CORY WASHINGTON & CO.

SMARTER RISK. STRONGER BUSINESS.

CELL PHONE & ELECTRONICS REPAIR SUPPLEMENTAL

Covers phone, tablet, computer, and game-console repair shops, including shops that buy and resell used devices. Complete with ACORD 125, 126, and 140. Attach a blank customer intake / repair ticket and the shop's repair warranty terms.

1 APPLICANT / BUSINESS INFORMATION

LEGAL BUSINESS NAME

DBA / SHOP NAME

FEIN

YEARS IN BUSINESS

SHOP ADDRESS

CITY / STATE / ZIP

WEBSITE / BOOKING PAGE

Entity type:

☐ Sole proprietor ☐ Partnership ☐ LLC ☐ Corporation ☐ Franchise location

PRIMARY CONTACT / TITLE

PHONE

EMAIL

SECONDHAND DEALER REGISTRATION NO. (IF REQUIRED)

MANUFACTURER AUTHORIZATION (E.G., APPLE IRP, SAMSUNG)

2 OPERATIONS

DESCRIPTION OF SERVICES AND DEVICES SERVICED

REVENUE SOURCE	% OF ANNUAL REVENUE

Revenue sources: screen and battery replacement; board-level / micro-soldering repair; water-damage recovery; data recovery and transfer; computer, tablet, and game-console repair; used / refurbished device sales; device buy-back and trade-ins; accessories retail; mail-in repairs; other.

DEVICES REPAIRED PER MONTH

AVERAGE DEVICE VALUE ($)

MOST CUSTOMER DEVICES ON HAND AT ONCE

NUMBER OF TECHNICIANS

2-1 Does the applicant repair devices off site (mobile van, customer homes, businesses, schools)? ☐ Yes ☐ No

IF YES, EXPLAIN

2-2 Does the applicant accept mail-in repairs, or ship customer devices to another shop or vendor? ☐ Yes ☐ No

IF YES, EXPLAIN

2-3 Does the applicant service devices for businesses, schools, hospitals, or government agencies under contract? ☐ Yes ☐ No

IF YES, EXPLAIN

3 EXPOSURE & RISK QUESTIONS — CUSTOMER DEVICES & PERSONAL DATA

Damage to a customer's device while it is in the shop's care is generally excluded from general liability. Access to the data on that device creates a separate privacy exposure.

3-1 Is every device checked in on a signed ticket that records serial number / IMEI, condition, and pre-existing damage (with photos)? ☐ Yes ☐ No
IF YES, EXPLAIN

3-2 Does the ticket include a written disclaimer about data loss and a recommendation that customers back up first? ☐ Yes ☐ No
IF YES, EXPLAIN

3-3 Is there a written policy that technicians may not open photos, messages, or accounts, and is access limited to what the repair requires? ☐ Yes ☐ No
IF YES, EXPLAIN

3-4 Are customer passcodes collected? ☐ Yes ☐ No
IF YES, EXPLAIN

3-5 If yes to 3-4, are passcodes stored securely? ☐ Yes ☐ No
IF YES, EXPLAIN

3-6 If yes to 3-4, are passcodes deleted when the repair is complete? ☐ Yes ☐ No
IF YES, EXPLAIN

3-7 Does the shop copy customer data to its own computers or drives (data recovery or transfer)? ☐ Yes ☐ No
IF YES, EXPLAIN

3-8 If yes to 3-7, is copied customer data encrypted? ☐ Yes ☐ No
IF YES, EXPLAIN

3-9 If yes to 3-7, is copied customer data deleted on a set schedule? ☐ Yes ☐ No
IF YES, EXPLAIN

3-10 Are customer devices locked in a safe or secured cabinet after hours, not left on benches or in display areas? ☐ Yes ☐ No
IF YES, EXPLAIN

3-11 Is there a written policy for unclaimed devices, including notice to the customer and a holding period before disposal? ☐ Yes ☐ No
IF YES, EXPLAIN

3-12 Are technicians background-checked before being given access to customer devices? ☐ Yes ☐ No
IF YES, EXPLAIN

3-13 Has any customer alleged their device was damaged, lost, or stolen in the shop, or that their data was accessed or leaked? ☐ Yes ☐ No
IF YES, EXPLAIN

4 EXPOSURE & RISK QUESTIONS — LITHIUM BATTERIES, PARTS & WORKBENCH HAZARDS

Swollen or punctured lithium-ion batteries can go into thermal runaway during removal or charging. Replacement parts vary widely in quality, and the shop is in the chain of liability for what it installs.

