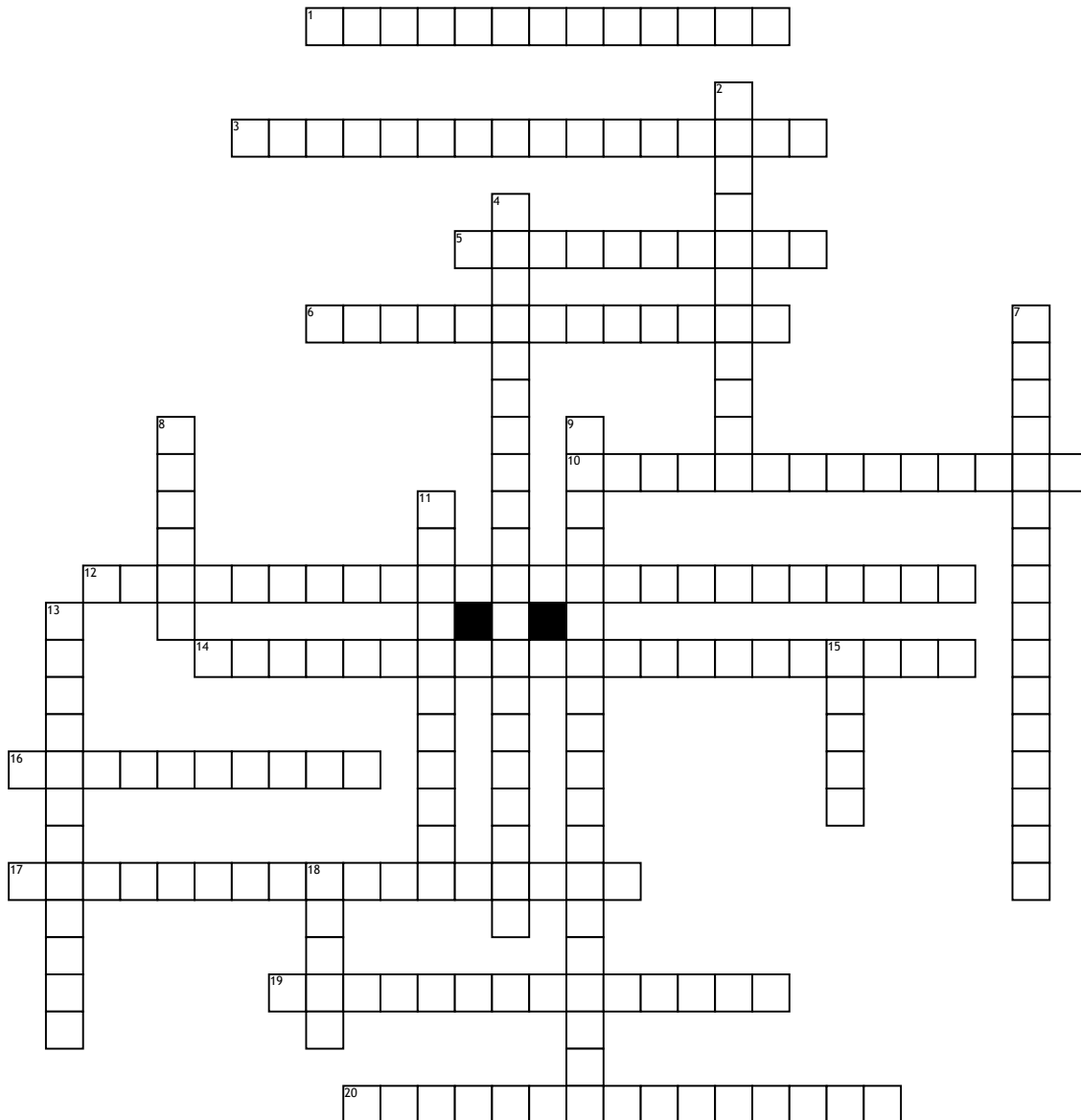


# ePrism Intro and Basics



## Across

1. ePrism will officially create the claim with an open status and assign a claim number to it.
3. Screen where the details of the incident and the condition of the mobile device are obtained.
5. The method by which the customer actually receives the replacement phone.
6. Where you access ePrism.
10. All previous claims, regardless of status, will populate in this section.
12. Customer provides a piece of account specific information prior to beginning the claim.

14. This is customer information and what devices are attached to.

16. These are mandatory; ePrism will not proceed to next screen unless they are completed.

17. Determining the shipping address for replacement device.

19. Phone accidentally damaged.

20. Customer's first and last name; relationship to the insured; and a contact number.

## Down

2. Phone missing.

4. This section is where any additional information for fulfilling the claim is obtained.

7. Screen where manufacturer and model, serial number of the claimed device are obtained and populate

8. This is the application that is used to file claims.

9. No cause for the effect.

11. This screen will inform if there is any missing or additional information required prior to the claim being authorized.

13. New claims must be filed under this.

15. Stolen phone.

18. Number of primary screen.