

ENQUIRIES FOR ORIENT MOBILE

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10 THIKA

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www.korient.co.ke

BLASTED



**ANOTHER
FIRST**



**KENYA ORIENT
INSURANCE LIMITED**

**Orient Mobile
Mobile Phone Insurance**

SMS "MOBILE" TO 70707

LOVE YOUR PHONE, BECAUSE YOU CAN

SAVE MONEY, TIME AND STRESS ...BECAUSE YOU CAN

No one wants to believe that an accident could happen to their mobile phone / tablet; let alone it being stolen or lost.

For those who have experienced one of the above, you know the stress and hassle of getting your mobile phone / tablet replaced. It is a nightmare; especially the stress of getting a new phone! Yet there is an easy way to protect yourself from this hassle. ORIENT MOBILE; another first from Kenya Orient Insurance Limited.

Have complete peace of mind, knowing that your mobile phone / tablet is insured and you can reconnect with family, friends and work. With ORIENT MOBILE, we understand your love of staying connected.

HOW TO INSURE YOUR MOBILE PHONE

- The Orient Mobile Insurance policy can only be bought using internet enabled devices.
- The insurance policy covers devices that are not more than two years old and it will be valid for 1 year with an option to renew.
- The following select devices are covered by Orient Mobile; Alcatel, Apple, Blackberry, HTC, LG, MI, Motorola, Nokia, Samsung and Sony.

THE PROCESS

- SMS the word '**MOBILE**' to **70707**
- Receive an SMS with a link to a website
- Click on the link and be directed to the Orient Mobile Welcome Page
- 3 options are displayed:
 - > Secure my phone / tablet
 - > Report a claim
 - > Check the status of my policy / claim

SIGN-UP PROCEDURE

OPTION 1: Select; Secure my phone / tablet

- STEP 1:**
- > Enter sales agent code (to be provided by your Sales Agent) – If none, enter 0 (Zero)
 - > Enter device's year of purchase (as per original purchase receipt)
 - > Enter full name as per ID or passport
 - > Enter National ID or passport number
 - > Enter valid e-mail address
 - > Select continue to move to the next step
- STEP 2:** Displays quote with device make & model, year of purchase, insurance value, premium and name of client and sales agent
- STEP 3:** Select preferred premium payment plan (1 year or 3 monthly instalments)
- STEP 4:** Confirm displayed information and click on check box to accept terms and conditions.
- STEP 5:** Receive an SMS with the insurance information and MPesa or Airtel Money payment instructions
- STEP 6:** After successful premium payment, retrieve IMEI number by dialing ***#06#**
- STEP 7:** SMS IMEI number to **70707** to receive your mobile policy confirmation



STEP 8: Once IMEI No. is received by KOIL, you will receive an SMS with confirmation on policy cover and a link where you can view policy details.

CLAIMS PROCEDURE

OPTION 2: Select; Report a claim

STEP 1: Enter your ID or passport number

STEP 2: Select device from the list and enter contact mobile number and email address

STEP 3: Enter:

- > Type of claim
- > Date of incident
- > Nearest town
- > Description of the incident in which the device was damaged or lost
- > Type of liquid the device had contact with (if applicable) or where did the loss occur
- > Description of any visible damage to the device for damage claim or where the loss occurred for theft claim

STEP 4: Screen displays device make & model, device's year of manufacture, device's value, confirms claim type - damage or theft, provides claim reference number and a request to check an email for claim registration form.

STEP 5: Visit OMB dealer for damage claim with:

- > Claim form
- > Damaged device
- > Purchase receipt/warranty
- > Original copy of ID/passport for damage claim

For theft claim you need to visit the dealer with:

- > Claim form
- > Police abstract
- > Stamped blocked request form from network provider
- > Purchase receipt/warranty
- > Original & copy of ID/passport

You can also register claims directly on our website <http://omb.korient.co.ke> and follow Step 1 as above.



**DON'T FORGET TO FOLLOW US ON LOVEMOB
FACEBOOK, TWITTER AND INSTAGRAM FOR THE LATEST
NEWS AND PROMOS.**

