



ASSURANT®

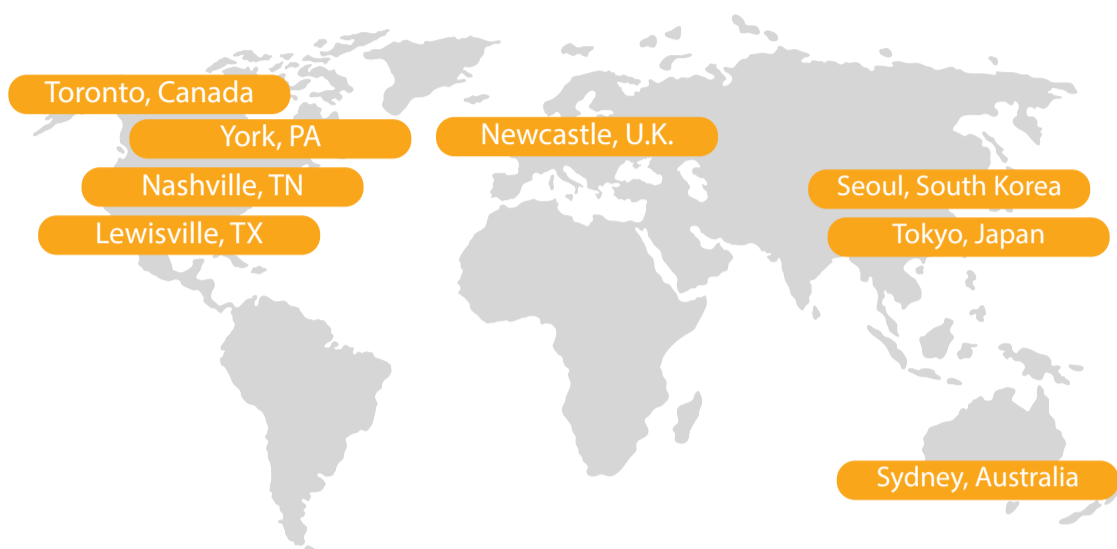
## Device Care Centers

# Delivering Better Overall CX Through Automation, AI, and Robotics

Faster repairs and refurb. Higher-quality devices.

At our global network of device care centers, we repair, replace, and repurpose devices using intelligent robotics, automation, and the perfect amount of human touch.

### Global scale that touches more than 20 markets



**8 global**

Device Care Centers  
(Contracting with 11 additional Device Care Centers in Europe and South America)



**~20M**

devices processed annually



**35**

customer programs



**\$4B**

in device value managed



**2,500+**

human experts

### It starts at home: U.S. Device Care Center highlights

**3**

facilities in the U.S.

**350,000**

square feet

**15M+**

units shipped in 2023

#### Key U.S. customers

Apple	xfinity mōbile	AT&T
SAMSUNG	Claro	T Mobile
verizon	Spectrum mobile	metro by T Mobile
BEST BUY	Google™	Target
COSTCO WHOLESALE	uscellular	v'ible

#### Certifications

- ISO 9001 Certified (York)
- R2v3 Certified (Lewisville, Mt. Juliet, and York)\*
- CTIA Certified (York)
- RIOS Certified (Lewisville, Mt. Juliet, and York)
- Apple Repair Authorized (Lewisville and York)
- Samsung Repair Authorized (York)



\*R2v3 certifications held by Cwork Solutions (York), Broadtech (Lewisville), and HYL Mobile (Mt. Juliet)

### Our Device Care Center capabilities include:



Logistics



Service Delivery



Device Processing



Repair & Refurbish



Kitting



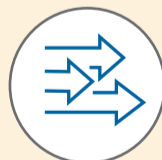
Certified Pre-Owned



Asset Value Recovery

### Fully automated lines, customized to meet your business needs

Assurant is the only provider that offers end-to-end engineering and automation of device lifecycle solutions, giving our partners the choice to:



**Increase speed to market** by leveraging a fully automated line



Automate **program-critical** parts of the process based on demand

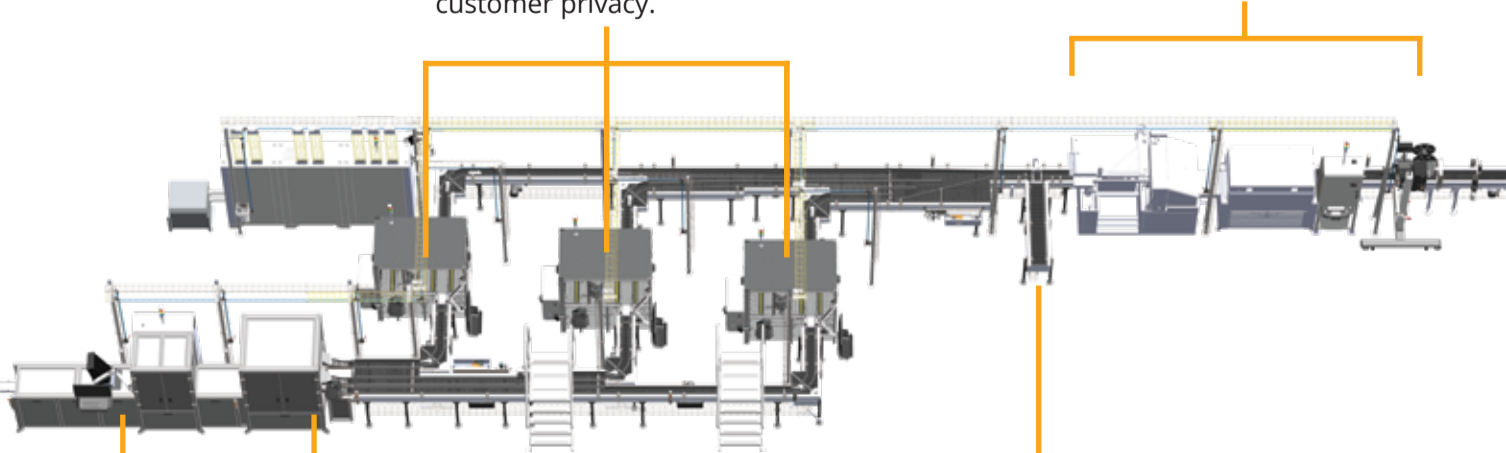
#### Automation capabilities are available for:

##### Factory resetting –

All data is removed from the device to protect customer privacy.

##### Packaging and labeling –

600 units per hour are assigned for fulfillment or resale.



**CO2-based cleaning, plus buff and polish –**  
This station increases retail value up to \$50 per device.

**Cosmetic and functional testing –**  
We scan for 20+ types of defects and perform over 50 tests to ensure functionality.

**Exit station for irreparable devices –**  
The process ensures the device parts are recycled.