess the damage and provide you with a written repair invoice. The invoice should include the following:
 - a. The cause of the failure
 - b. A detailed description of the damage and associated repair charges
 - c. If the item is not repairable, indicate why
2. Complete and sign this form, filling in all required information. You can locate your Account Number at the top of your bill that includes your Surge Protection charges.
3. Email the completed form, repair assessment, and paid receipt for the repair or replacement to **SurgeClaims@DirectEnergy.com**.
4. Your documentation will be reviewed within 7 days, and we will notify you of the claim decision by email within this period.

Customer information (please print)

☐ Same as mailing address

Name Account number

Address

City Province Postal code

Email Phone number

Repair provider information (please print)

Company name Phone number Technician name

Address Certification number

City Province Postal code

Email

Damaged items

Appliance/electronic	Brand name	Model number/ serial number	Date damaged	Is it repairable?	Cost
1.					\$
2.					\$
3.					\$
4.					\$
				Diagnostic charges	\$
				Total charges	\$

Customer declaration

The items listed above as damaged, are owned by me and were in good working order prior to my enrollment in the Surge Protection Plan. To the best of my knowledge, information and belief, the damage was due to an electrical surge. Additionally, I do not have any other warranty coverage for this item other than the Surge Protection Plan.

Signature

Date