

EMAIL TEMPLATES				
S.No	Type	Subject	Body	Footer
1	OTP	OTP Verification	<p>Dear (USER_NAME),</p> <p>Please find your one-time password (OTP) below for verification purposes: Your OTP is: (OTP_CODE).</p> <p>Please enter this code on the verification page to complete the process.</p> <p>Thank you for using our service.</p>	<p>Best regards, Staging EWAD</p> <p>The information mentioned in this email is a general guide. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>
2	Email Verification	Email Verification Request	<p>Dear (USER_NAME),</p> <p>Thank you for registering!</p> <p>To complete your registration, please verify your email address by clicking the link below: If you did not create an account with us, please ignore this email.</p>	<p>Best regards, Staging EWAD</p> <p>The information mentioned in this email is a general guide. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>
3	User ID Creation	User ID Creation Confirmation	<p>Dear (USER_NAME),</p> <p>Welcome to EWAD portal! Thank you for creating your User ID. Below are the details: User ID: (USER_EMAIL) Mobile Number: (USER_MOBILE)</p> <p>You can visit this link to register new claim or track filed claim using your User ID.</p>	<p>Best regards, Staging EWAD</p> <p>The information mentioned in this email is a general guide. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>
4	Claim Registration	Claim Registration Confirmation Claim Number: (CLAIM_NO) Policy Number: (POLICY_CODE)	<p>Dear (USER_NAME),</p> <p>We're writing to confirm that we've received your claim submission. Here are the details:</p> <p>Claim Details:</p> <p>Retailer: (RETAILER) Device: (DEVICE) Claim No: (CLAIM_NO) Invoice No: (INVOICE_NO) Claim Type: (CLAIM_TYPE) Date of Incident: (DATE_OF_INCIDENT) Current Status: (CLAIM_STATUS)</p> <p>If the claim is accepted, the normal turnaround time (TAT) for claim completion is 15 working days from the time of excess payment, depending on the timely arrival of parts and no additional issues being diagnosed. You can track your claim by visiting this link.</p>	<p>Best regards, Staging EWAD</p> <p>The information mentioned in this email is a general guide. Further documents or information may be required depending on the circumstances of your claim. Please note that failure to provide supporting documentation in a timely manner may result in delay or rejection of your claim. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>
5	Claim Registration For Admin	Claim Registration Confirmation Claim Number: (CLAIM_NO) Policy Number: (POLICY_CODE)	<p>Dear (USER_NAME),</p> <p>We're writing to confirm that we've received your claim submission. Here are the details:</p> <p>Claim Details:</p> <p>Retailer: (RETAILER) Device: (DEVICE) Claim No: (CLAIM_NO) Invoice No: (INVOICE_NO) Claim Type: (CLAIM_TYPE) Date of Incident: (DATE_OF_INCIDENT) Current Status: (CLAIM_STATUS)</p> <p>If the claim is accepted, the normal turnaround time (TAT) for claim completion is 15 working days from the time of excess payment, depending on the timely arrival of parts and no additional issues being diagnosed. You can track your claim by visiting this link.</p>	<p>Best regards, Staging EWAD</p> <p>The information mentioned in this email is a general guide. Further documents or information may be required depending on the circumstances of your claim. Please note that failure to provide supporting documentation in a timely manner may result in delay or rejection of your claim. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>
6	Claim Status Update	Claim Status Update Claim Number: (CLAIM_NO) Policy Number: (POLICY_CODE)	<p>Dear (USER_NAME),</p> <p>We hope this message finds you well. We're writing to provide you with an update on the status of your claim:</p> <p>Claim Details:</p> <p>Device: (DEVICE) Claim No: (CLAIM_NO) Invoice No: (INVOICE_NO) Claim Status: (CLAIM_STATUS) (CLAIM_COMMENT)</p> <p>Further, you can track your email by visiting this link.</p>	<p>Best regards, Staging EWAD</p> <p>The information mentioned in this email is a general guide. Further documents or information may be required depending on the circumstances of your claim. Please note that failure to provide supporting documentation in a timely manner may result in delay or rejection of your claim. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>
