
ACCOUNT ACCESS

Recover your registered *mobile number*.

Follow this guide to quickly retrieve a forgotten mobile number associated with your EWAD account. These simple steps ensure you regain access to your claim portal and continue tracking your submissions without further delay.

01

STEP 1

Click “Start a claim”

Open the EWAD portal and click “Start a claim” to begin.

EWAD

UAE

EN

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 →

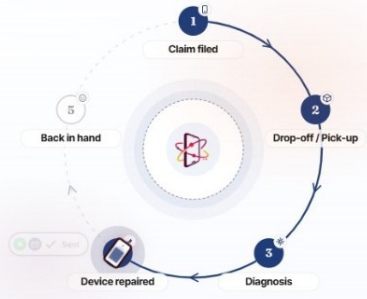
Track existing claim

< 2 min
TO FILE

24/7
CLAIM STATUS

Industry-
leading

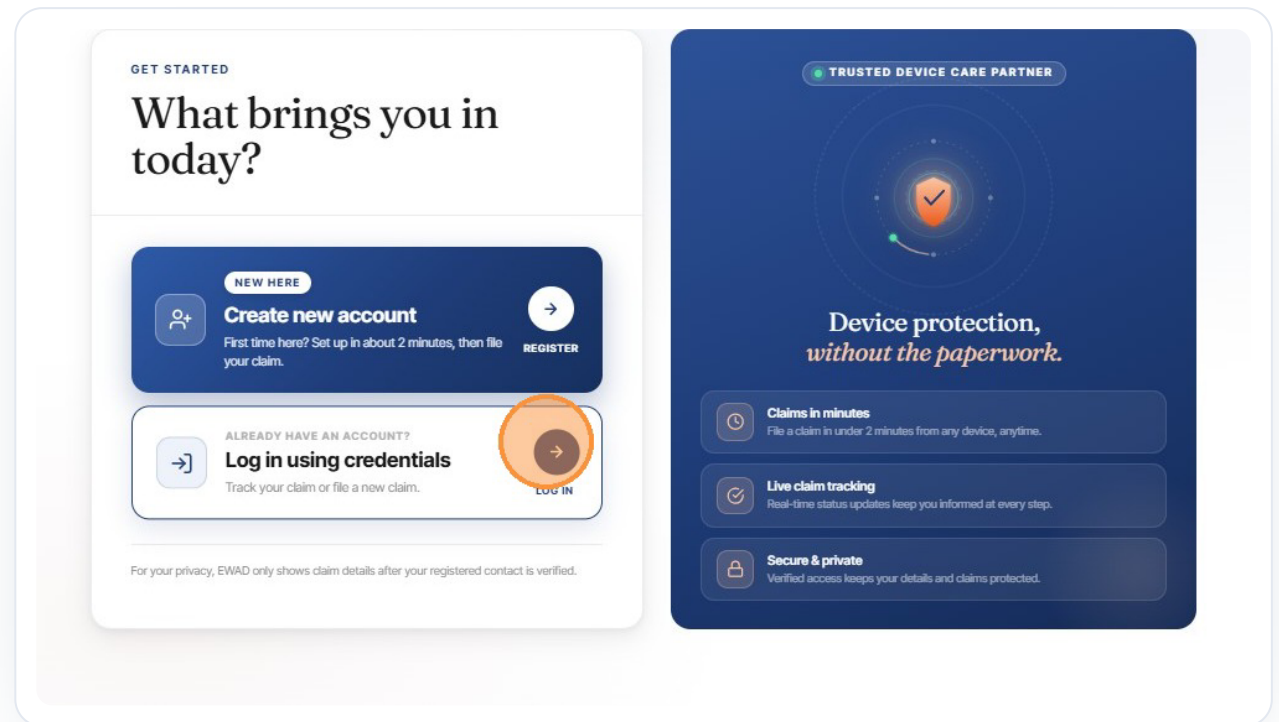
→ Five easy steps to get your device back.