4-1 Are swollen or damaged batteries removed only with a written procedure, and immediately placed in a fire-resistant container? ☐ Yes ☐ No
IF YES, EXPLAIN

Battery fire safeguards in place (check all that apply):

☐ Fire-resistant battery bags or metal bin ☐ Sand or lithium-rated extinguishing agent ☐ Class ABC extinguisher at each bench
☐ Charging only while staff present ☐ Monitored smoke detection ☐ None of these

4-2 Are replaced batteries and e-waste sent to a certified recycler, rather than stored in bulk on site? ☐ Yes ☐ No
IF YES, EXPLAIN

4-3 Are customers told in writing whether a part is original (OEM), OEM-refurbished, or aftermarket? ☐ Yes ☐ No
IF YES, EXPLAIN

4-4 Are replacement batteries bought only from suppliers who provide safety certification (e.g., UL / IEC 62133 test reports)? ☐ Yes ☐ No
IF YES, EXPLAIN

4-5 Are soldering and hot-air stations equipped with fume extraction, and turned off at the end of each day? ☐ Yes ☐ No
IF YES, EXPLAIN

REPAIR WARRANTY PERIOD OFFERED	PARTS SUPPLIERS (TOP 3)

5 EXPOSURE & RISK QUESTIONS — USED DEVICES & STOLEN PROPERTY

Many states regulate businesses that buy used phones as secondhand dealers, requiring seller ID, device serial or IMEI records, and holding periods (Washington, for example, requires records kept 3 years and a 30-day hold).

5-1 Does the applicant buy used devices from the public, or accept trade-ins? ☐ Yes ☐ No
IF YES, EXPLAIN

5-2 If yes, are seller ID, contact details, and the device IMEI or serial recorded, and are state or local holding periods observed? ☐ Yes ☐ No
IF YES, EXPLAIN

5-3 Is every purchased device checked against a stolen-device database (e.g., GSMA Device Check) and for activation lock before purchase? ☐ Yes ☐ No
IF YES, EXPLAIN

5-4 Has law enforcement ever placed a hold on, seized, or required the return of a device the shop bought? ☐ Yes ☐ No
IF YES, EXPLAIN

5-5 Are resold devices wiped with a documented data-erasure method before sale? ☐ Yes ☐ No
IF YES, EXPLAIN

6 PAYROLL, SALES & REVENUE

TOTAL ANNUAL PAYROLL ($)	NUMBER OF W-2 EMPLOYEES	NUMBER OF 1099 TECHNICIANS

PROJECTED ANNUAL GROSS REVENUE ($)	PRIOR YEAR ACTUAL REVENUE ($)	ANNUAL USED-DEVICE SALES ($)

7 PRIOR INSURANCE & LOSS HISTORY

Attach currently valued loss runs for the last 3-5 years.

CURRENT / EXPIRING GL CARRIER	PROPERTY / INLAND MARINE CARRIER	CYBER CARRIER (IF ANY)

7-1 Has any carrier declined, cancelled, or non-renewed coverage for this operation in the last 3-5 years? ☐ Yes ☐ No
IF YES, EXPLAIN

7-2 Have there been any burglary, robbery, fire, or battery-related losses, or claims for damaged customer devices? ☐ Yes ☐ No
IF YES, EXPLAIN

DATE OF LOSS	DESCRIPTION	TOTAL INCURRED ($)	OPEN / CLOSED

7-3 Is the applicant aware of any incident, complaint, or circumstance not yet resulting in a claim that could reasonably give rise to one? ☐ Yes ☐ No
IF YES, EXPLAIN

8 RISK MANAGEMENT & SAFETY

Theft protection in place (check all that apply):

☐ Central-station burglar alarm ☐ Video surveillance ☐ Display devices tethered ☐ Roll-down gates or security glass
☐ Inventory kept in safe after hours ☐ None of these

8-1 Are anti-static (ESD) mats and wrist straps used at every bench? ☐ Yes ☐ No

IF YES, EXPLAIN

8-2 Are the shop's own point-of-sale and ticketing systems protected with unique logins and multi-factor authentication? ☐ Yes ☐ No

IF YES, EXPLAIN

8-3 Is cash kept to a set limit in the register, with the rest deposited daily? ☐ Yes ☐ No

IF YES, EXPLAIN

9 SIGNATURE & FRAUD WARNING

The undersigned declares that the statements and answers given in this supplemental are true, complete and correct to the best of their knowledge, and that no material fact has been withheld or misstated. The applicant agrees that this supplemental, together with all ACORD applications and attachments, forms the basis of any submission to insurers and may be relied upon by them. Signing this supplemental does not bind coverage. This supplemental is an intake document prepared by Cory Washington & Co. LLC to support carrier submission; it does not itself provide coverage.

FRAUD NOTICE: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance containing any materially false information, or conceals for the purpose of misleading information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties. (State-specific fraud warnings apply; see state amendatory notice.)

APPLICANT / AUTHORIZED SIGNATURE (TYPE FULL NAME)	TITLE	DATE
PRODUCER — CORY WASHINGTON & CO. LLC	**PRODUCER SIGNATURE (TYPE FULL NAME)**	**DATE**