

How to Cancel Your AT&T Phone Insurance:

BEFORE YOU CANCEL

For your records, be sure to save proof of your current phone insurance. This can be your last phone bill or even a screenshot of your account details (found by logging into your AT&T account). You'll need to provide this proof in order to file a claim.

Cancel Online

1. Click [here](#) to go to the AT&T website.
2. Log in to your account. You will be redirected to the Add or Change Services page.
3. Scroll down to the Protection Services section (image below).



The screenshot shows the 'Protection Services' section of the AT&T website. It features a table with columns for 'Features Available', 'Price', 'Text', and 'Data'. Below the table, there is a note: 'Listed are service(s) designed to help you protect your wireless device.' The table lists two services: 'AT&T Mobile Insurance' with a price of \$6.99 and 'Mobile Protection Pack - Enhanced Support' with a price of \$3.00. Both services are marked as 'Current' with a checkmark in a box.

Features Available	Price	Text	Data	
AT&T Mobile Insurance	\$6.99	NA	NA	Current <input checked="" type="checkbox"/>
Mobile Protection Pack - Enhanced Support	\$3.00	NA	NA	Current <input checked="" type="checkbox"/>

4. Uncheck the boxes for AT&T Mobile Insurance and Mobile Protection Pack—Enhanced Support.
5. Click "Next" in the Service Update Manager, located on the right side of the screen.
6. Next, you'll be asked to select the service effective/expiration date. Make sure that today's date is selected, then click "Next." (You may be asked to do this twice—once for AT&T Mobile Insurance and again for the Mobile Protection Pack.)
7. Finally, you'll be asked to review the changes you made. Click "Submit" to confirm your cancellation.

Cancel by Mail

Write a letter requesting to cancel your AT&T Mobile Insurance and Mobile Protection Pack—Enhanced Support. Include your full name, billing address, AT&T mobile number, and a written request to cancel both services. Mail it to:

Customer Care Center Post Office
Box 411605
Kansas City, MO 64141-1605

Cancel by Phone

1. From your AT&T phone, call AT&T customer support at 1-800-331-0500 (available 24/7).
2. Press "1" to reach the main menu (if you're calling from a phone other than your AT&T phone, press "2" and then enter your AT&T mobile number).
3. Press "0" to talk to an agent and ask to cancel your insurance plan.
4. For verification, you will be asked for the last 4 digits of your social security number.
5. Confirm your cancellation, and you're all set.