
How to resubmit a claim.



IMPORTANT

PLEASE READ BEFORE YOU CONTINUE



Do Not Submit a New Claim



Update and Resubmit Your Existing Claim

If we have requested additional information, documents, or corrections, **edit and resubmit your existing claim.** **Do not create a new claim,** as this may delay the processing of your request.

Two ways to resubmit your claim

Choose whichever is easiest.

1

OPTION 1

Use the resubmission email

Open the resubmission email and click the **Resubmit Form** button.

Resubmit Form →

2

OPTION 2

Use the portal

Log in to the portal, go to the **Home** page, select **Track Existing Claim**, and resubmit your claim from there.

Home

→

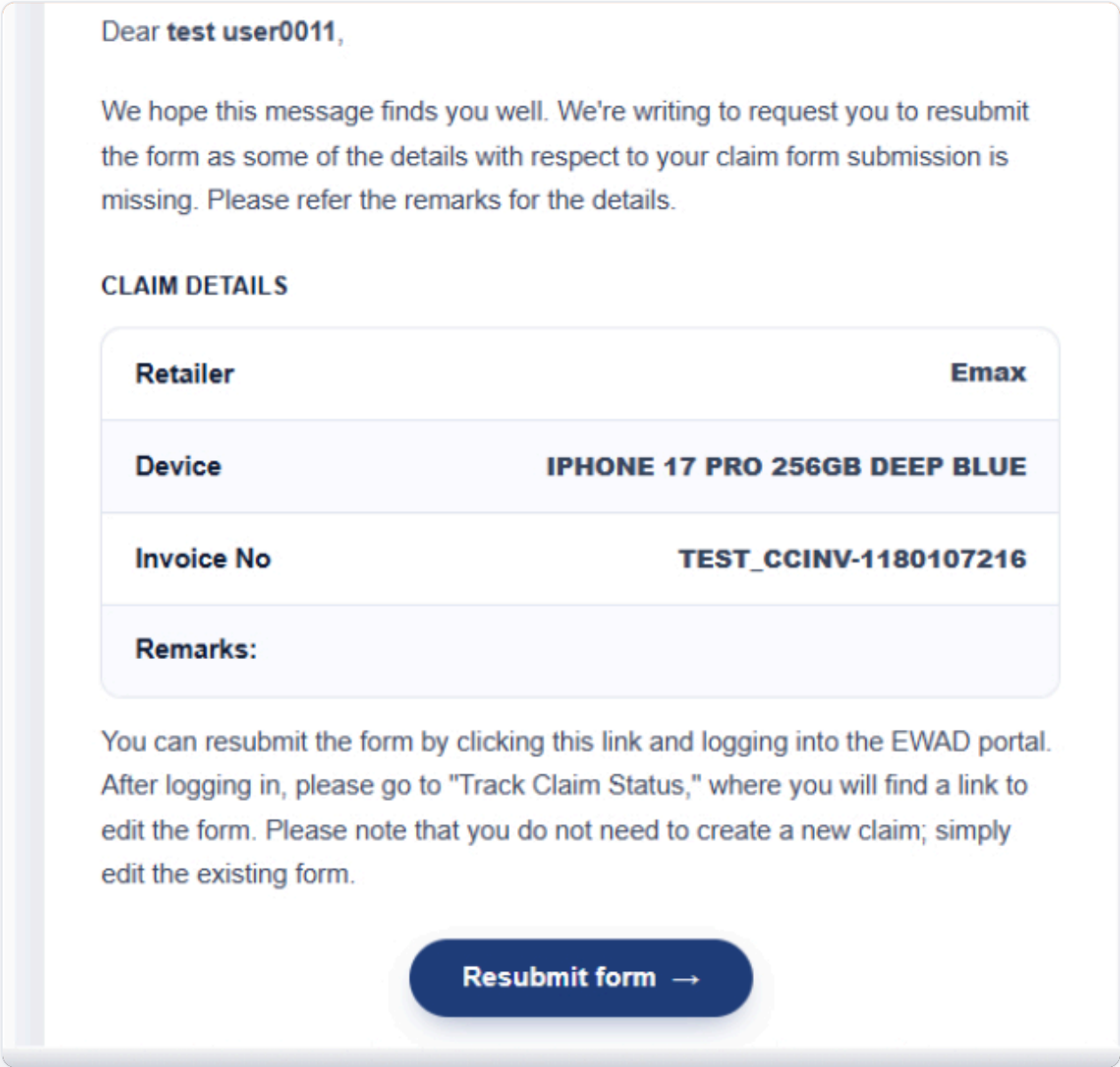
Track Existing Claim

OPTION 1

01 STEP 1

Open the email sent for resubmission.

From the email, click the “Resubmit Form” button.



02 STEP 2

Log in to continue

Log in with your **registered email or mobile number** to access your claim.

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: 'Welcome back. Sign in to file and track your claims with EWAD.' Below this is a green notification bar that says 'Please log in to continue resubmitting your claim.' with a close button. There are two input fields: 'Mobile Number' and 'Email address'. The 'Email address' field is active. Below the input fields, a dark blue button labeled 'Send code →' is circled in orange. Underneath this button is a link for 'HAVING TROUBLE?' with options for 'Forgot Email' and 'Forgot Mobile'. At the bottom, there is a 'New here? Register' button with the text 'Create your free account' and a right arrow. A privacy notice at the very bottom states: 'For your privacy, EWAD only shows claim details after your registered contact is verified.'

03 STEP 3

Edit your claim details

Review your details and **edit anything that needs changing.**

Verify it's you
Identity confirmed

Select device
Device selected

Update claim details
Issue, photos, logistics

4 Review & resubmit
Last look before resubmit

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

LOGISTICS Edit

Method: Customer Place

Address:

Country: UAE

Emirate:

Area:

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](#) [Resubmit claim →](#)

FINAL STEP

Review & Resubmit

Review the remarks, update the relevant information and documents, then resubmit.