02 STEP 2

Click “Log in using credentials”

Choose Log in using credentials to access your existing account.



03

STEP 3

Click “Forgot Mobile”

On the login screen, click “Forgot Mobile” to start the recovery process.

The screenshot displays the EWAD login interface. On the left, a 'CLAIM PROGRESS' sidebar lists four steps: 1. Login (Start your claim), 2. Select device (Choose the covered device), 3. Tell us what happened (Issue, photos, logistics), and 4. Review & submit (Last look before filing). The main area is titled 'SIGN IN' and 'Login'. It includes a welcome message and a 'Mobile Number' input field with a dropdown for country codes (currently showing +971) and a text field for the number (50 123 4567). Below the input fields is a 'Send code' button. A 'HAVING TROUBLE?' section contains 'Forgot Email' and 'Forgot Mobile' links, with the latter highlighted by an orange circle. At the bottom, there is a 'New here? Register' link. A privacy notice at the very bottom states: 'For your privacy, EWAD only shows claim details after your registered contact is verified.'

STEP 1 OF 3 · ENTER EMAIL

Recover Mobile Number

Enter your registered email and we will send a verification code to help recover your mobile number.

Email address *

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

Next →

We will verify your identity via email OTP before revealing your registered mobile number.

Back to Login? [Click Here](#)

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

SECURE RECOVERY

Confirm your email
to view your number.

