



Dear Parents/Guardians,

Families have an opportunity to participate in an optional, but recommended, insurance program for **accidental** damage for Chromebooks issued to students. This program is open to all Webster students and families who have received or are receiving a district-issued Chromebook for use at school. The insurance is being offered by Trafera and facilitated by the Webster School District. The cost of the insurance is \$10 per student/device. Webster schools is not profiting from this offering.

The insurance covers the following for a student's district issued Chromebook:

- Damage caused by **accidental** drops and spills
- Accidental water damage

There are no deductible costs for families associated with qualified repairs. Families are entitled to a total of three (3) accidental damage claims per school year for each insured device. Manufacturer defects and hardware failures are covered by the district.

If payment is received on or before the day your child picks up their Chromebook then coverage will begin immediately.

If payment is received after the day your child picks up their Chromebook, the charge will be \$10 for the remainder of the school year. The device will be inspected by a staff member before coverage begins to confirm the device is functional.

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The insurance does NOT cover the following.

- Lost or stolen Chromebooks or components (i.e. AC adapter, case, etc).
- Cosmetic scratches and dents that do NOT affect the functionality of the device.
- Damage caused intentionally or through extreme neglect.
- Any device that indicates an attempt to remove, or removal of, the tamper proof stickers.
- Any device that was not issued to the student.

When a district issued Chromebook needs repair your student can bring the device to the IMC. The student will be issued a temporary loaner device. Turnaround for onsite repair will be within 24-48 hours. Once the repair is complete, your student will be contacted to return the loaner device and receive their original device back.

For students/families that do NOT invest in this insurance program, in the event of accidental damage, Chromebook repair costs will be added to the student's account and families will be notified. Families that do NOT participate in the insurance program that have a damaged Chromebook will NOT be able to participate in the insurance program until the damaged Chromebook is repaired. For reference, the most common damage to a device that needs repair is the screen. Repair costs for screen replacement (when not covered by insurance) average \$50. Other less common repairs range from \$100 to full device replacement of \$185.

Determination of whether damage is considered "intentional" or due to "extreme neglect" will be made by a member of the Technology Services Department. **Any reasonable accidental damage defined above will be covered but if the rare instance arises and the damage is deemed to be intentional, that coverage is denied.** Relevant documentation and justification will be provided to the student and family and the fee for repair or replacement will be added to the student's account.

Any questions about the insurance program can be directed, via email or phone to:

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