

SERVICE REQUEST STATUTORY DECLARATION FAQs

How to Submit the Required Documentation:

1. Print, fill out, and sign the Service Request Statutory Declaration.
2. Scan or take pictures of both the completed Statutory Declaration and your valid photo identification.
3. Securely upload both documents and track your service request at <https://videotron.brightstarprotect.com/en-ca/> under My Plan.

Once submitted, please allow up to 2 business days for your documentation to be reviewed. Additional time may be required if submitted by mail. If you provide your email address, we will contact you once we have received your documents. If you have not received communication regarding the status of your replacement request within 2 business days of submitting your documentation, call us at (888) 368-5296.

What Types of Identification are Acceptable to Submit?

Valid government-issued photo identification acceptable to submit are listed below.

- Driver's License
- Temporary Visa
- Passport
- Provincial Issued ID
- Permanent Resident Card

In order to ensure that the photo identification you submit is legible, the identification must be a colour copy, contain the enrolled Subscriber's name as well as photograph, and cannot be expired. If the identification you submit appears altered, forged, illegitimate, or is illegible, we may be unable to proceed with your Service Request.

What if I Don't Have the Requested Information?

If you don't know, or have, the email address or contact number(s), go ahead and submit the Service Request Statutory Declaration. All information in Section II, Service Request Details, is required. If you do not provide the required information, additional documentation and time may be required. Please see below for help locating your device's IMEI/ESN/MEID

How do I Find My Device's IMEI/ESN/MEID?

For most devices:

- Your original receipt
- The box the device came in
- Back of the device or under the battery (not all batteries are accessible)
- Your wireless carrier customer agreement

For Android Devices:

- Log in to google.com/dashboard
- Click the Android section to display IMEI/ESN/MEID

For Apple Devices:

- Select "Settings" > "General"> "About" to display IMEI/ESN/MEID

If none of these items are available, please contact your wireless carrier.

What else do I Need to Know?

You can view all the terms and conditions applicable to your Service Request here:

<https://videotron.brightstarprotect.com/en-ca/>. After your Service Request Statutory Declaration

has been processed, you may be instructed to call (888) 368-5296 to continue your Service Request.