

Detail Claim Filling Process: Step 1 (Creating Account)

Create account by clicking
LOGIN/REGISTER



Caring For Your **Device**
Anytime, Anywhere



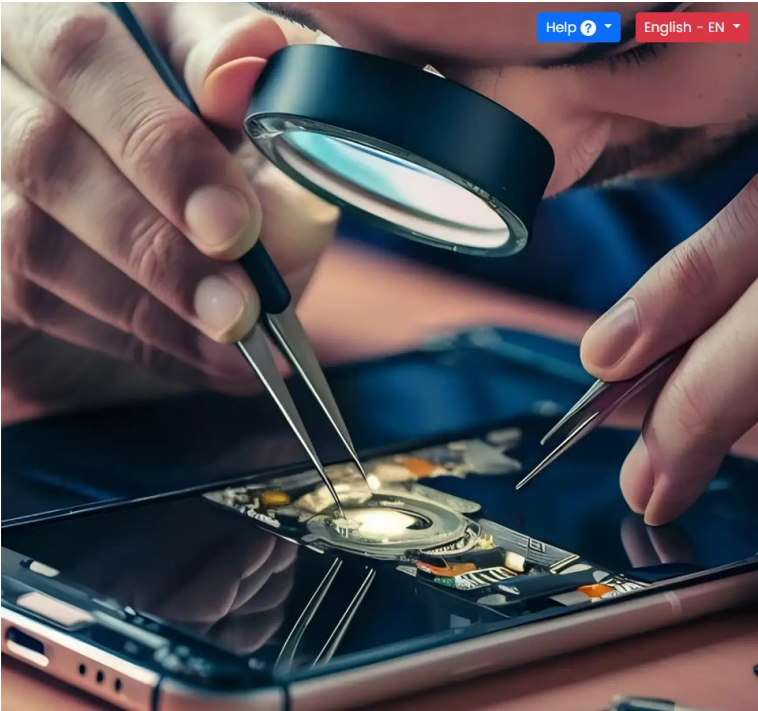
Enhanced
Customer
Experience



Digital Claim
Process

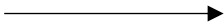


Live Claim
Status



Detail Claim Filling Process: Step 2 (Creating Account)

Select Register



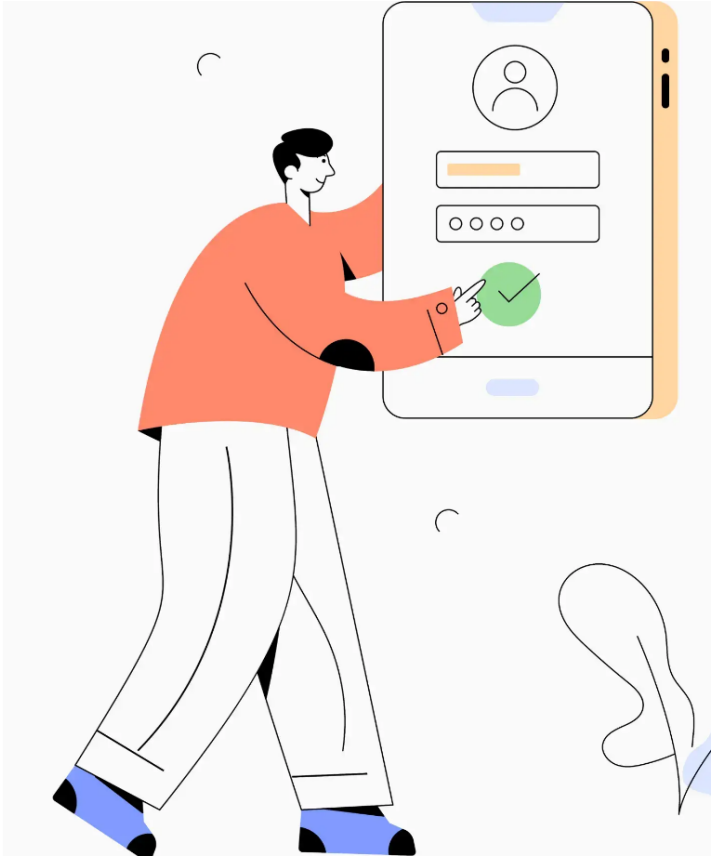
Login

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).

