



2018-19 Year 8 Insurance Process

IPad Insurance Claim Process for Accidental Damage and Theft



In the case of accidental damage or theft to your iPad 5 please follow the steps below:

1. Student/Parent should notify West Lakes Academy (Network Support Department) of any incident regarding accidental damage and theft. In addition to this, you must open a claim with Compucover within 10 days of the incident.

Note: The Compucover claim form is available from the West Lakes Academy website.

2. In cases of accidental damage, Network Support will retain the damaged device and provide a Compucover claim form for completion/return by the parent/student.

Note: In some cases, such as theft, you will not be able to return the device. In such cases you must report the theft to the police and get a crime number for use with your claim.

3. Complete and return the claim form to West Lakes Academy Network Support team. Your claim will then be sent to Compucover.

Please note Compucover and/or Network Support may contact parent/student for further details surrounding your claim.

4. Once the claim is accepted by Compucover, your device will be sent to an Apple Accredited Supplier (MCC) for further investigation as part of your claim. Once the device has been assessed and accepted that the claim is covered by insurance, a new device will be sent to the Academy as a replacement.
5. When the replacement device is received by the Academy, WLA will setup the device. The Academy Network Support department will contact the student and/or parent regarding collection of their replacement device. A signature will be required from both parent and student at collection.