



Option 1: Submit a Claim Online

On the CDW Product Protection Plan portal, you will be able to locate your plan and file claims on your covered product.

- Visit my.safeware.com/cdw
- To locate your plan, simply provide your device serial number or your CDW order number. Once entered, click the "Find My Plan" button.
- Locate the product on which you would like to file a claim and click the "Submit Claim" button.
- You will be directed to the "Submit a Claim" page to begin the claim process on your product. Your personal information will auto-populate in the "Customer Information" and "Product Information" fields for your convenience. Please verify that this information is correct prior to submitting your claim.
- Under the "Product Information" section, select the type of event that has caused the need for a claim to be submitted.
- Be as specific as possible when describing the cause of damage/failure to your product. Include exact dates and details about the problem.
- Once complete, click the "Submit" button located at the bottom of the screen. You will then see a confirmation message.
- To check the status of a claim, contact Safeware at 1.800.800.1492 Monday through Friday from 8:00am to 6:00pm EST to speak with a representative.



Option 2: Call to Submit a Claim

- Have your Contract Number (found on Declarations Page) and Proof of Purchase readily available before you call.
- Contact Safeware at 1.800.800.1492 Monday through Friday from 8:00am to 6:00pm EST to speak with a representative who will help you file your claim.
- You can opt for email or text notifications as your claim is processed and completed.
- For further details about your claim or with any questions, feel free to contact the Safeware Customer Service Team.

Questions? Contact Your CDW Account Manager to Learn More.