UNITED ARAB EMIRATES
MINISTRY OF INTERIOR

الإمارات العربية المتحدة
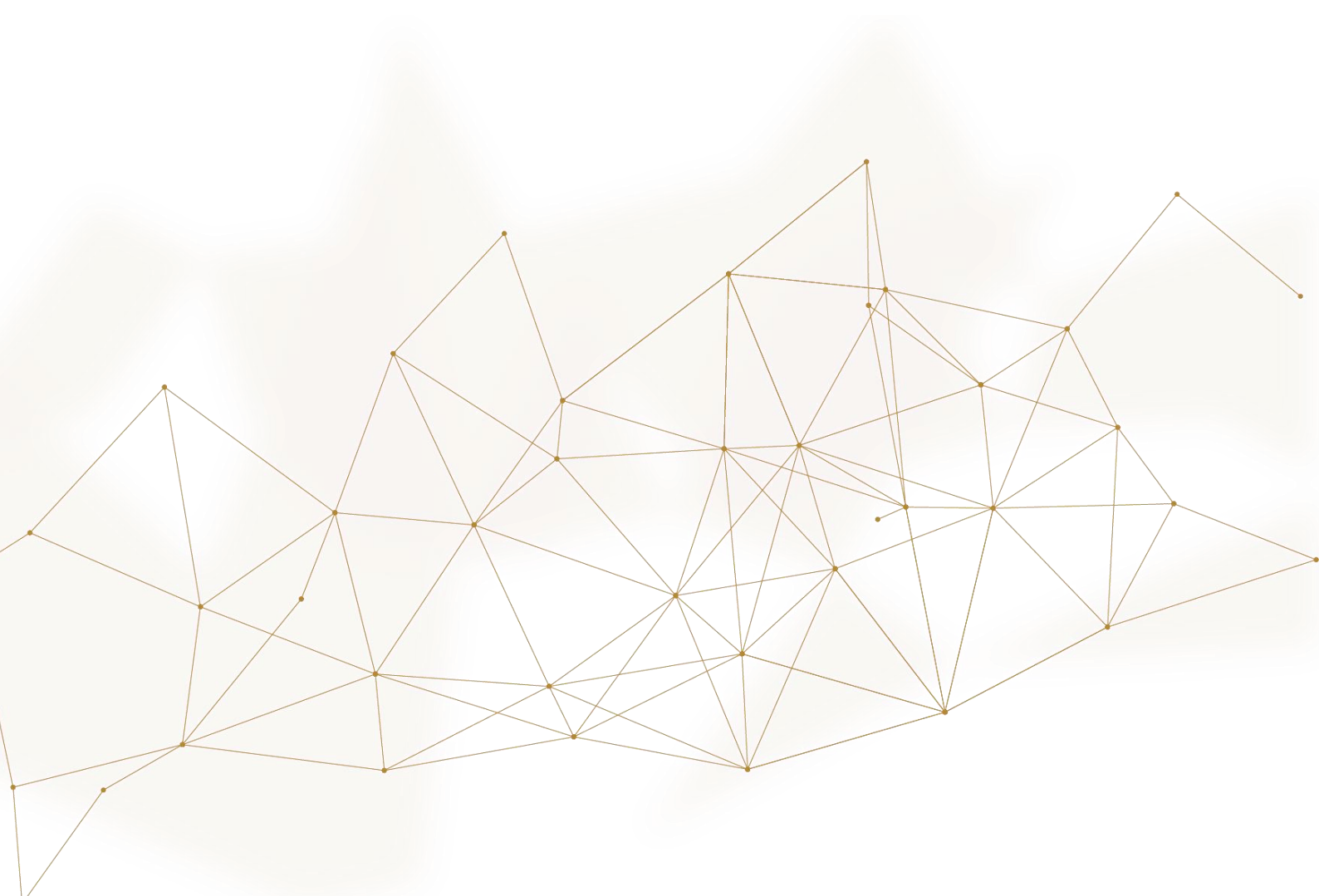وزارة الـــداخـلـيـــة

Respond To Minor Traffic Accidents

Moi Services Website

User Manual

1. Choose **Respond to Minor Traffic Accidents** service from the list of
Traffic Accidents services that lay under **Traffic Services**, then click on
Start Service.

2. To initiate the service process, you must log in to MOI website or enter your **mobile number** to verify your identity as shown on the screen below.

3. Determine whether there are **injuries or not**.

3.1. **In case of injuries**, you will be instructed to contact the police directly via calling 999 to speed up the response and send an ambulance to the scene.

⊞ Please call 999!

Call 999 and they will help you at the earliest or **Click Here** to create a new request.   ⓘ

4. In **the absence of injuries**, the following message will appear to clarify the condition of the vehicle.

ⓘ Can you move your car off the road?

Note: If you choose "No", a request will be immediately submitted.

Yes   No

4.1. In case the answer is **No**, your request will be sent immediately to be processed and the necessary action to be taken as soon as possible by the concerned authorities.

> Accident Location   Accident Information   Tracking info.

🔖 Step: Tracking info.

Your request has been sent successfully.   ✔

Request Number :   22925

Report Time :   23/01/2022 10:45 AM

Request Status :

Your request is under processing and we will get back to you shortly, for more inquires you can contact us by using the chat box below.   ⓘ

💬 Chat With Us

Send

4.2. If you can move your vehicle, the below screen will appear to enable you to apply for new request, locate the accident on the map and then click on **Next** button.

5. Choose the accident type, add your accident notes (optional) then add the affected vehicles details by clicking on **Add** button.

6. Add the required vehicle information such as **vehicle role** in the accident and some **documents** such as: a copy of the driving license, registration card, vehicle's plate and others then click on **add** button.

▪▪ Vehicles

▪▪ Vehicle Information

Mobile Number ＊

0565914014

ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Vehicle Role

[**Faulty** | Non Faulty]

Documents ＊

ⓘ Image should be less than 10000 KB (10 MB) in size and of JPG/JPEG/PNG/GIF types only.

Vehicle Registration Card

| 📷 Front Side Photo | 📷 Back Side Photo |

Driving License

| 📷 Front Side Photo | 📷 Back Side Photo |

📷 Vehicle Plate picture

Damaged Parts of the Vehicle ＊

📷 Add Photo(s)

Damaged Parts of Property (if any)

📷 Add Photo(s)

[**Add**] [Cancel]

[Submit]

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7. After adding all the required data and vehicles details click on Submit button to send your request.

8. Click on **yes** button to confirm submitting your request.

9. Add your rating of the service through the customer pulse survey screens shown below.

10. Your request has been sent successfully, the request number and status will be displayed, and you can also enter additional notes to the field **chat with us** then click on send button.