

Subject: Please Read: Activating Your Replacement Hum Device

Email Body

Customer ID: # Customer ID

Customer Name: #FirstName #LastName

Vehicle: #Year #Make #Model

Dear Customer:

We recently sent you a replacement Hum device as we have determined the vehicle location services in your current device are not functioning as they should.

What does this mean to you?

You must activate and install the replacement to gain full functionality of the Hum service. If the replacement is not installed, your current 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, will not work properly.

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 new equipment. Please note, the replacement device will not include a speaker. Most of the features available through your current speaker will be available to you in the Hum App.*
- *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.

Further Questions?

DRAFT FOLLOW-UP EMAIL TO VT 750 CUSTOMERS REGARDING ACTIVATION OF REPLACEMENT DEVICE

If you have further questions, please visit www.hum.com/swap to see answers to common questions. If you need additional assistance, you can reach 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.