

— FILING A CLAIM

How to create an account & *file a claim.*

Follow this guide to create your EWAD account and file a claim — from registering and verifying your identity to uploading supporting documents and submitting your request.

01

STEP 1

Open the *Claim Portal*

Click the “Start a claim” button to open the EWAD claim portal.

* Live tracking - Auto updates

Care for your device.

Anytime, anywhere.

File in 2 minutes. Then sit back - we send live updates by email and WhatsApp at every stage, from verification through repair to delivery. No call centres, no chasing.

Start a claim →

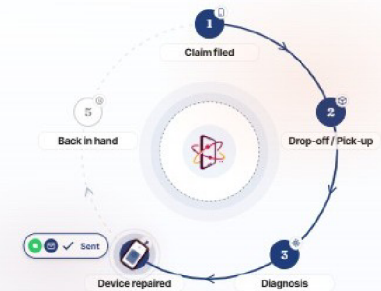
Track existing claim

< 2 min
TO FILE

24/7
CLAIM STATUS

Industry-
leading
TURNAROUND SPEED

→ Five easy steps to get your device back.

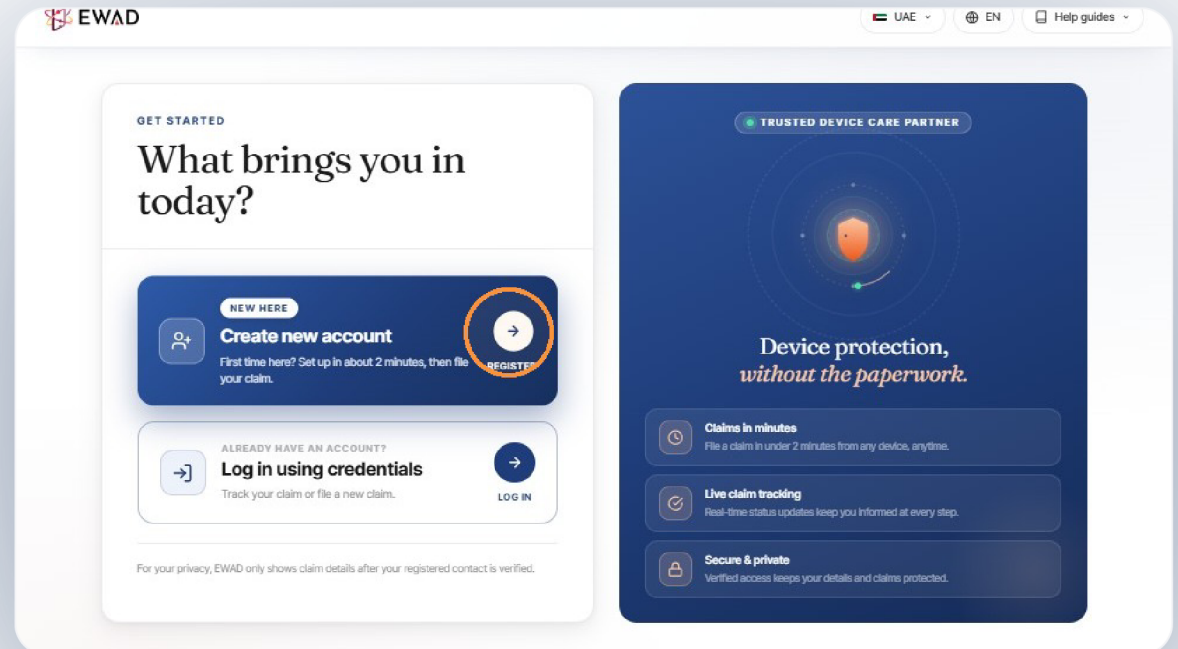


02

STEP 2

Create a new account

On the welcome screen, choose “Create new account” to set up your claim.



03

STEP 3

Fill in your *details* & register

Complete every field accurately — name, email, mobile number, and captcha — then click Register.

