
FILING A CLAIM

How to submit a *new claim*.

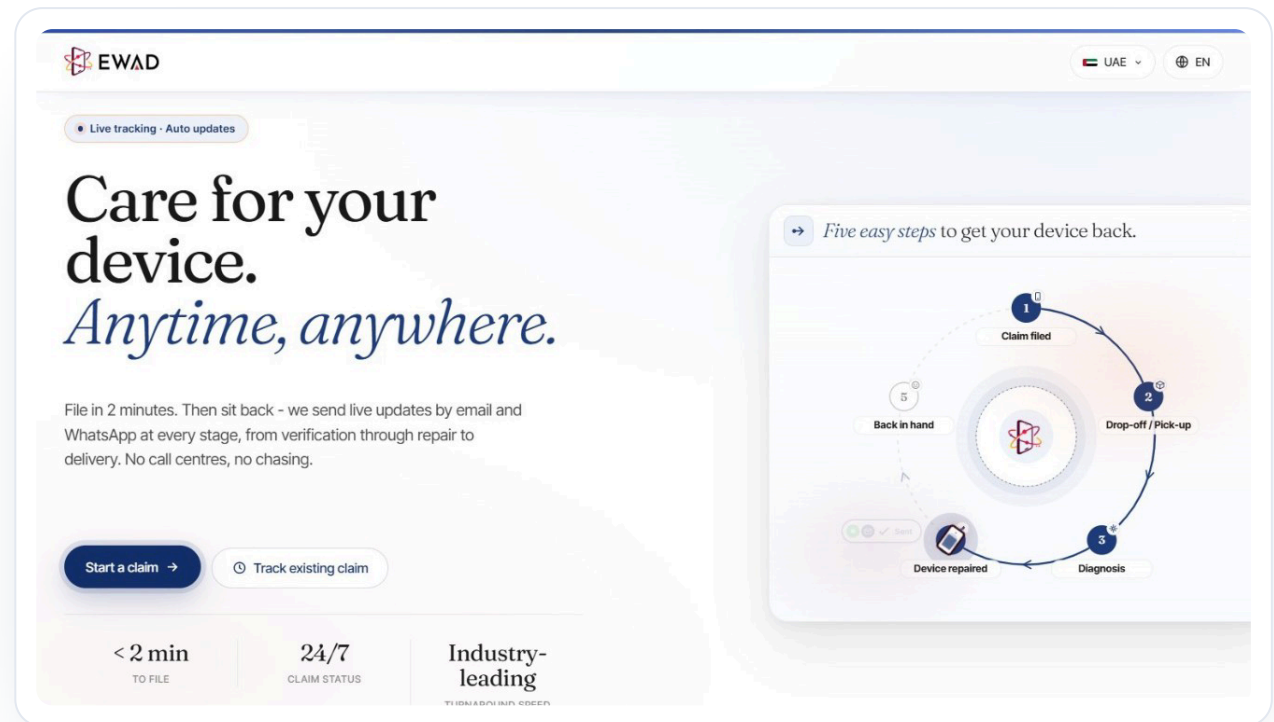
Follow this guide to navigate the EWAD claims portal and submit your incident details — from verifying your identity to uploading supporting documents and finalising your submission.

01

STEP 1

Open the *Claim Portal*

Click on “Start a claim” button.

