

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 Verizon account). You'll need to provide this proof in order to file a claim.

Cancel Online

1. Click [here](#) to go to the Verizon website.
2. Enter your user ID or mobile number and password to log in. You will be redirected to the Change Features page.
3. Scroll down to the Equipment Protection section (image below).



4. Next to Total Equipment Coverage, click "Remove."
5. Scroll to the bottom of the page and click "Next."
6. On the following page, you'll be asked to review your changes. Click "Submit" to confirm your cancellation.

Cancel by Mail

Write a letter requesting the cancellation of your Total Equipment Coverage. Include your full name, billing address, Verizon mobile number, and a written request to cancel this service. Mail it to:

Verizon Wireless Customer Service Department
777 Big Timber Road
Elgin, IL 60123

Cancel by Phone

1. From your Verizon phone, call Verizon customer support at 1-800-922-0204 or by dialing *611 (6am to 11pm, Mon-Sun).
2. Press "2" to continue to the main menu.
3. Press "4" to hear other options.
4. Press "6" to speak with an agent.
5. When connected with an agent, ask to cancel your insurance plan.
6. For verification, you will be asked to enter your account password.
7. Confirm your cancellation, and you're all set.