

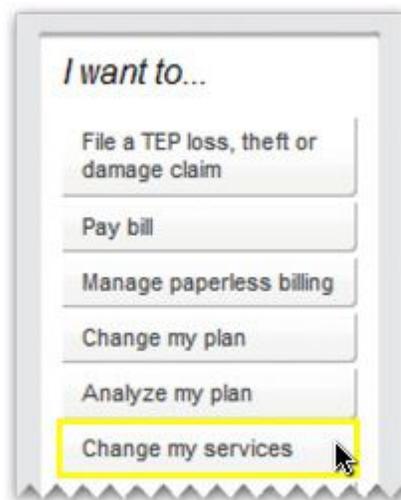
# How to Cancel Your Sprint Phone Insurance:

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

## Cancel Online

1. Click [here](#) to go to the Sprint website.
2. Log in to your account.
3. Find the "I want to..." menu at the bottom right of the page and click "Change my services" (image below).



4. On the Service Add-ons page, scroll down to "Service add-ons you already have" (image below).



5. Click "remove" next to Device Protection: Total Equipment Protection.
6. A pop-up will ask if you really want to remove this service. Click "Yes, remove."
7. Scroll to the bottom of the page and click "Save" to confirm your cancellation.

## Cancel by Mail

Write a letter requesting to cancel your Device Protection: Total Equipment Protection. Include your full name, billing address, Sprint mobile number, and a written request to cancel this service. Mail it to:

Customer Care Center  
P.O. Box 411605  
Kansas City, MO 64141-1605

### **Cancel by Phone**

1. From your Sprint phone, call Sprint customer support at 1-888-211-4727 (available 24/7).
2. Press "4" for other options.
3. Press "5" for other options.
4. Press "6" for other options.
5. Enter your pin.
6. When connected with an agent, ask to cancel your insurance plan.
7. Confirm your cancellation, and you're all set.