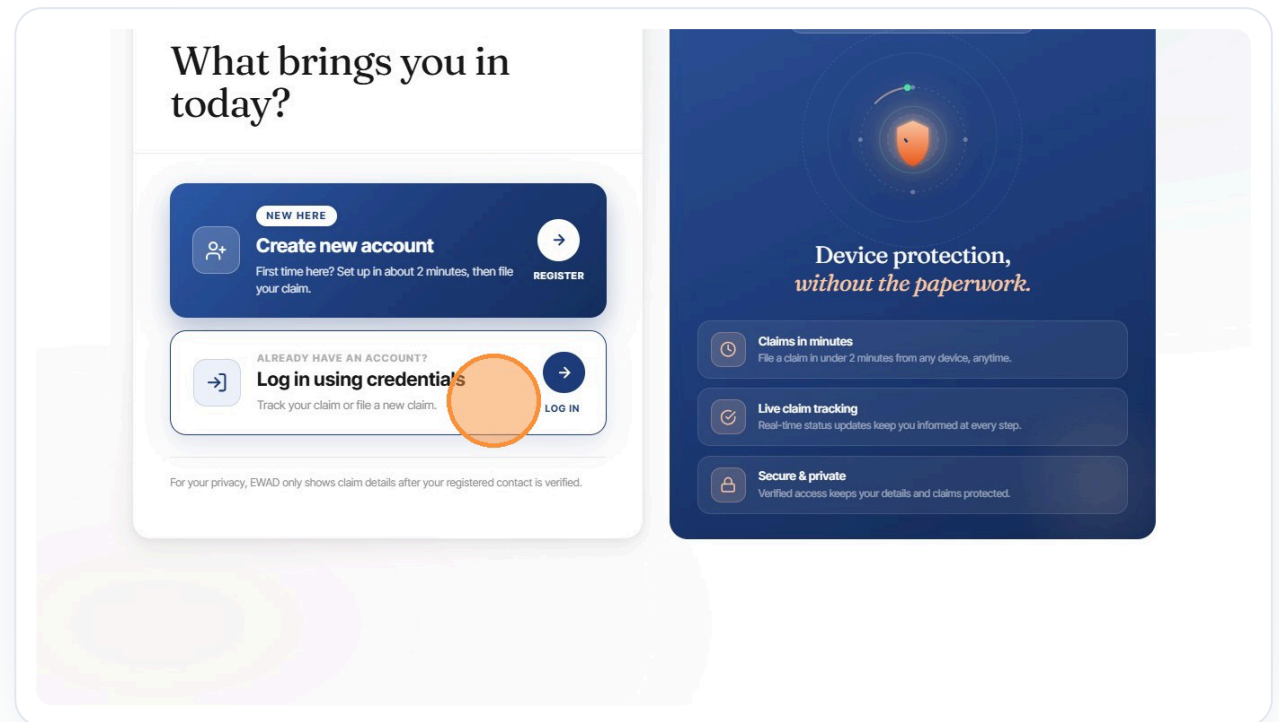


02

STEP 2

Click on *Login using credentials*

Choose Log in using credentials to access your existing EWAD account.