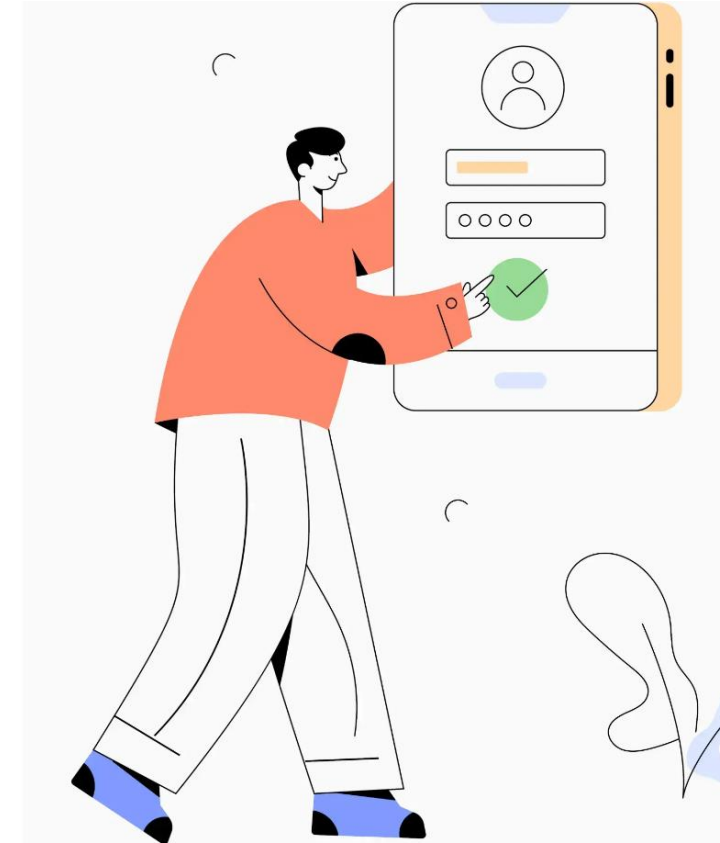


Register

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

<input type="text" value="First Name *"/>	<input type="text" value="Last Name *"/>
<input type="text" value="Email *"/>	
<input type="text" value="UAE +971"/>	<input type="text" value="Mobile *"/>
<input type="text" value="Captcha *"/> 4 a i c	
<input type="button" value="Register"/>	

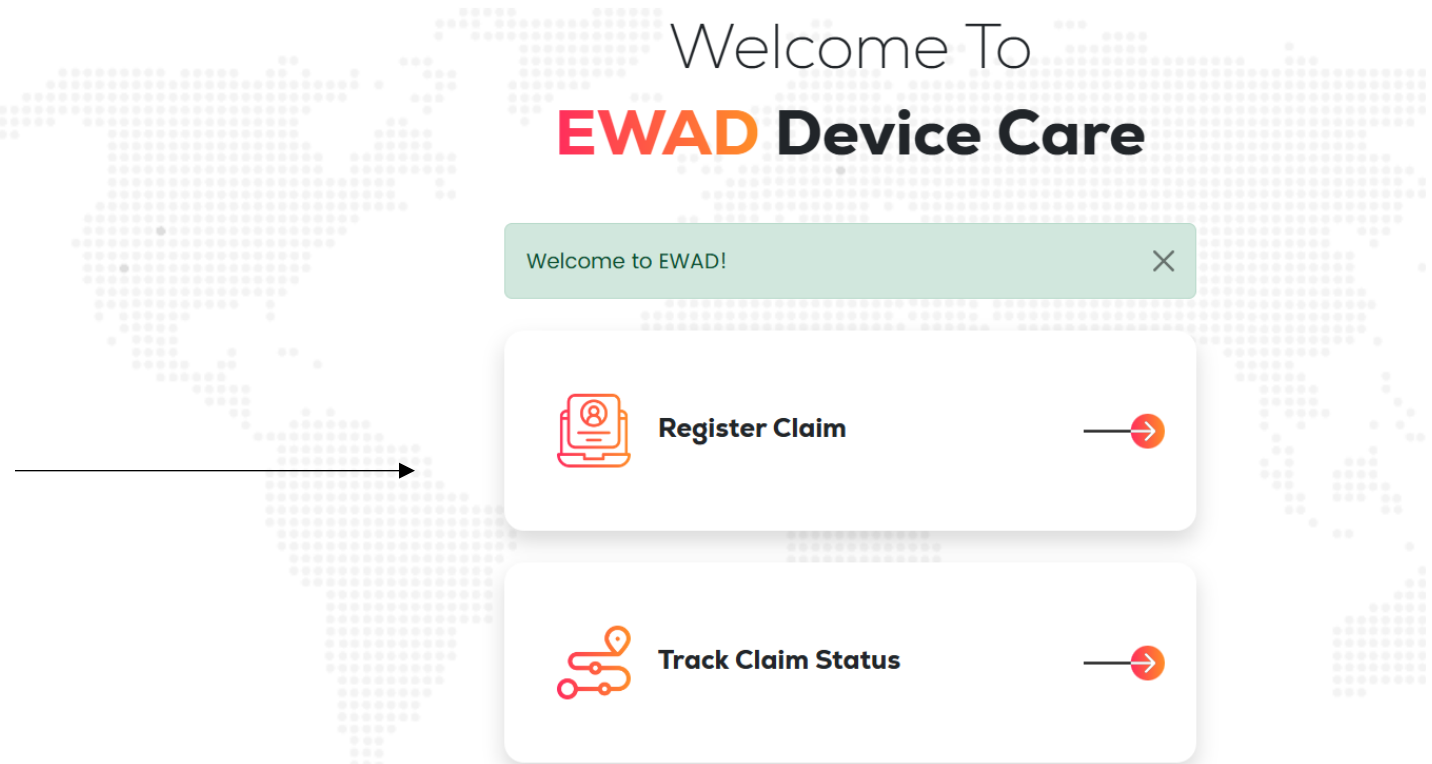
Already a member? [Login](#)