7	Customer to Resubmit	Request to Resubmit the Claim Form Claim Number: (CLAIM_NO) Policy Number: (POLICY_CODE)	<p>Dear (USER_NAME),</p> <p>We hope this message finds you well. We're writing to request you to resubmit the form as some of the details with respect to your claim form submission is missing.</p> <p>Claim Details:</p> <p>Retailer: (RETAILER) Device: (DEVICE) Invoice No: (INVOICE_NO) (CLAIM_COMMENT)</p> <p>You can resubmit the form by clicking this link and logging into the EWAD portal. After logging in, please go to "Track Claim Status," where you will find a link to edit the form. Please note that you do not need to create a new claim; simply edit the existing form.</p>	<p>Best regards, Staging EWAD</p> <p>The information mentioned in this email is a general guide. Further documents or information may be required depending on the circumstances of your claim. Please note that failure to provide supporting documentation in a timely manner may result in delay or rejection of your claim. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>
8	Awaiting Action From Customer	Action Needed Claim Number: (CLAIM_NO) Policy Number: (POLICY_CODE)	<p>Dear (USER_NAME),</p> <p>We hope this message finds you well. We're writing to request to take required action from your end for us to proceed with your claim.</p> <p>Claim Details:</p> <p>Retailer: (RETAILER) Device: (DEVICE) Invoice No: (INVOICE_NO) Claim Status: (CLAIM_STATUS) (CLAIM_COMMENT)</p> <p>Your prompt action will help us to proceed with your claim. In case of any clarification, you can reach out at claims@ewad.me, please mention claim number in the subject.</p>	<p>Best regards, Staging EWAD</p> <p>The information mentioned in this email is a general guide. Further documents or information may be required depending on the circumstances of your claim. Please note that failure to provide supporting documentation in a timely manner may result in delay or rejection of your claim. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>
9	Claim Rejected	Claim Rejected Claim Number: (CLAIM_NO) Policy Number: (POLICY_CODE)	<p>Dear (USER_NAME),</p> <p>We hope this message finds you well. We regret to inform you that your claim number (CLAIM_NO) has been rejected as it doesn't meet the policy terms and conditions.</p> <p>Claim Details:</p> <p>Retailer: (RETAILER) Device: (DEVICE) Invoice No: (INVOICE_NO) Claim Status: (CLAIM_STATUS) (CLAIM_COMMENT)</p> <p>Thanks for your understanding.</p>	<p>Best regards, Staging EWAD</p>
10	Claim Status Reopen	Claim Reopen Claim Number: (CLAIM_NO) Policy Number: (POLICY_CODE)	<p>Dear (USER_NAME),</p> <p>We hope this message finds you well. We're writing to provide you with an update on the reopen status of your claim:</p> <p>Claim Details:</p> <p>Device: (DEVICE) Claim No: (CLAIM_NO) Invoice No: (INVOICE_NO) Claim Status: (CLAIM_STATUS) (CLAIM_COMMENT)</p> <p>Further, you can track your email by visiting this link.</p>	<p>Best regards, Staging EWAD</p> <p>The information mentioned in this email is a general guide. Further documents or information may be required depending on the circumstances of your claim. Please note that failure to provide supporting documentation in a timely manner may result in delay or rejection of your claim. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>
11	Claim Diagnosis	Request to Attend the Case Claim Number: (CLAIM_NO) Policy Number: (POLICY_CODE)	<p>Dear (USER_NAME),</p> <p>We hope this message finds you well. We're writing to request you to collect below device.</p> <p>Retailer: (RETAILER) Device: (DEVICE) IMEI Number: (IMEI_NO) Address for Pick up: (PICKUP_ADDRESS) Mobile number of customer: (CUSTOMER_MOBILE) Policy Type: (POLICY_TYPE) (CLAIM_COMMENT)</p> <p>Will request you to attend the case at the soonest and submit your diagnosis to people copied in this mail. Thanks.</p>	<p>Best regards, Staging EWAD</p> <p>If it's an Extended Warranty case it will only cover issues which will be covered under manufacturer warranty. Therefore, if identified issue is not covered under manufacturer warranty then please ask customer to pay else please do not do the service as we won't cover for the same.</p>