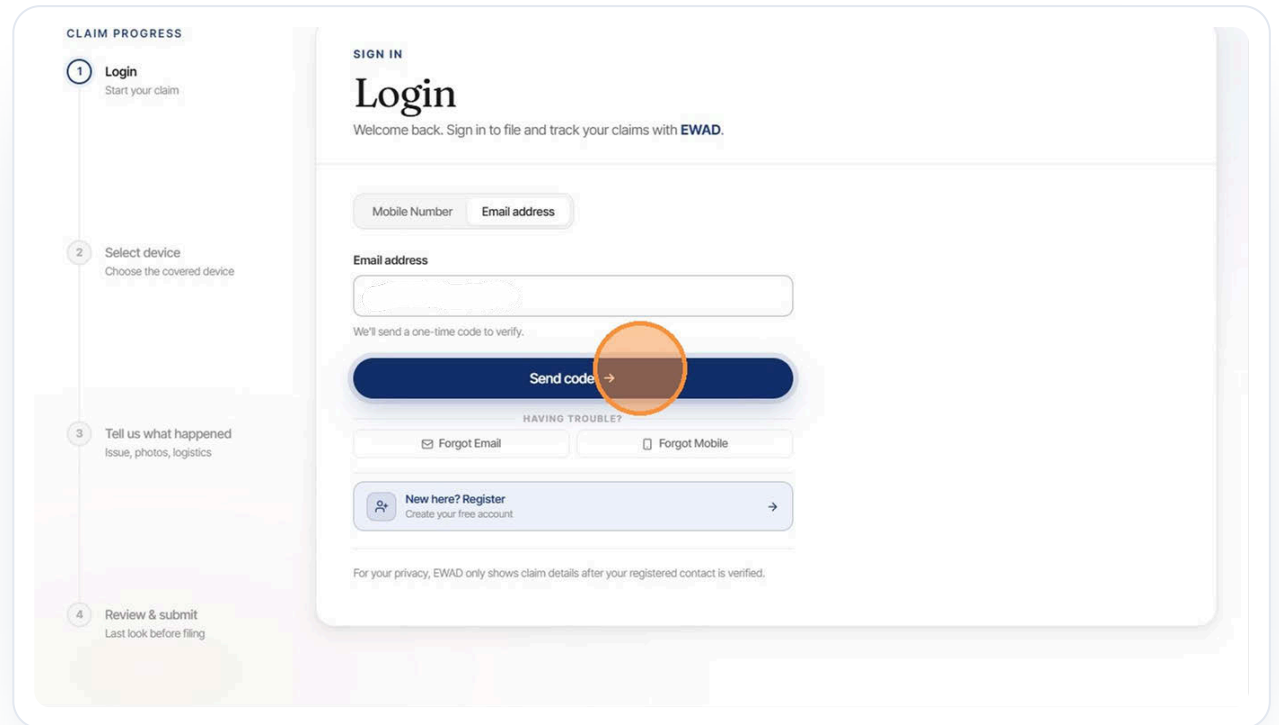


03

STEP 3

Choose Mobile number & Email address

Select whether to log in with your mobile number or email address, then continue.



CLAIM PROGRESS

- 1 Login**
Start your claim
- 2 Select device**
Choose the covered device
- 3 Tell us what happened**
Issue, photos, logistics
- 4 Review & submit**
Last look before filing

SIGN IN

Login

Welcome back. Sign in to file and track your claims with **EWAD**.

Mobile Number Email address

Email address

We'll send a one-time code to verify.

Send code →

HAVING TROUBLE?

✉ Forgot Email

📱 Forgot Mobile

New here? Register
Create your free account →

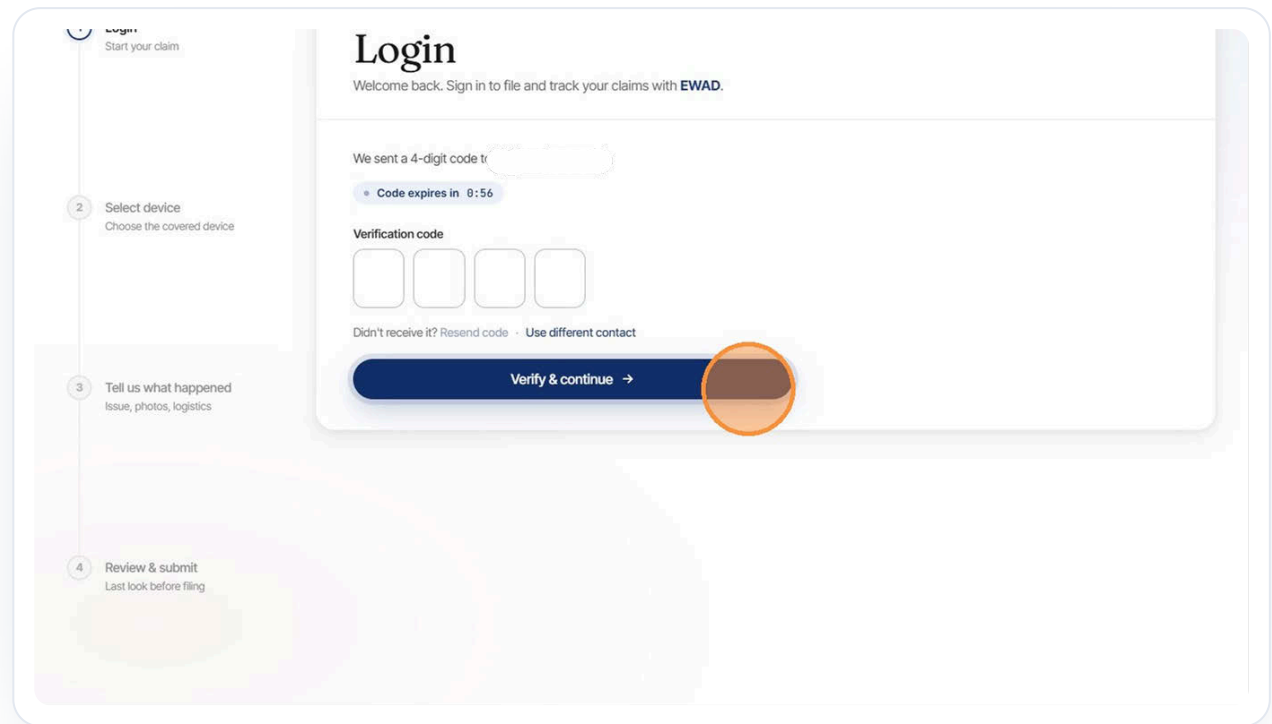
For your privacy, EWAD only shows claim details after your registered contact is verified.

