

Detail Claim Filling Process: Step 1 (Creating Account)

Create account by clicking
LOGIN/REGISTER



Caring For Your **Device**
Anytime, Anywhere



Enhanced
Customer
Experience



Digital Claim
Process



Live Claim
Status



LOGIN / REGISTER

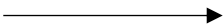


Track claim status



Detail Claim Filling Process: Step 2 (Creating Account)

Select Register



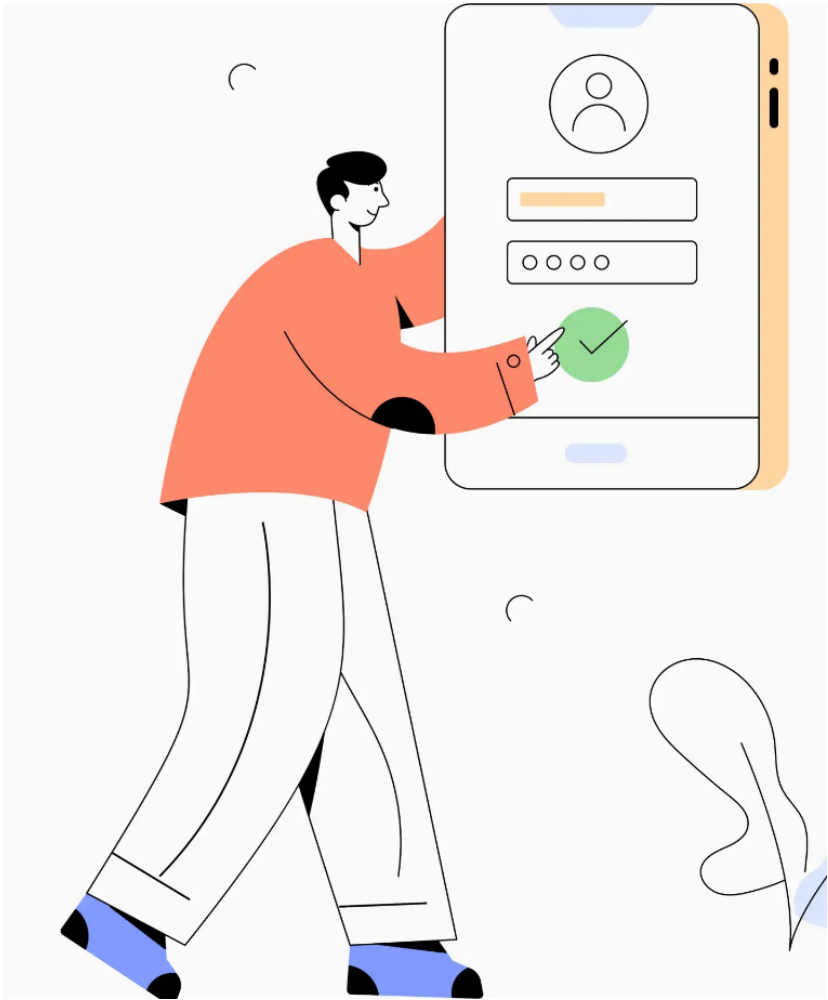
Login

To Enjoy Easy and Hassle-Free Device Protection With EWAD.

 Email

Login

Not Yet a Member? [Register](#)




Detail Claim Filling Process: Step 3 (Creating Account)

- **Ensure all information is accurately filled.**
- **Register and verify credentials using a mobile OTP.**
- **Activate account by confirming email**
(click the link sent to the provided email address).




Register


To Enjoy Easy and Hassle-Free Device Protection With EWAD.




First Name *



Last Name *




Email *




UAE +971

Mobile *



Captcha *

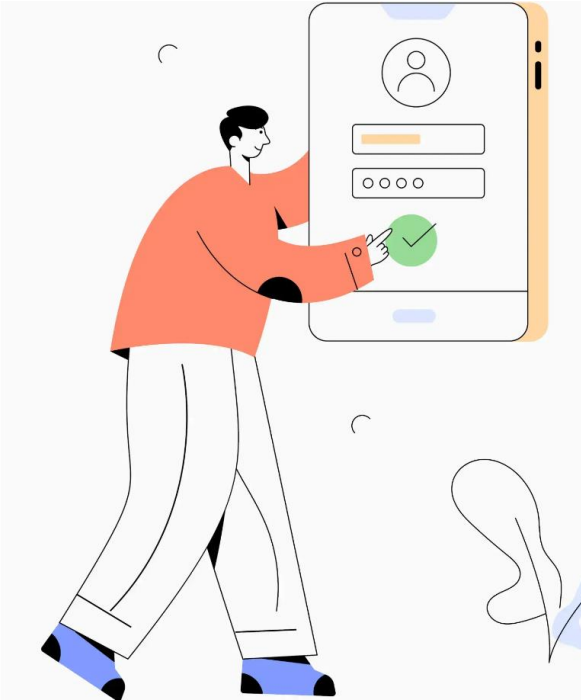
4 a i 9



Register

Already a member?

[Login](#)



Detail Claim Filling Process: Step 4 (Registering New Claim)



Once account is activated, select
“Register Claim” option to register
new claim



Welcome To
EWAD Device Care

Welcome to EWAD!




Register Claim




Track Claim Status





 Invoice Number
Enter Invoice

 SEARCH



Enter the invoice number issued by the retailer



SEARCH CLAIM DETAILS



Invoice Number
godsttestSI-2090277905



SEARCH

Select Device Details



IPHONE 14 PRO MAX 256GB SPACE BLACK



Select the device for which claim needs to be registered, in case of same invoice having multiple items it will show all the covered items



Select the incident type →

Select the **Incident** type



Accidental Damage ⓘ



Extended Warranty ⓘ



Fill the claim form, upload necessary documents & submit

CLAIM PROCESS (Documents to submit and precaution to take)

Customer needs to submit the following documents at the time of filing the claim

- Invoice copy
- Passport/Emirates ID copy
- Multiple photos of damaged item

Before handing over the device for repair to the service center customers need to:

- Take the data back up as insurance company will not be responsible for data loss
- Ensure iCloud (or any other cloud platform) is switched off
- Ensure Find my iPhone (or other similar service) is turned off

Detail Claim Filling Process: Step 9 (Registering New Claim)



Welcome To
EWAD Device Care

Your claim has been succesfully submitted with claim number **CID_665F04429F9A9**. You can now track its status by using the tracking feature.

Once the claim form is successfully submitted, an Email confirmation will be sent with the claim number.



An icon representing a document with a person, used for the 'Register Claim' button.**Register Claim**A small red circle with a white right-pointing arrow.

An icon representing a location pin with a signal wave, used for the 'Track Claim Status' button.**Track Claim Status**A small red circle with a white right-pointing arrow.

Detail Claim Filling Process: Step 10 (Tracking Claim)

Device repair journey can be tracked by Logging in and selecting “Track claim status”

MY CLAIMS

Select Device: IPHONE 14 PRO MAX 256GB SPACE BLACK

Pending Review

Awaiting Action from Customer

Under Diagnosis

Approved

Under Repair

Under Delivery

Closed

Claim No:
CID_665F04429F9A9

Device:
IPHONE 14 PRO MAX 256GB SPACE BLACK

Updated:
06/04/2024