The screenshot displays the 'Register' form on the EWAD platform. On the left, a vertical progress bar indicates four steps: 1. Register (active), 2. Select device, 3. Tell us what happened, and 4. Review & submit. The main form area is titled 'CREATE ACCOUNT Register' and includes the tagline 'Enjoy easy and hassle-free device protection with EWAD.' The registration fields are: First Name, Last Name, Email, Mobile Number (with a dropdown for country code, currently showing +971), and a Captcha field. The Captcha field contains the text 'pem' and a refresh button. A blue 'Register' button with a right arrow is highlighted with an orange circle. Below the button is a link for 'Already a member? Login'. At the bottom, a small privacy notice states: 'For your privacy, EWAD only shows claim details after your registered account is verified.'

CLAIM PROGRESS

- 1 Register
Create your account
- 2 Select device
Choose the covered device
- 3 Tell us what happened
Issue, photos, logistics
- 4 Review & submit
Last look before filing

CREATE ACCOUNT

Register

Enjoy easy and hassle-free device protection with EWAD.

First Name *

Last Name *

Email *

Mobile Number *

+971

Captcha *

pem

Register →

Already a member? [Login](#)

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

04

STEP 4

Enter the *OTP* & *verify*

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

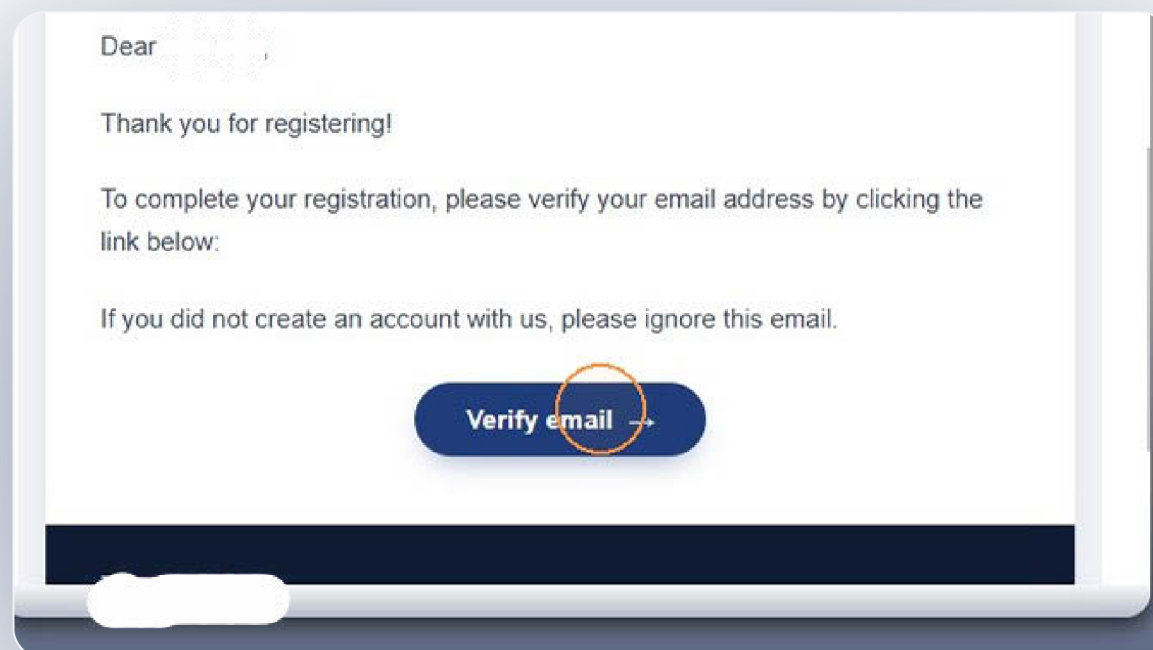
The image displays a mobile application interface for OTP verification. The left panel, titled "OTP Verification", instructs the user to "Enter the 4-digit code sent to your mobile number". It features a text input field with a placeholder "+971:" and a label "Add Mobile Phone Number". Below this is a four-digit code input area with individual boxes. A timer indicates "Code expires in 00:45 seconds". A link "Didn't get the OTP? Resend" is present. The "Edit Mobile Number" link is also visible. A large blue "Verify" button with a checkmark icon is highlighted with an orange circle. A "Back to Login? Click Here" link is at the bottom. The right panel, titled "SECURE VERIFICATION", features a circular graphic with a checkmark and the text "Verify it's you, we'll take it from here." Below this are three informational boxes: "Expires in 60 Seconds" (Your OTP is time-limited to keep your account safe), "One-Time Use Only" (Each code is single-use and invalidated after entry), and "Auto Alerts" (Automatic notifications keep you updated at every step).

