

## Detail Claim Filling Process: Step 1

Click LOGIN/REGISTER



Caring For Your **Device**  
**Anytime, Anywhere**



Enhanced  
Customer  
Experience



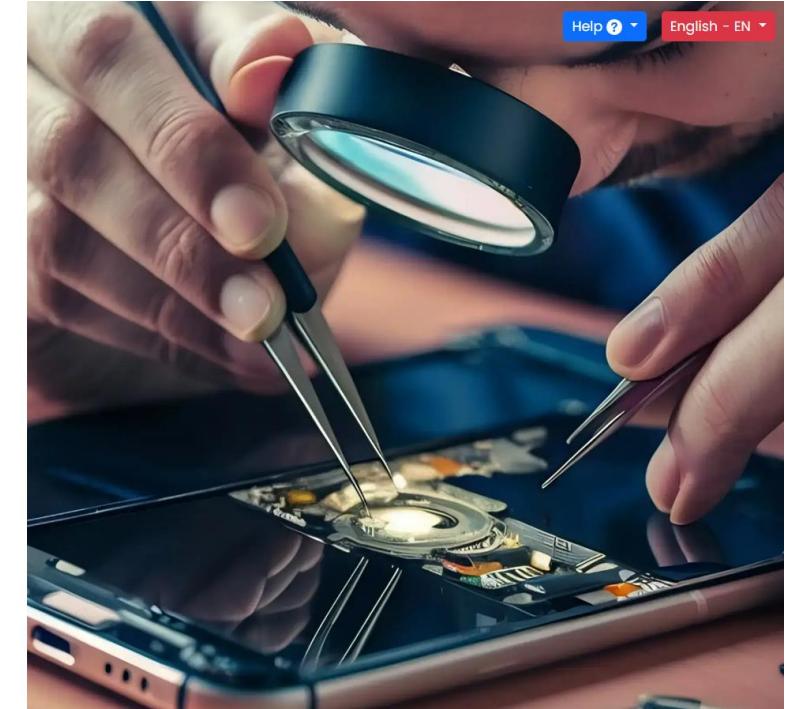
Digital Claim  
Process



Live Claim  
Status

 [LOGIN / REGISTER](#)

 [Track Claim Status](#)



## Detail Claim Filling Process: Step 2

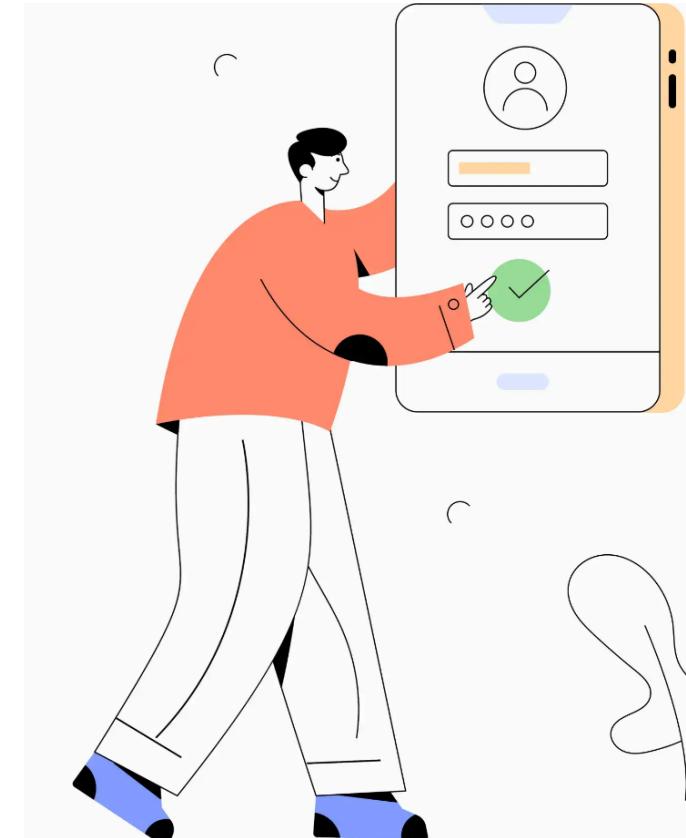
Enter registered email and select log in



### Login

To Enjoy Easy and Hassle-Free Device Protection With **EWAD**.