04

STEP 4

Enter the OTP & verify

Type the 4-digit code sent to your email or mobile number, then click Verify. The code expires after 60 seconds.



The screenshot displays the EWAD Login interface. On the left, a vertical progress bar indicates four steps: 1. Start your claim, 2. Select device, 3. Tell us what happened, and 4. Review & submit. The main content area is titled 'Login' and includes a welcome message. It shows a notification that a 4-digit code was sent to the user's email, with a countdown timer indicating the code expires in 0:56. Below this, there are four input boxes for the verification code. At the bottom, there are links for 'Resend code' and 'Use different contact', and a prominent blue button labeled 'Verify & continue' with a right arrow. An orange circle highlights the 'Verify & continue' button.

Login
Welcome back. Sign in to file and track your claims with EWAD.

We sent a 4-digit code to [\[email address\]](#)
• Code expires in 0:56

Verification code
[] [] [] []

Didn't receive it? [Resend code](#) · [Use different contact](#)

[Verify & continue →](#)

05 STEP 5

Search by invoice number

Enter your invoice number and click Search to find your active policy.

The screenshot displays the EWAD claim progress interface. At the top, the EWAD logo is on the left, and navigation links for UAE, EN, and a user profile (test u88ser) are on the right. The main content area is titled 'CLAIM PROGRESS' and shows a vertical timeline with three steps: 1. Verify it's you (Identity confirmed), 2. Select device (Choose the covered device), and 3. Tell us what happened (Issue, photos, logistics). Step 2 is currently active. To the right of the timeline, a large white box contains the heading 'Find your covered device.' followed by the instruction 'Enter your invoice number to search for an active policy and file a claim.' Below this, there is a search input field with a placeholder 'INVOICE NUMBER' and a blue document icon. An orange circular 'Search' button with a magnifying glass icon is positioned to the right of the input field.

06

STEP 6

Select your *device*

Choose the device you're claiming for, then click Continue. If one invoice covers several items, all of them appear here.

The screenshot shows a mobile application interface for step 6, 'Select device'. On the left, a vertical progress bar indicates four steps: 1. Identity confirmed, 2. Select device (current step), 3. Tell us what happened, and 4. Review & submit. The main content area displays a list of devices under the heading 'SELECTED'. The first device is an 'iPhone' with an 'Invoice' number and a date '01-08-2026'. Below this, a form is divided into three columns: 'CUSTOMER INFORMATION' (First Name, Last Name, Mobile Number, Email Address), 'DEVICE DETAILS' (Device Category: Apple Smartphone, Brand: APPLE, Device: iPhone, Invoice Number, IMEI Number), and 'POLICY / RETAILER DETAILS' (Retailer, Start Date: 05-02-2026, Expiry Date: 01-08-2026, Policy Type: 1 Year Accidental Damage, Sum Insured: AED 2502.00). At the bottom, a confirmation message reads 'Confirm this is the device you want to claim against.' and a 'Continue' button with a right arrow is highlighted with an orange circle.

