

Subject: Your Hum Vehicle Location Services Are Not Working Please Read For Important Information Regarding Replacement Device

Email Body:

Customer ID: # Customer ID

Customer Name: #FirstName #LastName

Vehicle: #Year #Make #Model

Dear Customer:

Our records indicate that you have a Hum VT 750 connected car device as part of your Hum by Verizon service. We recently notified you that vehicle location services in your Hum device are no longer functioning as they should. As a result, your Hum device will not provide emergency responders with your accurate location if needed. Also, certain features, such as Crash Response, Boundary Alerts and other features based on vehicle location services, do not work properly.

We pushed out a software update to automatically restore functionality of vehicle location services in your Hum device. However, our records show that your Hum device did not take the software update and is still not functioning properly. Your Hum device needs to be replaced.

How do we plan to resolve this issue?

We are shipping a free replacement device (a Hum+ device), at no cost, to you at your billing address. We'll mail the new equipment to you within the next seven days. Please note, the replacement device will not include a speaker. However, with your new device, most of the features available through your current speaker will be available to you in the Hum App.

You will receive a shipping confirmation via the email associated with your Verizon Wireless account with a tracking number once the device has shipped from our warehouse.

What do you need to do?

Once you receive the new equipment, complete the following steps to install it:

- *To activate your new Hum, call 1-877-807-4646 and follow the prompts.*
 - *You will need to have your Hum number available which can be found on the receipt inside the box. It may take up to 10 minutes for your device to activate.*
- *After you call and activate your Hum, make sure you are in a good coverage area (outside with a strong cell signal) prior to plugging in your new Hum so that you can receive important network updates.*
- *Replace your existing OBD reader with the new equipment.*

- *Once the new equipment is installed, take a 10-15 minute drive so that the system can validate the equipment.*

Original Hum equipment can either be recycled or returned using the pre-paid shipping label included with your new device being shipped to you.

Additional Assistance

If you have further questions, please visit www.hum.com/swap to see answers to common questions. If you need additional assistance, please contact Hum Customer Service at 800-711-5800.

We sincerely apologize for any inconvenience you may have experienced,

Hum by Verizon

Hum by Verizon is dedicated to protecting your privacy. [Privacy Policy](#).

Please do not reply to this email as this mailbox is not monitored.