

# How to Cancel Your T-Mobile 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 T-Mobile account). You'll need to provide this proof in order to file a claim.

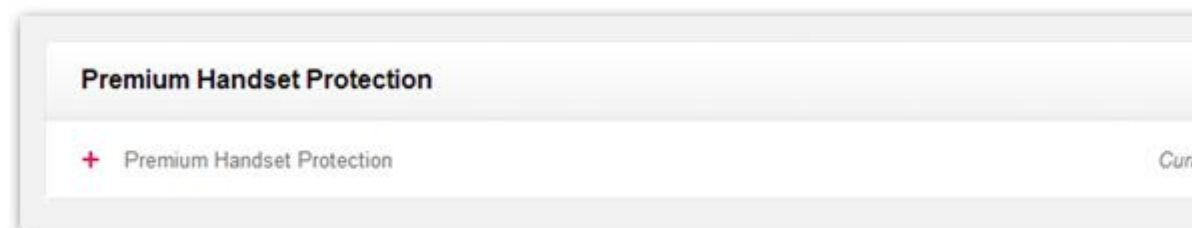
### Cancel Online

1. Click [here](#) to go to the T-Mobile website.
2. Log in to your account.
3. At the top of the page, click the "Plan" link.
4. On the Plans and Services page, click "Change Services."
5. Scroll down to Premium Handset Protection.
6. Depending on your plan, uncheck the box for either JUMP™ or Premium Handset Protection (images below).

If you have JUMP™



If you have Premium Handset Protection



7. Scroll to the bottom of the page and click "Next."
8. You'll be asked to review the changes you've made. Check the box to agree to the terms and conditions, then click "Submit Changes" to confirm your cancellation.

### Cancel by Phone

1. From your T-Mobile phone, call T-Mobile customer support at 1-800-937-8997 or by dialing 611 (6am to 10pm, 7 days a week).
2. Enter your mobile number.
3. Say "Representative" to speak with an agent.
4. For verification, you will be asked for the last 4 digits of your social security number.
5. Tell the customer service agent that you want to cancel your insurance.
6. Confirm your cancellation, and you're all set.