



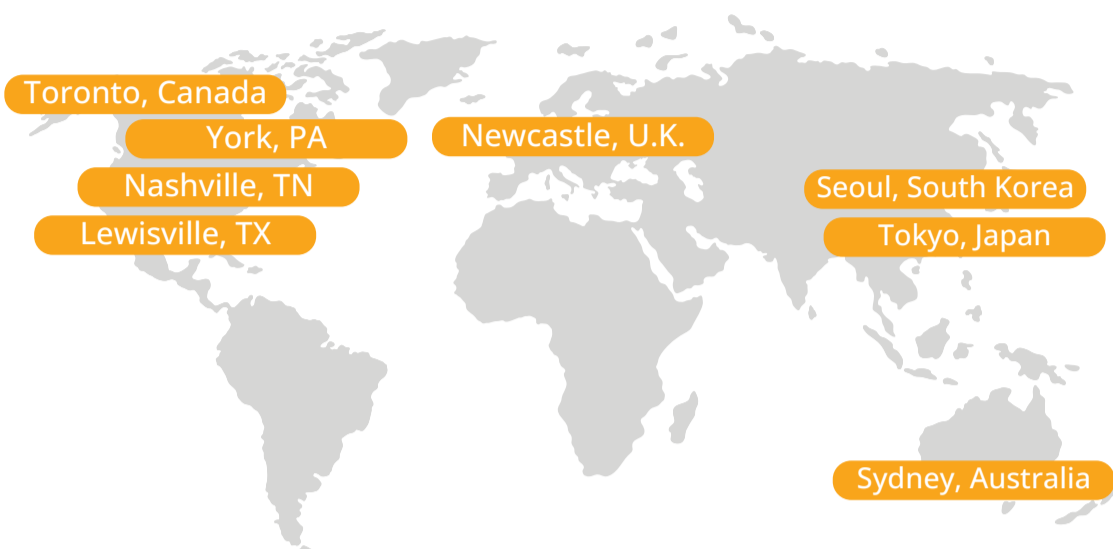
ASSURANT®
Device Care
Centers

Delivering Better Overall CX Through Automation, AI, and Robotics

Faster repairs and refurb. Higher-quality devices.

At our global network of device care centers, we repair, replace, and repurpose devices using intelligent robotics, automation, and the perfect amount of human touch.

Global scale that touches more than 20 markets



8 global

Device Care Centers
(Contracting with 11 additional Device Care Centers in Europe and South America)



~20M

devices processed annually



35

customer programs



\$4B

in device value managed



2,500+

human experts

It starts at home: U.S. Device Care Center highlights

3

facilities in the U.S.

350,000

square feet

15M+

units shipped in 2023

Key U.S. customers

Apple	xfinity mōbile	AT&T
SAMSUNG	Claro	T Mobile
verizon	Spectrum mobile	metro by T Mobile
BEST BUY	Google™	Target
COSTCO WHOLESALE	uscellular	v'ible

Certifications

- ISO 9001 Certified
- R2v3 Certified
- CTIA Certified
- Apple Repair Authorized
- Samsung Repair Authorized



Our Device Care Center capabilities include:



Logistics



Service Delivery



Device Processing



Repair & Refurbish



Kitting



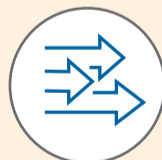
Certified Pre-Owned



Asset Value Recovery

Fully automated lines, customized to meet your business needs

Assurant is the only provider that offers end-to-end engineering and automation of device lifecycle solutions, giving our partners the choice to:



Increase speed to market by leveraging a fully automated line



Automate **program-critical** parts of the process based on demand

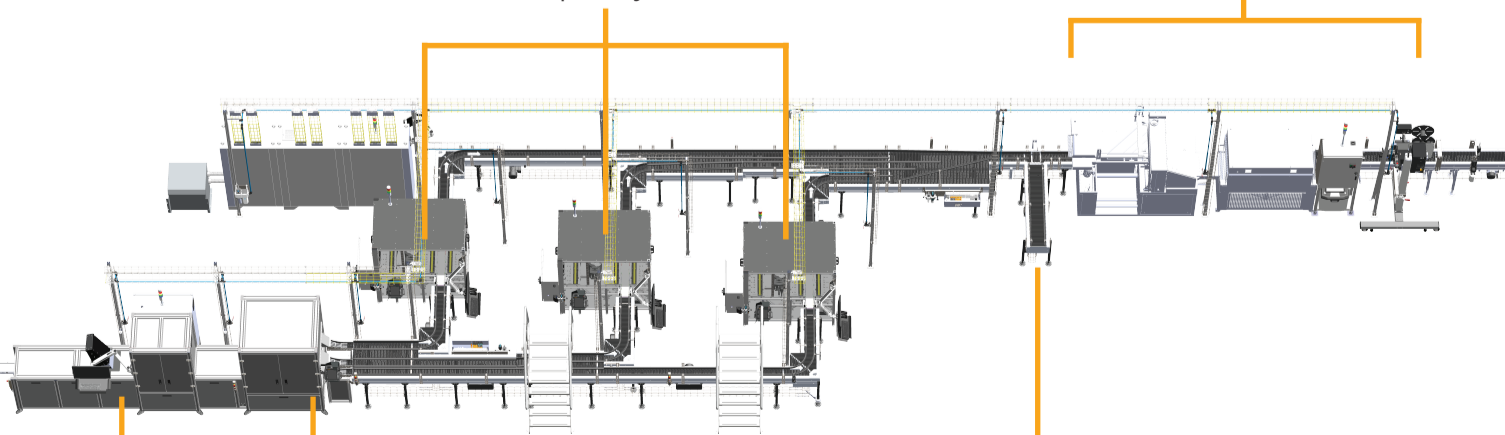
Automation capabilities are available for:

Factory resetting –

All data is removed from the device to protect customer privacy.

Packaging and labeling –

600 units per hour are assigned for fulfillment or resale.



CO2-based cleaning, plus buff and polish –

This station increases retail value up to \$50 per device.

Cosmetic and functional testing –

We scan for 20+ types of defects and perform over 50 tests to ensure functionality.

Exit station for irreparable devices –

The process ensures the device parts are recycled.