



2018-19 Year 9 Insurance Process

IPad Insurance Claim Process for Accidental Damage and Theft



In the case of accidental damage or theft to your iPad mini4 please follow the steps below:

1. All claims should ideally be submitted online by the parent or carer of the student. To place a claim, go to www.cpu.co.uk/claim enter the iPad serial number then fill out the claim form as fully and accurately as possible. Alternatively a claim can be submitted by phone using 0345 8722156 and select option 1.

2. After the claim has been submitted, the device must be returned to Network Support at the Academy as soon as possible. The Academy is used as a centralised collection and return point for the device to keep the claims process simple and fast. Please note the claims process cannot proceed until the device has been handed in to the Academy.

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. Once your claim has been registered, the Academy receives an email notification requesting that we confirm the claim and complete our sections of the claim process.

4. CPU will then begin processing your claim and the damaged iPad will be sent to an Apple Accredited supplier (JTRS) for assessment. In cases of theft, CPU will liaise with JTRS to resolve the claim.

5. 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.

6. 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.