12	Claim Approval	Claim Approval Claim Number: (CLAIM_NO) Policy Number: (POLICY_CODE)	<p>Dear (USER_NAME),</p> <p>We hope this message finds you well. We're writing to confirm that diagnosis submitted for claim number (CLAIM_NO) has been approved within the committed Turn-around Time.</p> <p>Will request you to close the case at the soonest and confirm once claim is closed to people copied in this mail. Thanks.</p>	<p>Best regards, Staging EWAD</p>
13	Excess Payment Link	Excess Payment Link Claim Number: (CLAIM_NO) Policy Number: (POLICY_CODE)	<p>Dear (USER_NAME),</p> <p>We hope this message finds you well.</p> <p>We kindly request you to pay an excess amount of AED (AMOUNT), as required by policy terms and conditions.</p> <p>Please ensure that this payment is completed within 3 days as per the policy terms to proceed with your claim. Once the payment is made, we will continue processing your claim.</p> <p>Please note that excess payment does not create a customer right to repair or replacement. Based on the diagnosis, availability of the device, or at the sole discretion of the assistance company, the repair/replacement decision may change. Additional excess payment may be requested, or if extra excess was collected, it may be returned accordingly.</p> <p>You can track your claim by visiting this link.</p>	<p>Best regards, Staging EWAD</p> <p>The information mentioned in this email is a general guide. Further documents or information may be required depending on the circumstances of your claim. Please note that failure to provide supporting documentation in a timely manner may result in delay or rejection of your claim. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>

14	Difference Payment Link	Difference Payment Link Claim Number: {CLAIM_NO} Policy Number: {POLICY_CODE}	<p>Dear {USER_NAME},</p> <p>We hope this message finds you well.</p> <p>As per policy terms and conditions, we request payment of AED {AMOUNT} as the total repair cost has exceeded the sum insured.</p> <p>This requirement is detailed under "Conditions, point 8" of the policy, which states that the insured person must cover any amount exceeding the residual sum insured for repairs or replacement. According to policy terms, this payments must be completed within 3 days. Once the payment is made, the claim process will resume.</p> <p>Please note that difference amount payment does not create a right to repair or replacement. Based on the diagnosis, availability of the device, or at the sole discretion of the assistance company, the repair/replacement decision may change. Additional payment may be requested, or if extra payment was collected, it may be returned accordingly. You can track your claim by visiting this link.</p> <p>You can track your claim by visiting this link.</p>	<p>Best regards,</p> <p>Staging EWAD</p> <p>The information mentioned in this email is a general guide. Further documents or information may be required depending on the circumstances of your claim. Please note that failure to provide supporting documentation in a timely manner may result in delay or rejection of your claim. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>
15	Payment Success	Payment Success Claim Number: {CLAIM_NO} Policy Number: {POLICY_CODE}	<p>Dear {USER_NAME},</p> <p>Thank you for your prompt payment of AED {AMOUNT} for Invoice #{INVOICE_NUMBER}. We have successfully received your payment.</p>	<p>Best regards,</p> <p>Staging EWAD</p> <p>The information mentioned in this email is a general guide. Further documents or information may be required depending on the circumstances of your claim. Please note that failure to provide supporting documentation in a timely manner may result in delay or rejection of your claim. The issuance and acceptance of this email does NOT constitute an admission of liability or waiver of rights.</p>