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




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






 Invoice Number
Enter Invoice


 SEARCH



Enter the invoice number issued by the retailer

SEARCH POLICY DETAILS

 Invoice Number
DEMO2521

 SEARCH

Select Device Details

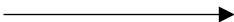
☐ iPhone 15 Pro Max 256GB Black Titanium



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 ⓘ



Detail Claim Filling Process: Step 8 (Registering New Claim)

Fill the claim form, upload necessary documents & submit



ACCIDENTAL DAMAGE

Important Information

The information requested and documents mentioned in this form are a general guide. Further documents or information may be required depending on the circumstances of your claim. Note that failure to provide supporting documentation may result in delay or rejection of your claim. Your Policy may not provide cover under every section shown in this Claim form. The issuance and acceptance of this form does NOT constitute an admission of liability by insurer or waiver of its rights.

Self Declaration

☐ * I hereby declare that the information given in the event details is true and correct. In case anything is found to be false, untrue, misleading or misrepresented, I will be held liable including, but not limited to, denial of claim as per policy terms and conditions. I understand that I have read policy terms and conditions and will abide by it. I confirm:

1. I have deactivated iCloud, Find My iPhone (FMP), or any similar cloud platform, knowing that the claim process cannot begin without this deactivation.

2. I have backed up my data, acknowledging that the insurer is not responsible for any data loss.

3. I understand that the repair or replacement timeline depends on the availability of parts or devices.

4. I understand that an excess payment may be required, and any delay in payment will affect the repair or replacement process.

5. I understand that if the repair cost exceeds the purchase price in a subsequent claim, I will be responsible for paying the difference.

Above are only few points and not exhaustive terms. In addition to this, other policy terms will be applicable.

Have you made claim before for this policy? *

Select

Location of Incident *

Date of Incident *

Describe how loss has happened *

Upload Invoice Copy *

Drop files here to upload. Only PDF or images formats are accepted.

Upload size maximum 5 MB. Only PDF or image formats are accepted.

Upload Passport or Emirates Id Copy *

Drop files here to upload. Only PDF or images formats are accepted.

Upload size maximum 5 MB. Only PDF or image formats are accepted.

Photo of Insured Item *

Please share multiple photo to ascertain damage

Drop files here to upload. Only PDF or images formats are accepted.

Upload size maximum 5 MB. Only PDF or image formats are accepted.

Any Other Supporting Document

Drop files here to upload. Only PDF or images formats are accepted.

Upload size maximum 5 MB. Only PDF or image formats are accepted.

Address for Device Collection or Onsite Repair *

Important: Please ensure the address provided is accurate and the device is available at the specified location. Portable devices such as mobiles and laptops will be picked up, while non-portable devices such as appliances will have an onsite visit arranged. Failure to provide correct information or ensure device availability may result in the rejection of your claim.

