

SERVICE REQUEST FORM

For Enterprise Customer



Form Instruction:

1. Select your enrolled program and the required service request.
2. Fill up the required sections and include Company stamp.
3. Email completed form to entmobileswop@asurion.com via your business e-mail.

Incomplete form will result in delay of your request as we will return the form to Authorised Person (as nominated below) to provide outstanding information.

Select your Program and One (1) type of Service Request :

Service Request	Enterprise Device Care	Enterprise Device Care Lite	Section To Fill
<input type="checkbox"/> Swop <input type="checkbox"/> Warranty Swop*	<input type="checkbox"/>	<input type="checkbox"/>	A, B, C, E, F
<input type="checkbox"/> Replacement	<input type="checkbox"/>	<input type="checkbox"/>	A, B, C, E, F
<input type="checkbox"/> Device IMEI Update (Manufacturer Warranty)	<input type="checkbox"/>	<input type="checkbox"/>	A, D, F

*Warranty Swop : for malfunctions or defect on Swop device less than 6 months.

A Company and Authorised Person Information

Company Name :

Business Registration Number :

Authorised Person Full Name :

Contact No. :

Business E-mail :

B Device Information

Mobile Number :

Brand :

Model :

Memory Size :

Colour :



IMPORTANT : For Apple iPhone device, please ensure "Find My iPhone" function has been turned off before handing over to our courier, otherwise your Service Request will be rejected.

Device IMEI :

Must be provided. Service Request will be rejected if IMEI is missing and/or does not match Singtel's record. You can dial (*#06#) to obtain IMEI if device screen and dial plan is working.

Do you need a new SIM card? :

☐ Yes ☐ No

Prior to new SIM card activation, please contact your Account Manager or call Singtel hotline (1606) to deactivate previous SIM card.

Do you need Apple Business Manager? (for iPhone) :

☐ Yes ☐ No

For iPhone Swop or Replacement option only. Please check with your IT administrator on this requirement. Please ignore if your Swop or Replacement is not an iPhone.

C Delivery Information

Registered Business Address :

Postal Code :

Recipient Full Name :

(If different from Authorised Person)

Recipient Contact Number:

(If different from Authorised Person)

D Device IMEI Update (Manufacturer Warranty)

Old Device IMEI :

New Device IMEI :

Mobile Number :

Date of Warranty Exchange (DD/MM/YYYY format) :



Please include exchange form issued by Singtel for this request

E Payment Method

☐ Credit Card

☐ Cash-on-delivery

☐ Not Applicable (For Swap Warranty and Screen Repair Warranty request only)

Important Note :

Manufacturer defects or malfunctions may be covered under the device manufacturer's or Singtel's warranty. It is your responsibility to check if you could benefit from such warranties before filing this service request. Whether or not your device is under such warranties, the service request fee will be charged once this is approved.

☐ Corporate Cheque on delivery

Bank Name :

Cheque Number :

(Corporate Cheque option is only available to Global Account customers)

F Acknowledgement

Authorised Person Name :

Recipient Name : (If different from Authorised Person)

Authorised
Signature :

Company
Stamp :

Recipient
Signature :

Date :

(DD/MM/YYYY)

Date :

(DD/MM/YYYY)

By signing this Enterprise Service Request Form :

For Swap / Replacement / Device IMEI update - the Authorised Person and the Recipient (if applicable), provided consents to Singtel's subcontractor, NEW Asurion Singapore Pte Ltd, to store or host their personal data and processing credit card information in accordance with the enrolled MobileSwap Unlimited Enterprise or Enterprise Device Care program [Terms & Conditions](#).

Some important information to take note:

For Swap or Replacement :

After form submission, the Authorised Person or Recipient will receive a call from a customer care agent to (1) confirm the delivery information, (2) confirm the service fee payable (if applicable), (3) obtain the payment information if you have selected credit card, (4) obtain the last four digits of the Recipient's NRIC for identity verification by our courier at the time of the delivery.

At the point of delivery, the Authorised Person or Recipient must present with: (1) their valid government-issued photo ID, (2) their staff ID or business card, (3) the original, stamped copy of this Request Form, (4) exact payment if you have selected cash-on-delivery and (5) the enrolled device for Swap Request.



Checklist to ensure a smooth delivery:

- ☐ Have you printed out this completed form?
- ☐ Do you have the required government-issued photo ID ready?
- ☐ Do you have the required staff ID or business card ready?
- ☐ For cash-on-delivery, have you prepared the exact amount?
- ☐ Did you have the device for Swap request ready for collection?
- ☐ For iPhone device, have you switched off "Find My iPhone"?

For Internal Use Only

Remark :

Authorizing Officer :

Date Processed :

DD/MM/YYYY