ENTER EMAIL

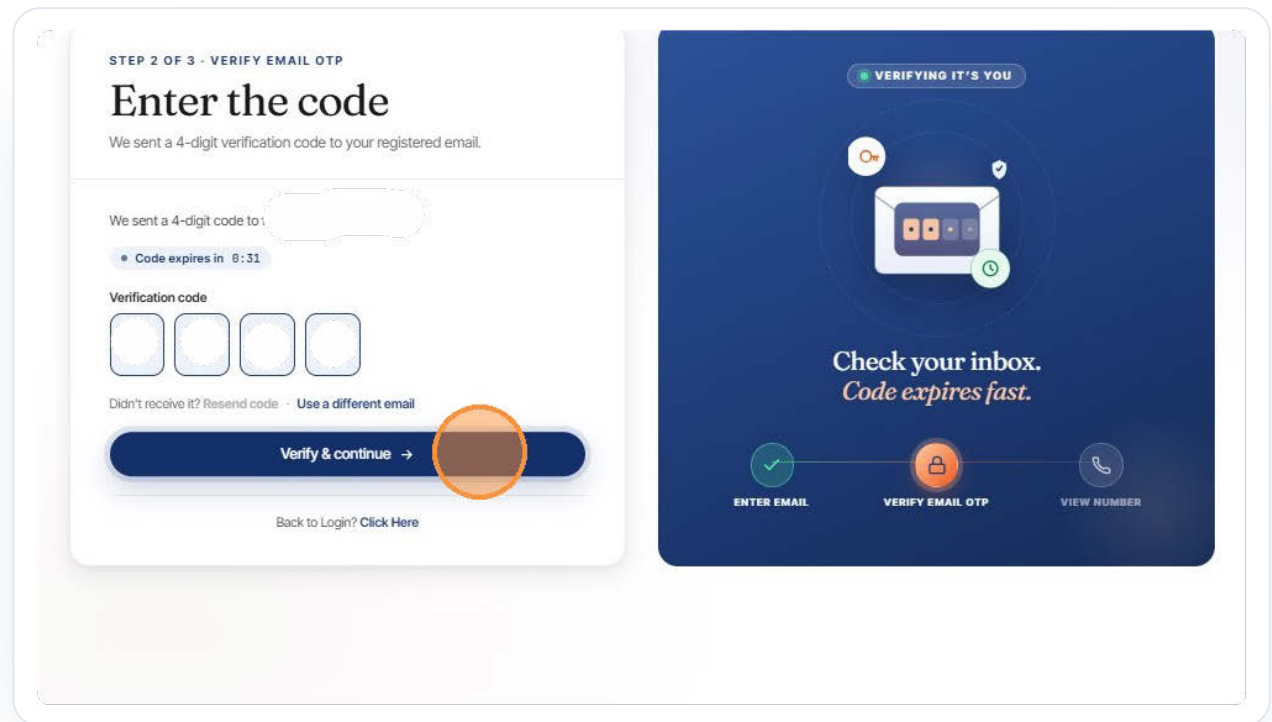
VERIFY EMAIL OTP

VIEW NUMBER

05 STEP 5

Enter the OTP & verify

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

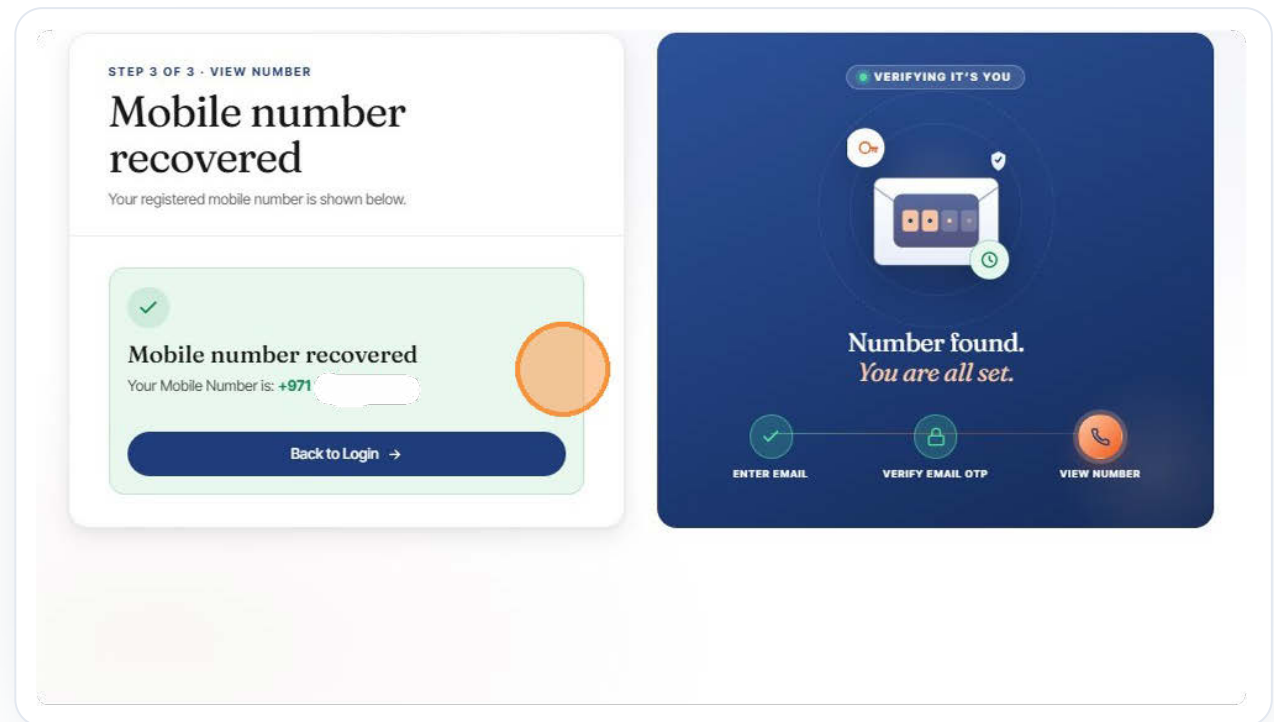


06

STEP 6

Your number is *recovered*

Your registered mobile number is shown on screen. Use it to log back in and continue tracking your claims.



— ACCESS RESTORED

You're *back in*.

Your registered mobile number is confirmed. Log in with your recovered number to access the claim portal and keep tracking your submissions — no call centres, no chasing.