

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

To Whom It May Concern to Prove a Case

Moi Services Website

User Manual





1. Access to the Service:

To apply for a **to whom it may concern it May Concern Certificate to prove a case**, choose the service from the list of **certificate services** that fall under the **policing services**.

The screenshot displays the E-Services portal interface. At the top, there are navigation tabs for 'E-SERVICES' and 'DASHBOARD', and a search bar. The main content area is titled 'POLICING SERVICES' and includes a sidebar with categories like Traffic Services, Policing Services, Punitive & Reformatory, Civil Defence Services, and Weapons & Explosives. Under 'Policing Services', there are sub-tabs for Certificate Services, Smart Incidents, CID Fines, Financial Cases, Other Services, and Public Services. The 'Certificate Services' sub-tab is active, showing three service cards: 'Issuance of Clear Criminal Record Certificate', 'Police Clearance Certificate Inquiry', and 'To Whom It May Concern Certificate For Lost Document'. A fourth card, 'To Whom It May Concern Certificate to Prove a Case', is highlighted with a red border and has a 'Start Service' button.



2. Service Steps:

1. The list of previously submitted requests will be displayed in addition to the main info and the status of each request, you can submit a new request by pressing a **new request** button.

To Whom It May Concern Certificate to Prove a Case

Service Description
In this service, you can apply for a "To whom it may concern certificate to prove a case" and follow up on previous submitted applications.

Name: MOHAMMAD MARUF ELSAYED Unified ID: 14325912

[New Request](#)

Certificate Info.	
Application No. 215075243545	Date 19/12/2021
Case Number/Year 486/2015	Status Entered
Department Name قسم مركز شرطة العرب الشمال	Email omaier@live.com
Mobile No. 0508163833	Emirate Sharjah
Next Action استكمال الطلب وإرساله	
Edit	

2. Select the case for which you wish to issue a prove case certificate from the list of cases as shown below.

Name: MOHAMMAD MARUF ELSAYED Unified ID: 14325912

Police Case List Application Details Application Status

Step: Police Case List

To continue, Please select a case from the list.

	Emirate	Case Number	Case Status	Department Name
Select	Ajman	199/2015	جاری	AL NUAIMIYA POLICE STATION
Select	Ras Al Khaimah	71/2013	جاری	AL MADINAH POLICE STATION
Select	Sharjah	486/2015	جاری	ALGHARB POLICE STATION



3. Enter the main application details that includes phone number, Email, Address, workplace and more, then click on **next** button to go to the next step.

Police Case List Application Details Application Status

Step: Application Details

Case No/Year: 2/2019

Department Name: MUSSAFAH POLICE STATION

Mobile No. *
ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Email *
ex. email@email.com

Requested By *
Text and numbers are allowed.

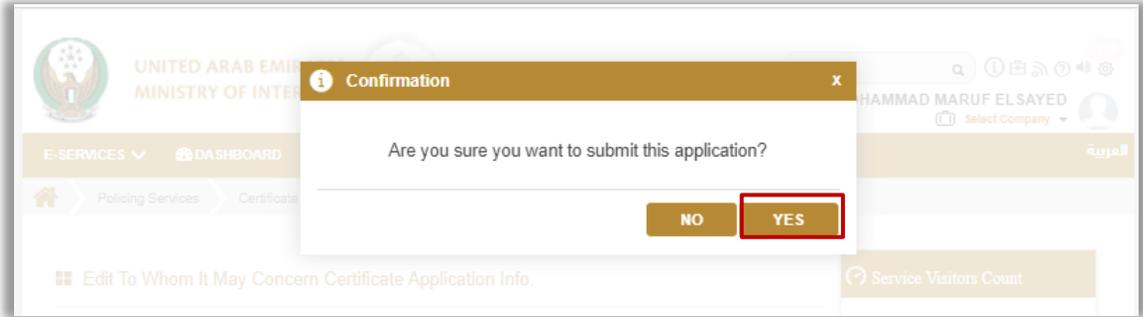
Working Place *
Text and numbers are allowed.

