

Maxis SafeDevice



**Device protection for smartphone,
tablets & smartwatches.**

Our Coverage



Attended Theft



Accidental Damage




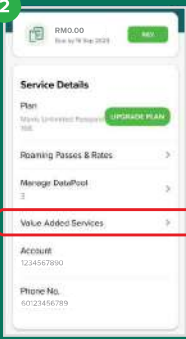
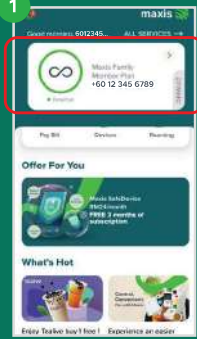
**Mechanical &
Electrical Malfunction**

Who Is Eligible

- New and existing Maxis Postpaid customer.
- Normal and Zerolution device contract.

Enjoy **FREE 3 Mths' Protection** with every device purchase

4 Ways to Subscribe



1. Go to service details page

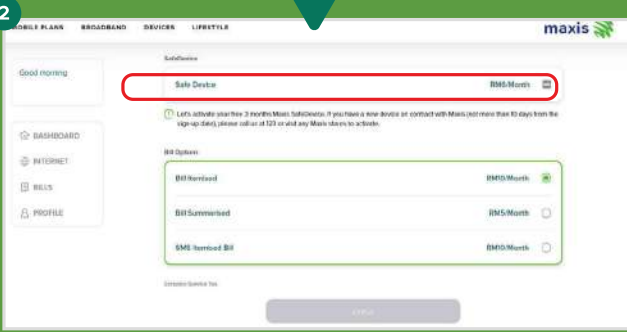
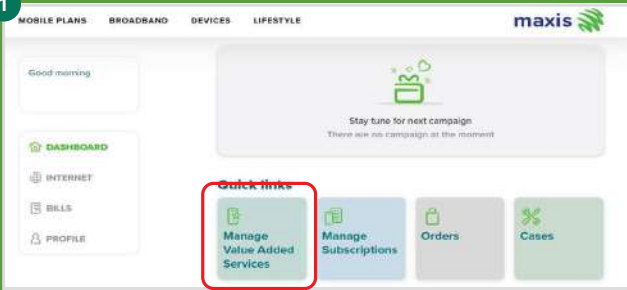
2. Click on Value Added Services

3. Choose SafeDevice

OPTION 1

Maxis App

1. Go to service details page
2. Click on Value Added Services
3. Choose SafeDevice



1. Go to care.maxis.com.my

2. Click on Manage Value Added Service

3. Select Safe Device

OPTION 2

Care Portal

1. Go to care.maxis.com.my
2. Click on Manage Value Added Service
3. Select Safe Device

OPTION 3

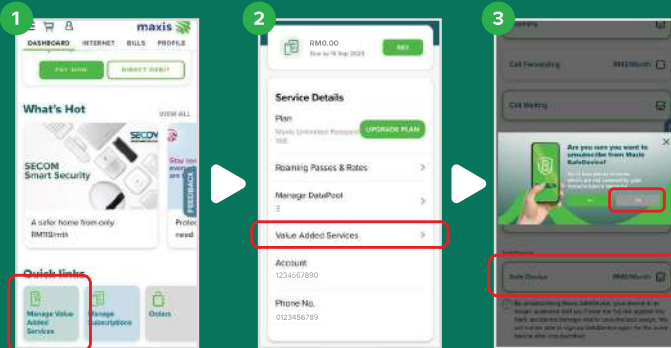
Visit Your nearest Maxis Store

OPTION 4

Call 123

Note: Applicable within 10 days from the device contract activation date

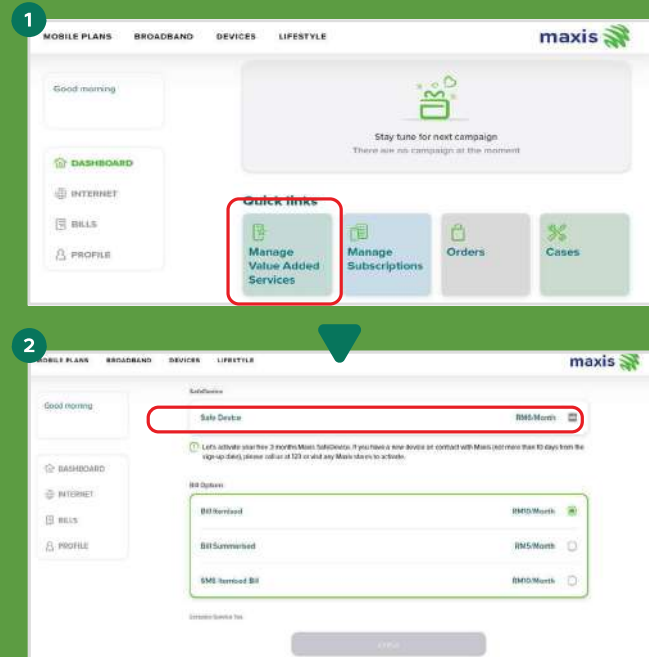
Easy Ways To Manage Your Subscription



OPTION 1

Maxis App

1. Go to service details page of your mobile service
2. To check subscription and amount, go to Value Added Services, subscription will be shown under SafeDevice
3. To unsubscribe SafeDevice – uncheck the box.



OPTION 2

Care Portal

1. Go to care.maxis.com.my
2. Choose Services > Value Added Services > Manage.
3. To check subscription and amount, go to Value Added Services, subscription will be shown under SafeDevice
4. To unsubscribe SafeDevice – uncheck the box

How To Submit A Service Request

File a service request within 48 hours by calling in to Maxis SafeDevice hotline at **1800-88-6888** or email to safedevice@maxis.com.my with the following details:

1. Full Name:
2. Registered phone number:
3. Device Model:
4. A copy of police report as proof (for attended theft only)