

Your claim has been acknowledged

You may now take the vehicle to one of the approved garages in our panel or dealer workshop (if eligible)

Submit Required Documents :

- ✓ ORIGINAL POLICE REPORT
 - ✓ Completed & signed claim form (as attached)
 - ✓ Copy of Driving License
 - ✓ Copy of Registration Card (both sides)
- (may submit above docs to the garage if same is not yet forwarded along with the acknowledgment form)
- (missing any one of the above docs may cause delay in releasing authorization to start repair)

Once repair estimate is received, surveyor will be deputed to inspect and finalize repair cost

- In case repair estimate exceeds AED 5,000 (non-agency) & AED 10,000 (agency) for recovery case (where Third Party is 'At Fault') , issuance of LPO may take up to 72 working hours from the time of Notification to the Third Party Insurer, in line with Emirates Insurance Association's Guidelines.
- Total Loss cases will be dealt separately. You will be advised of relevant procedure.

LPO will be released if everything is in order to initiate the repair

Garage or Dealer workshop will inform you once repair is completed

- (Delay may be expected if parts are not available)
- (You may coordinate & contact them for an update on the progress of the repair)

You will need to pay for Policy Excess if applicable at the garage upon collection of vehicle on completion of repairs.

Please inspect your vehicle and sign the Discharge Receipt/Satisfaction Note.