

A quick introduction to Assurant



Serving more than **300 million customers worldwide**, Assurant is a global provider of lifestyle and housing solutions that help leading brands grow revenue, manage risk and deliver a great experience. Here's a quick overview of the products we offer.



DEVICE INSURANCE

We offer a suite of solutions which can protect the smartphones and devices customers rely on everyday and get them connected again as quickly as possible should the worst happen.



POCKET GEEK

An app which once downloaded onto a device, supports the customer to maximise functionality and resolve any issues through self-help guides.



PERSONAL TECHPRO

Expert technical support available through multiple channels for any connect device to help maximise product enjoyment and reduce the need for returns.



TRAVELLER

Enjoy access to one of the world's largest airport lounge membership programme and other travel benefits including discounts at restaurants and spas.



TRADE IN & UPGRADE

Supporting customers to keep pace with the latest technology releases without the big financial outlay.



LEGAL ASSIST

Targeted at business owners providing them with access to specialist support and advice on a wide range of legal topics.



ACCOUNTANCY ASSIST

Provides subscription to accounting software and expert advice, which enables business owners to support the everyday running of their business on the go.



HOUSEHOLD EXTENDED WARRANTY

Peace-of-mind when something goes wrong with the household appliances which customers, providing quick and simple resolutions.

Our Connected Living Capabilities



Serving more than **300 million customers worldwide**, Assurant is a global provider of lifestyle and housing solutions that help leading brands grow revenue, manage risk and deliver a great experience. Here's a quick overview of our key capabilities.



CUSTOMER EXPERIENCE

Our combination of expertise, insights and capabilities creates solutions to transform the customer experience. Our programs deliver higher customer satisfaction scores across the entire customer lifecycle, building loyalty to our clients.



OMNI-CHANNEL SUPPORT

Every year, our agents connect with 218 million customers around the world through emails and chats across our global care centres and certified partner relationships.



SUPPLY CHAIN

Assurant works to optimise our clients' device supply to meet demand at the lowest cost. Our capabilities include logistics, repair & refurbish, warehousing and device disposition



TRADE IN

We're a global leader in the development, implementation and execution of trade-in and upgrade programs, managing dozens of programs for carriers and OEMs, helping to drive customer acquisition.



REPAIR & LOGISTICS

We boast world class facilities which are geared to providing customers with fast, convenient repair options. In 99% of cases, we get devices back out within 24 hours of their arrival and our customer satisfaction scores prove we don't sacrifice quality over speed.



UNDERWRITING

Assurant underwrites our protection programs. This allows us maximum flexibility to deliver innovative solutions for our clients.



UPGRADE

Our unique virtual fulfillment process makes it easy to upgrade to a new device in one seamless transaction.



SALES OPTIMISATION

More than just field support, this is our strategy to improve a scheme's Sales Performance whilst enhancing the Customer Experience and mitigating regulatory risks.