



Wriggle Insurance Claims Procedure 2018-19

Claim Steps.

1. Device damaged or lost/stolen or stopped working.
2. Complete the **Device Issue Form** (found on the College website). Ms Allen will then organize a device collection with Wriggle; if your device has been stolen or gone missing please inform your Class Tutor who will forward the issue on to your Year Head and Ms Allen.
3. CP Setanta will contact Direct Group to register a claim for your device. **0818286458**. Parents/Guardians will be included in all contact. Please ensure that Ms. Allen has your **email address**.
4. Direct Group will ask how the incident occurred, what is the make and model of the device & explain the next steps and timelines of the claim.
5. Evidence of ownership is required on all claims. Ideally please provide a copy of your Wriggle Order Confirmation email
6. Any devices that are stolen must be reported to the Garda.
7. Direct Group will then check that your claim is covered under the insurance policy terms and conditions. It must be **Gadget Insurance** and not your Home Insurance
8. If your claim is accepted, you will need to pay €50 excess before any repair is booked or replacement can be ordered

If Lost or Stolen.

1. Complete the **Device Issue Form** (found on the College website). Ms Allen will then organize a device collection with Wriggle; if your device has been stolen or gone missing please inform your Class Tutor who will forward the issue on to your Year Head and Ms Allen.
2. Direct Group order a like for like replacement device from Wriggle (currently a HP ProBook X360, 128GB)
3. Wriggle obtain the replacement device and install your child's College Account and settings.
4. Wriggle send the device to CP Setanta.

If the device is damaged or has stopped working

1. Complete online **Device Issue Form** (found on the College website). Ms Allen will then organize a device collection with Wriggle; if your device has been stolen or gone missing please inform your Class Tutor who will forward the issue on to your Year Head and Ms Allen.
2. Direct Group will arrange for collection from CP Setanta
3. Before sending items for repair, **DO NOT** include accessories such as pens, keyboards, stylus.
4. Device is repaired
 - a. *If the device cannot be repaired, then Direct Group order a like for like replacement device from Wriggle (currently a HP ProBook X360, 128GB)*
 - b. *Wriggle obtain the replacement device and install your child's College Account and settings.*
 - c. *Wriggle send the device to CP Setanta.*
5. Repaired device is returned to CP Setanta

Contact Information: Claims-0818286458
 Sales-0818286456
 Customer Service-012478955
 Email-info@gadgetinsurance.com

Please note that 3 to 5 days additional time may be needed for Wriggle to reinstall systems and eBooks.

Colaiste Pobail Setanta will endeavour to ensure that a temporary device is provided while your child's device is being repaired or replaced. All of the above is only possible if you have purchased insurance from Gadget Insurance through the Wriggle Online Store