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STEP 5

Verify your *email*

Open the registration email in your inbox and click "Verify email" to confirm your address.



06

STEP 6

Search by *invoice number*

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

The screenshot displays the EWAD claim progress interface. On the left, a vertical timeline titled 'CLAIM PROGRESS' shows four steps: 1. Verify it's you (identity confirmed), 2. Select device (Choose the covered device), 3. Tell us what happened (Issue, photos, logistics), and 4. Review & submit (Last look before filing). Step 2 is currently active. The main content area is titled 'STEP 2 OF 4' and 'Find your covered device.' It instructs the user to 'Enter your invoice number to search for an active policy and file a claim.' Below this, a green notification bar states: 'Thank you for verifying your email. Now you can search your device and file a claim.' A search input field is labeled 'INVOICE NUMBER' and contains a placeholder '12345678901234567890'. To the right of the input field is a blue 'Search' button with a magnifying glass icon, which is circled in orange. A small 'x' icon is visible to the left of the button.

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STEP 7

Select your *device*

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

Verify it's you
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
Active - 14-06-2028

CUSTOMER INFORMATION	DEVICE DETAILS	POLICY / RETAILER DETAILS
First Name Last Name Mobile Number +971 Email Address	Device Category Apple Smartphone Brand APPLE Device IPHONE Invoice Number IMEI Number	Retailer Emax Start Date 15-06-2026 Expiry Date 14-06-2028 Policy Type 2 Year Accidental Damage Sum Insured AED 5523.00

Confirm this is the device you want to claim against.

Continue →

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STEP 8

Incident details

Enter the claim type, date, and location, describe how the damage happened, then click Continue.

The screenshot shows a mobile app interface for filing a claim. On the left is a vertical progress bar with four steps: 1. Verify it's you (identity confirmed), 2. Select device (Choose the covered device), 3. Tell us what happened (Issue, photos, logistics), and 4. Review & submit (Last look before filing). Step 3 is currently active. The main form area is divided into two columns. The left column has a 'Claim type' section with 'Accidental Damage' (Drops, cracks, spills — unforeseen physical damage.) selected. Below it is a 'What happened?' section with buttons for 'Cracked screen', 'Liquid damage', 'Dropped / impact damage', 'Theft / loss', and 'Other accidental damage'. At the bottom of this column is a text area to 'Describe how loss has happened' with a 5/500 character limit. The right column has an 'Extended Warranty' section (Manufacturer-style malfunction or breakdown.), a 'Date of Incident' field with the value '07/06/2026', a 'Location of Incident' field, and a 'Have you made claim before for this policy?' section with 'No' and 'Yes' radio buttons. At the bottom of the form are 'Back' and 'Continue' buttons. The 'Continue' button is circled in orange.

Verify it's you
identity confirmed

Select device
Choose the covered device

3 Tell us what happened
Issue, photos, logistics

4 Review & submit
Last look before filing

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 *

07/06/2026

Location of Incident *

Describe how loss has happened *

5/500 characters

Have you made claim before for this policy? *

No Yes

Back Continue

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STEP 9

Upload your documents

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

The screenshot shows the EWAD claim submission interface at Step 9, "Upload your documents". On the left is a vertical progress bar with four steps: 1. Verify it's you (identity confirmed), 2. Select device (Choose the covered device), 3. Tell us what happened (Issue, photos, logistics), and 4. Review & submit (Last look before filing). Step 3 is currently active. The main content area is divided into two columns. The left column contains two file upload slots, each showing a placeholder image, the file name "s.pdf", the size "18.8 KB", and a "Remove" button. Below these is a section titled "Photos of Insured Device" with a sub-header "Wide shot + close-up of damage" and a prompt "Please share multiple photos to help us assess the damage." It includes a large dashed box for photo uploads, a "Remove" button, and a tip: "Tip: A wide shot showing the whole device + a close-up of the damage works best. Include the IMEI/serial label if you can." The right column has a section titled "Other supporting document" with a sub-header "Optional - receipts, reports, etc." and a dashed box with the text "Drop files here or click to upload". At the bottom of the interface are "Back" and "Next" buttons. The "Next" button is highlighted with an orange circle.