Customer Place

Full Address *

Nearby Landmark

Remarks

Area *

Emirates *
Select Emirates

Submit

CLAIM PROCESS (Documents to submit and precaution to take)

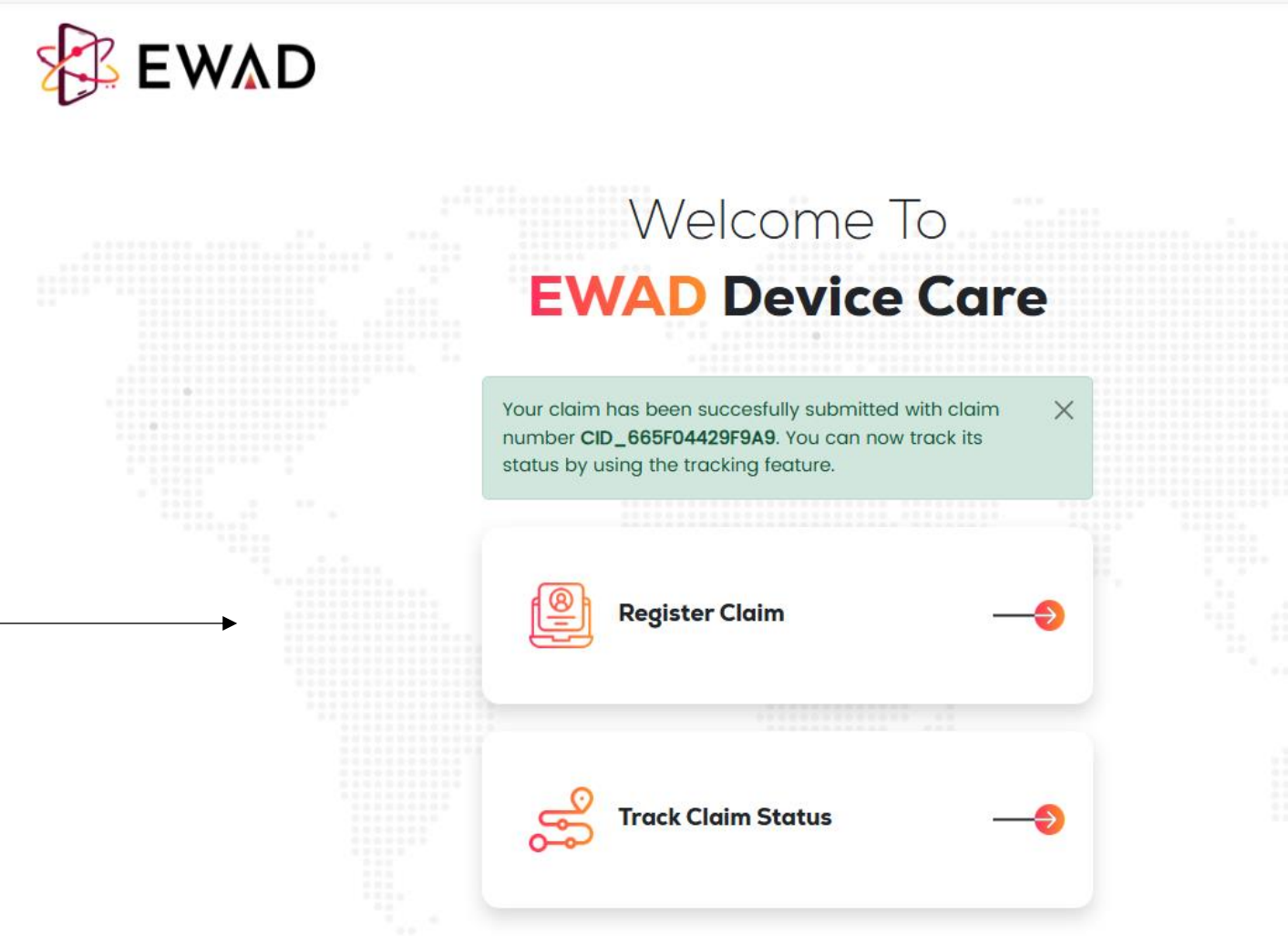
Customer needs to submit the following documents at the time of filing the claim

- 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

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



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