Not Yet a Member? [Register](#)



## Detail Claim Filling Process: Step 3



Select “Register Claim” to register new claim

or

“Track Claim Status” to track Existing Claim

Welcome To

**EWAD Device Care**

Welcome to EWAD!



Register Claim

X

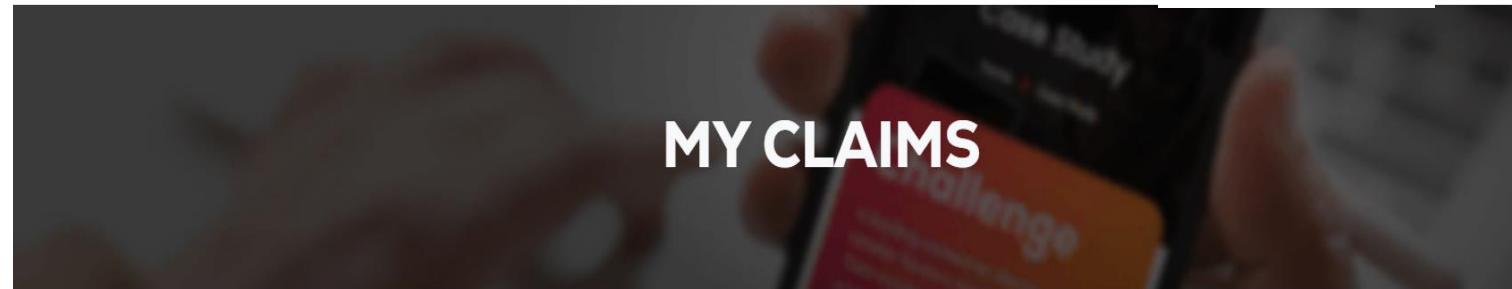


Track Claim Status

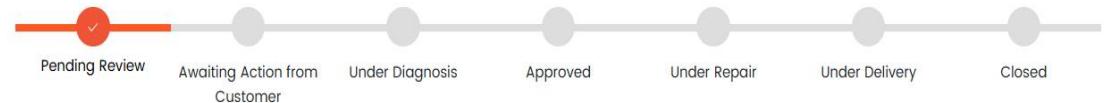


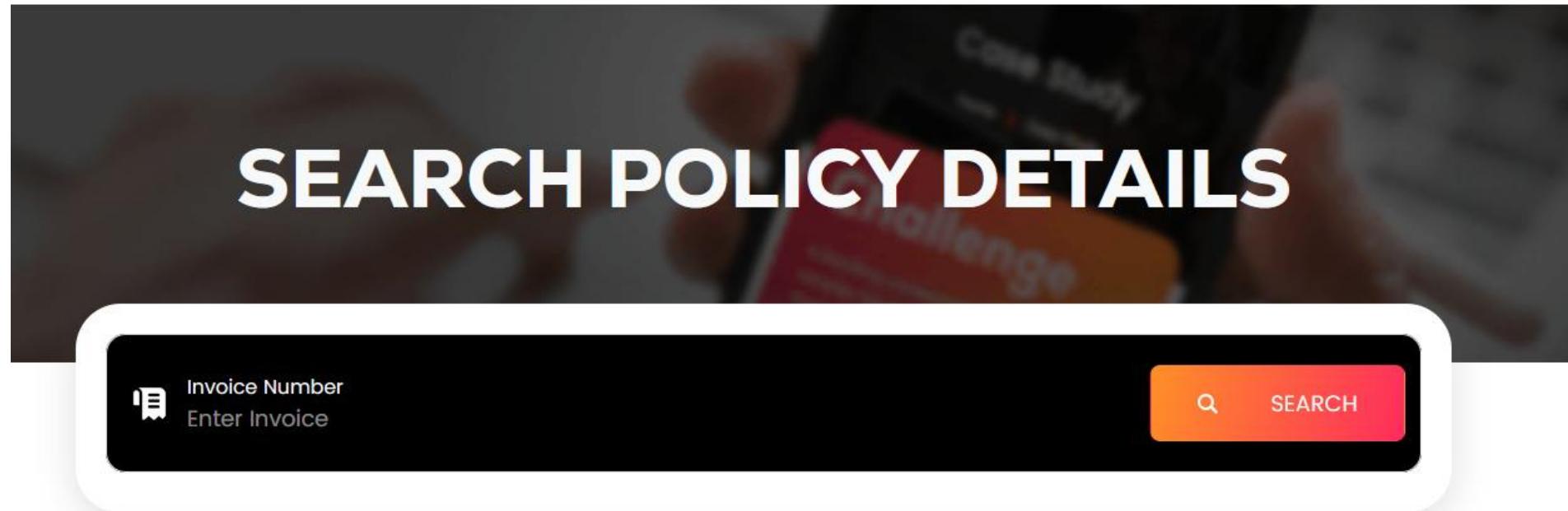
## Tracking Claim

Device repair journey can be tracked by selecting “Track claim status”