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STEP 10

Add *logistics* details

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

The screenshot shows a mobile application interface for Step 10 of a process. On the left is a vertical progress bar with four steps: 1. Verify it's you (Identity confirmed), 2. Select device (Choose the covered device), 3. Tell us what happened (Issue, photos, logistics), and 4. Review & submit (Last look before filing). Step 3 is currently active. The main form area on the right is titled 'Address for Device Collection or Onsite Repair *'. It contains several input fields: 'Customer Place' (a light blue highlighted field), 'Full Address *', 'Nearby Landmark', 'Remarks', 'Country *' (with a dropdown menu showing 'UAE'), 'Emirates *' (with a dropdown menu), and 'Area *'. Below these fields is a light blue box with a radio button and text: 'Portable devices (mobiles, laptops) will be picked up. Non-portable devices (appliances) will get an onsite visit.' At the bottom of the form, there is a 'Back' button with a left arrow and a 'Continue to review' button, which is circled in orange.

Verify it's you
Identity confirmed

Select device
Choose the covered device

3 Tell us what happened
Issue, photos, logistics

4 Review & submit
Last look before filing

Address for Device Collection or Onsite Repair *

Customer Place

Full Address *

Nearby Landmark

Remarks

Country *

Emirates *

UAE

Area *

☐ Portable devices (mobiles, laptops) will be picked up. Non-portable devices (appliances) will get an onsite visit.

← Back

Continue to review

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STEP 11

Review & submit your claim

Check every section — device, documents, and logistics — read the self-declaration, tick the confirmation box, then click “Submit claim”.

Verify it's you
Identity confirmed

Select device
Choose the covered device

Tell us what happened
Issue, photos, logistics

4 Review & submit
Last look before filing

Documents

Passport / ID	1 file
Device photos	1 file
Other docs	None

LOGISTICS Edit

Method
Address
Country
Emirate
Area

Customer Place
UAE

Self Declaration

1. I have deactivated iCloud, Find My iPhone (FIMP), 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.
6. I understand that I must remove my password and security features to enable repair and quality checks, as the claim process cannot proceed otherwise.

☒ I confirm the information above is accurate and agree to the EWAD Service Terms and Privacy Policy.

[← Back](#) [Submit claim →](#)

STEP 12

(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

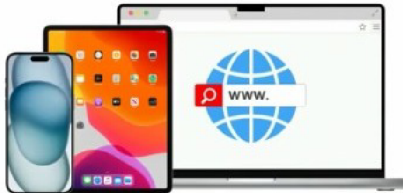
We noticed you are submitting a claim for an iOS device. Please make sure Find My iPhone / FMIP is disabled before you submit, otherwise claim processing may be delayed.

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

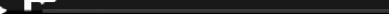


FMIP deactivation Video

EWAD



01:21



[Go back](#)

[FMIP is disabled. Submit claim](#)

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STEP 13

Claim submitted

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

The screenshot displays the EWAD claim submission interface. At the top, a green notification bar states: "Your claim has been successfully submitted with claim number AD_76885371." Below this, the "Claim journey" section shows a vertical list of six steps: 1. Pending Review (In progress - updated 09 Jul 2026), 2. Collection In-Progress (Awaiting), 3. Under Diagnosis (Awaiting), 4. Under Repair (Awaiting), 5. Under Delivery (Awaiting), and 6. Closed (Awaiting). The "Pending Review" step is highlighted with a blue circle. To the right, a dark blue banner reads "LIVE - AUTO-UPDATING" and "Pending Review", with a subtext: "Your claim is moving through our team. Each stage triggers an automatic notification." Below the banner, a table displays claim details: CLAIM NO (redacted), INVOICE NO (redacted), DEVICE (IPHONE), and LAST UPDATED (09 Jul 2026). The "Claim details" label is circled in orange. At the bottom, a blue circle with a checkmark icon is accompanied by the text: "No action is pending from your side. Our team is actively working on your claim, and we'll notify you the moment there's an update."

— CLAIM FILED

Your claim is *on its way*.

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