Identity confirmed

2 Select device
Choose the covered device.

3 Tell us what happened
Issue, photos, logistics

4 Review & submit
Last look before filing

SELECTED

iPhone
Invoice
01-08-2026

CUSTOMER INFORMATION

First Name
Last Name
Mobile Number
Email Address

DEVICE DETAILS

Device Category
Apple Smartphone
Brand
APPLE
Device
iPhone
Invoice Number
IMEI Number

POLICY / RETAILER DETAILS

Retailer
Start Date
05-02-2026
Expiry Date
01-08-2026
Policy Type
1 Year Accidental Damage
Sum Insured
AED 2502.00

Confirm this is the device you want to claim against.

Continue →

07 STEP 7

Incident details

Fill in the claim type, the date and location, describe how the loss has happened, then click Continue.

The screenshot shows a mobile app interface for filing an incident claim. On the left, a vertical progress bar indicates four steps: 1. Identity confirmed, 2. Select device, 3. Tell us what happened (current step), and 4. Review & submit. The main form area is titled '1 Incident' and includes tabs for 'Photos' and 'Logistics'. The 'Claim type' section offers two options: 'Accidental Damage' (selected) and 'Extended Warranty'. The 'What happened?' section contains buttons for 'Cracked screen', 'Liquid damage', 'Dropped / impact damage', 'Theft / loss', and 'Other accidental damage'. The 'Date of Incident' is set to '10-06-2026'. The 'Location of Incident' is a text input field. A question 'Have you made claim before for this policy?' has 'No' and 'Yes' radio buttons. A large text area for 'Describe how loss has happened' is at the bottom, with a character count of '9/500 characters'. Navigation buttons 'Back' and 'Continue' are at the bottom.

Identity confirmed

1 Incident 2 Photos 3 Logistics

Claim type *

☒ **Accidental Damage**
Drops, cracks, spills — unforeseen physical damage.

☐ **Extended Warranty**
Manufacturer-style malfunction or breakdown.

What happened? *

☒ Cracked screen ☐ Liquid damage

☐ Dropped / impact damage ☐ Theft / loss

☐ ... Other accidental damage

Date of Incident *

10-06-2026

Location of Incident *

Have you made claim before for this policy? *

☐ No ☐ Yes

Describe how loss has happened *

9/500 characters

← Back Continue →

08

STEP 8

Upload

Upload the invoice copy and identity proof, and add photos of the damaged device — all sides, a wide shot and a close-up — plus any supporting documents, then click Next.

Identity confirmed

Select device
Choose the covered device

3 Tell us what happened
Issue, photos, logistics

4 Review & submit
Last look before filing

Remove

Remove

Photos of Insured Device *
Wide shot + close-up of damage

Please share multiple photos to help us assess the damage.

Remove

Other supporting document
Optional - receipts, reports, etc.

Drop files here or click to upload

Tip: A wide shot showing the whole device + a close-up of the damage works best. Include the IMEI/serial label if you can.

← Back

Next

09

STEP 9

Add logistics details

Enter the collection or repair address and any landmarks, then click Continue to review.

The screenshot displays the 'Logistics' step of a mobile application interface. On the left, a vertical progress bar shows four steps: 'Identity confirmed', 'Select device' (marked with a checkmark), 'Tell us what happened' (current step), and 'Review & submit'. The main content area has a tab bar at the top with 'Incident', 'Photos', and 'Logistics'. Below the tabs, the title 'Address for Device Collection or Onsite Repair *' is followed by a 'Customer Place' field with the hint 'A courier comes to you.'. Below this is a 'Full Address *' text input field. Further down are two rows of fields: 'Nearby Landmark' and 'Remarks', each with a text input field. Below these are 'Country *' and 'Emirates *' dropdown menus. At the bottom of the form is an 'Area *' text input field. A '← Back' button is located at the bottom left, and a 'Continue to review' button is at the bottom right, highlighted with an orange circle.