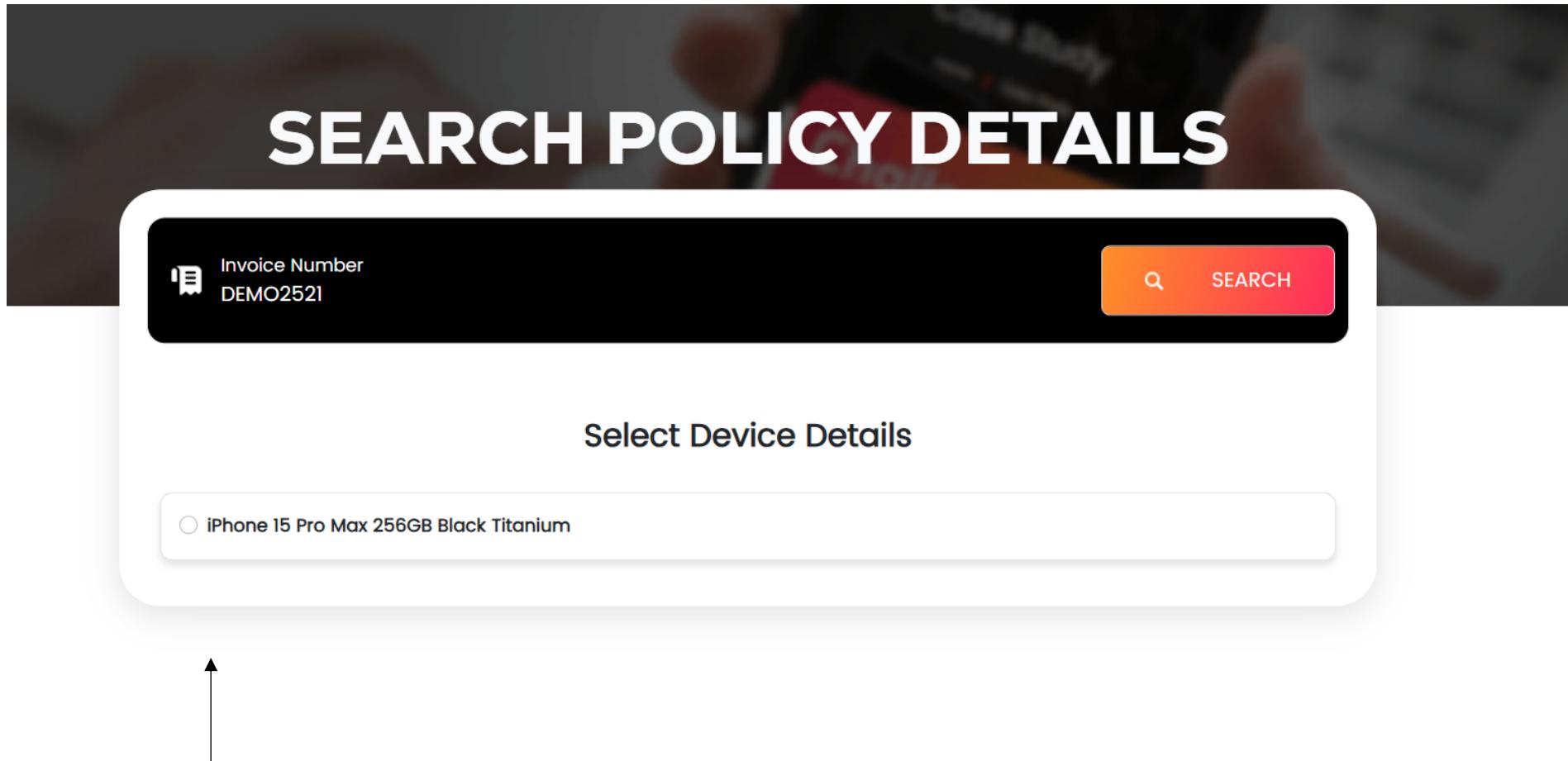


Select Device: IPHONE 14 PRO MAX 256GB SPACE BLACK





Enter the invoice number issued by the retailer

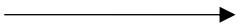


**Select the device for which claim needs to be registered, in case of same invoice having multiple items it will show all the covered items**

## Registering New Claim: Step 3



Select the incident type



Select the **Incident** type



Accidental Damage (i)



Extended Warranty (i)



## Registering New Claim: Step 4

Fill the claim form, upload necessary documents & submit



### ACCIDENTAL DAMAGE

#### Important Information

The information requested and documents mentioned in this form are a general guide. Further documents or information may be required depending on the circumstances of your claim. Note that failure to provide sufficient documentation may result in delay or rejection of your claim. Your Policy may not provide cover under every section shown in this Claim Form. The issuance and acceptance of this form does NOT constitute an admission of liability by insurer or waiver of its rights.

#### Self Declaration

\* I hereby declare that the information given in the event details is true and correct. In case anything is found to be false, untrue, misleading or misrepresented, I will be held liable including, but not limited to, denial of claim as per policy terms and conditions. I understand that I have read policy terms and conditions and will abide by it. I confirm:

- I have deactivated iCloud, Find My iPhone (FMP), or any similar cloud platform, knowing that the claim process cannot begin without this deactivation.
- I have backed up my data acknowledging that my insurer is not responsible for any data loss.
- I understand that the repair or replacement timeline depends on the availability of parts or devices.
- I understand that an excess payment may be required, and any delay in payment will affect the repair or replacement process.
- I understand that if the repair cost exceeds the purchase price in a subsequent claim, I will be responsible for paying the difference.

Above one only few points are not exhaustive terms. In addition to this, other policy terms will be applicable.