Address *
Enter text : Address

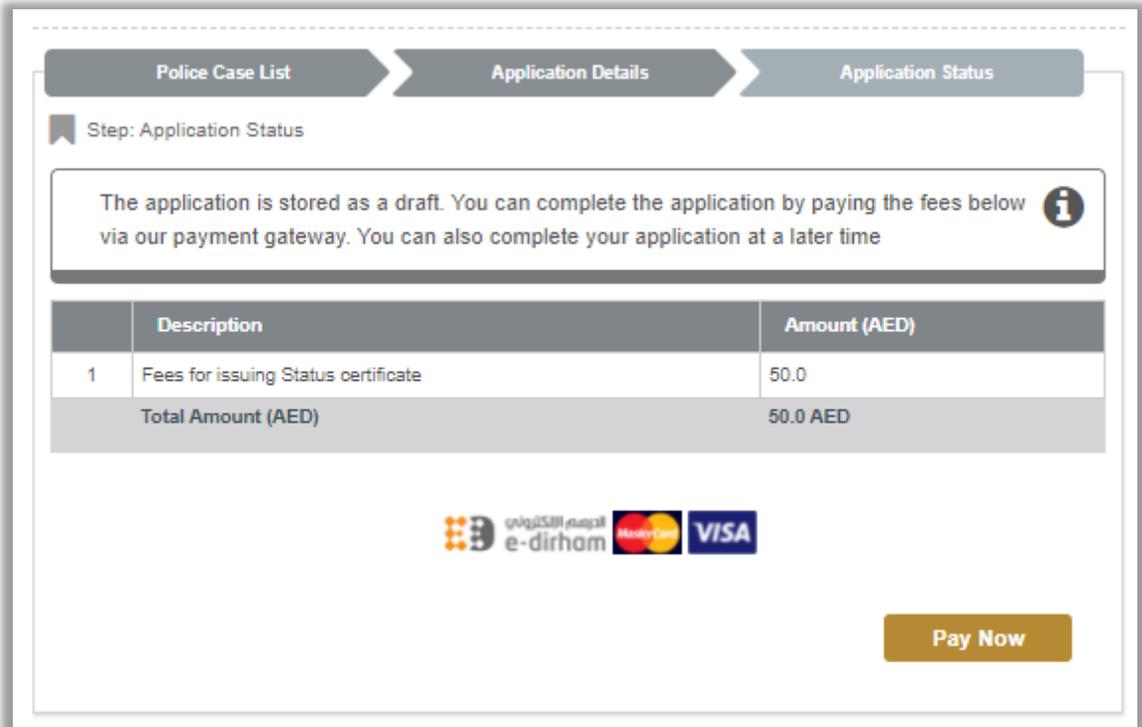
Reason *
Text and numbers are allowed.



4. To confirm your application, click on **yes** button.



5. The total fees for issuing a status certificate, which may vary from an Emirate to another will be displayed, click on **Pay Now** to go to the payment screen.





6. You will be redirected to the payment gateway of the Ministry of Interior, to pay the service fees follow these steps:
6.1. Select the desired payment method then click on **calculate price**.

Ministry of Interior
Session time left: 00:06:44

Method Confirm

Select the required payment method

Card Bank Transfer

Cancel Process Calculate Price

- 6.2. Review the details of the amount due for payment then click on **proceed with payment** button to continue the payment process.
You can also change payment method by clicking on **change payment method** button or cancel payment by clicking on **cancel process**.

Ministry of Interior
Session time left: 00:05:42

Method Confirm

Description	Amount	Tax Amount (AED)	Quantity	Total With Tax Amount
MOI test service 1	150 AED	0.00 AED	1	150 AED
Total				150 AED

Request Fees

Description	Amount	Tax Amount (AED)	Total With Tax Amount
Card Charges	1.02 AED	0.05 AED	1.07 AED
Total			1.07 AED

Total Tax 0.05 AED
Total Amount 151.07 AED

Cancel Process Change Payment Method Proceed With Payment



6.3. If you confirm to proceed with payment, add card details then click on **Pay Now** icon.


وزارة الداخلية
MINISTRY OF INTERIOR

Ministry of Interior
Total Payment: 151.07 AED
Session time left: 00:08:56

Cardholder Name

Card Number

Month **Year** **CVV**

I agree to [Terms&Conditions](#)

Pay Now

Cancel Process

Change Payment Method



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

United Arab Emirates

نبض المتعامل
CUSTOMER PULSE

English

Customer Pulse Survey

Overall, how satisfied are you about the Website? *

Extremely Dissatisfied

Extremely Satisfied

Next

8. Your request was successfully sent and the application number is displayed to follow up on the status of the request later.

Name MOHAMMAD MARUF ELSAYED Unified ID 14325912

Police Case List Application Details Application Status

Step: Application Status

Your request has been sent successfully. ✓

Application Number 215089003558

This ID is for tracking your application, You will be notified with any updates. For further assistance please contact us on 8005000 or through our email moi@moi.gov.ae ⓘ