



# Surge Program Claims Checklist

## Surge Programs:

SurgeShield®	Electronic Surge Protection (ESP)	SurgeShield® Landlord	SurgeShield® Plus
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## Before submitting your claim, you will need to select ONE of the options below to start:

A. Set up or log into our customer portal online\*: <https://community.home-plans.com/customer/s/surgeclaimsignup>

\*To create an account, reference your FPL account information, such as your account number, email, service address and phone number.

B. Print the claim forms from our website\*: [www.FPLHome.com](http://www.FPLHome.com)

\*First select "SUPPORT & CLAIMS", then "Submit a claim" and under "Links" select the claim forms to print.

## Claim Requirements:

Required Documents:	Required Information:
Page 1	Customer and Claim Information must be filled out by the customer.
Page 2	Service Provider Certification of Cause of Damage must be filled out by a licensed technician*. *You must hire a licensed technician for the diagnosis to confirm the damage was due to a power surge.
Repair Invoice or Estimate	A licensed technician* must provide an itemized invoice or estimate on a company letterhead which includes the company name, address, phone, and license number with a diagnosis of each item indicating if the damaged items were due to a power surge. *The licensed technician invoice or estimate must confirm the damage was due to a power surge.
Replacement Invoice or Estimate	If the technician deems a covered item as "not repairable", you must provide documentation, such as a receipt or estimate for the replacement.

## For SurgeShield Customers ONLY:

- Do a visual check of your SurgeShield® device to verify it is functioning properly after the incident. Checking the device to ensure the lights are ON indicates the device is functioning properly. Note the device lights are easier to see at night when there is no direct sunlight. For assistance locating the device light, please visit: [www.fplhome.com/SurgeDevice](http://www.fplhome.com/SurgeDevice)

## Customer Support:

For questions, concerns, or assistance with your claim, our Customer Service Representatives are available to assist from Monday to Friday, 8:00am to 7:00pm (EST):	1 (833) 437-5466
To submit your claim documents via email:	<a href="mailto:SurgeClaims@fpl.com">SurgeClaims@fpl.com</a>
To submit your claim documents in the mail:	Surge Claims ES/SCS 4200 W. Flagler St, Miami, FL 33134
To submit your claim documents via fax:	(305) 442-5018