10

STEP 10

Disable *Find My iPhone* (Apple devices)

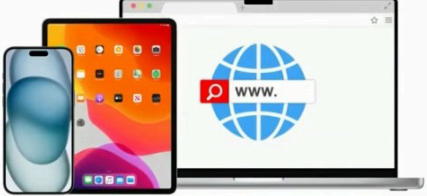
For Apple devices, disable Find My iPhone / FMIP using the provided guide, then click “FMIP is disabled. Submit claim” to continue.

Disable Find My iPhone before submitting

We noticed you are submitting a claim for an iOS device. Please make sure Find My iPhone / FMIP is disabled before you submit, otherwise claim processing may be delayed.

[Open the step-by-step PDF guide](#)

**FMIP deactivation Video**
EWAD



01:21



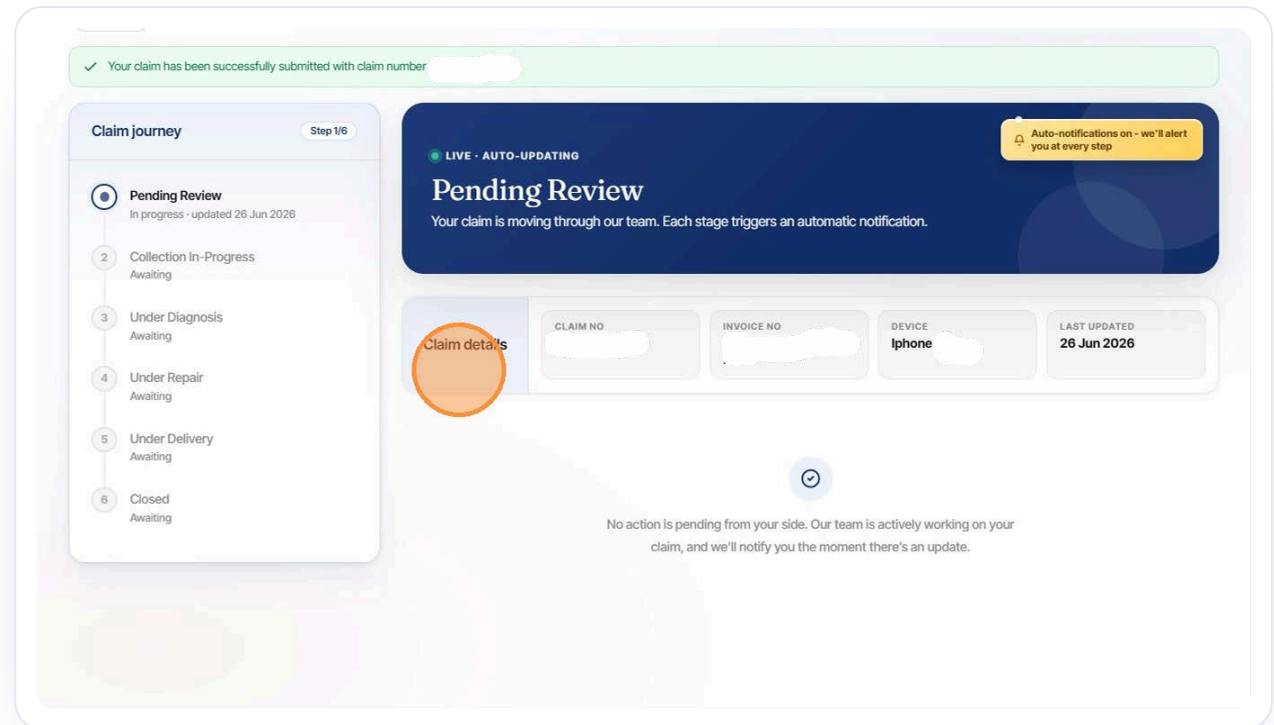
[Go back](#)[FMIP is disabled. Submit claim](#)

11

STEP 11

Claim submitted

Once submitted, your claim is confirmed on screen and an email with your claim number is sent. Track every stage from your dashboard.



— CLAIM FILED

Your claim is *on its way*.

Our team will review your request and keep you posted by email and SMS at every stage — from review through diagnosis and repair to delivery. No call centres, no chasing.