#### Have you made claim before for this policy? \*

Select

<input type="text"/> Location of incident *	<input type="text"/> Date of incident *
Describe how loss has happened *	
<input type="text"/> Upload Invoice Copy *	<input type="text"/> Upload Passport or Emirates Id Copy *
Drop files here to upload. Only PDF or Images formats are accepted.	Drop files here to upload. Only PDF or Images formats are accepted.
Upload size maximum 5 MB. Only PDF or image formats are accepted.	Upload size maximum 5 MB. Only PDF or image formats are accepted.
<input type="text"/> Photo of Insured Item *	<input type="text"/> Any Other Supporting Document
Drop files here to upload. Only PDF or Images formats are accepted.	Drop files here to upload. Only PDF or Images formats are accepted.
Upload size maximum 5 MB. Only PDF or image formats are accepted.	Upload size maximum 5 MB. Only PDF or image formats are accepted.
Address for Device Collection or Onsite Repair *	
Important: Please ensure the address provided is accurate and the device is available at the specified location. Portable devices such as mobile and laptops will be picked up, while non-portable devices such as appliances will have an onsite visit arranged. Failure to provide correct information or ensure device availability may result in the rejection of your claim.	
<input checked="" type="radio"/> Customer Place	
<input type="text"/> Full Address *	<input type="text"/> Nearby Landmark
<input type="text"/> Remarks	
<input type="text"/> Area *	<input type="text"/> Emirates * Select Emirates *
<input type="button" value="Submit"/>	

## **CLAIM PROCESS (Documents to submit and precaution to take)**

---

Customer needs to submit the following documents at the time of filing the claim

- Invoice copy
- Passport/Emirates ID copy
- Multiple photos of damaged item

Before handing over the device for repair to the service center customers need to:

- Take the data back up as insurance company will not be responsible for data loss
- Ensure iCloud (or any other cloud platform) is switched off
- Ensure Find my iPhone (or other similar service) is turned off

## Registering New Claim: Step 5



Once the claim form is successfully submitted, an Email confirmation will be sent with the claim number.

