

UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



الإمارات العربية المتحدة
وزارة الداخلية

To Whom It May Concern Certificate for Lost Document

Moi Services Website

User Manual



1. Access to the Service:

Select **to Whom It May Concern Certificate For Lost Document** service from the list of **certificate services** that fall under the category of **policing services**, then click on **Start Service** button.

The screenshot displays the E-Services portal interface. The top navigation bar includes 'E-SERVICES', 'DASHBOARD', and 'EMPLOYEE SERVICES', with the word 'العربية' (Arabic) on the right. Below the navigation bar, the breadcrumb trail shows 'Policing Services' > 'Certificate Services'. A search bar is located in the top right corner. The main content area is titled 'POLICING SERVICES' and features a sidebar with icons for 'Traffic Services', 'Policing Services' (highlighted with a red box), 'Punitive & Reformatory', and 'Civil Defence Services'. The main area contains several service cards under the 'Certificate Services' tab (also highlighted with a red box). The cards include: 'Issuance of Clear Criminal Record Certificate', 'Police Clearance Certificate Inquiry', 'To Whom it May Concern Certificate For Lost Document' (highlighted with a red box), and 'To Whom It May Concern Certificate to Prove a Case'. Each card has a 'Start Service' button.



2. Service Steps:

1. To add new lost document certificate request, Click on **New Request** button.

To Whom it May Concern Certificate For Lost Document

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

Name: Rashed Murad Ibrahim Ezzat Alblooshi Unified ID: 136164

[New Request](#)

Certificate Info.	
App. No. 213162122365	Status Send
Date 08/08/2021	Case Number 591
Case Year 2012	Organization Unit فرع التحقيق والبحث الجنائي

Certificate Info.	
App. No. 213162002364	Status Send
Date 08/08/2021	Case Number 591
Case Year 2012	Organization Unit فرع التحقيق والبحث الجنائي

2. Applicant information will be displayed which includes the mobile number and E-mail, Click on **Next** button to move to the next step.

Applicant Info. Police Case Application Status

Step: Applicant Info.

Mobile* 0501670089
ex. 05xxxxxxxx, +9715xxxxxxxx, 009715xxxxxxxx

Email* ghada@mailinator.com
ex. email@email.com

[Next](#)



3. Determine the police case that you want to issue the certificate for by one of the following ways:

3.1. Choose a specific case from the list by clicking on the **select** button then click on **next** button.

Applicant Info. Police Case Application Status

Step: Police Case

Select Case From List
 Enter Case Information

Search...

	Case Year	Case Number	Organization Unit
Select	2014	4	Bur Dubai Police Station
Select	2012	591	

Showing 1 to 2 of 2 entries

Save Draft Next

3.2. Enter case information then click on **Next** button.

Applicant Info. Police Case Application Status

Step: Police Case

Select Case From List
 Enter Case Information

Case Number * 955
Enter number ex. 135xxxxxxxx.

Case Year * 2022
Enter number ex.2020

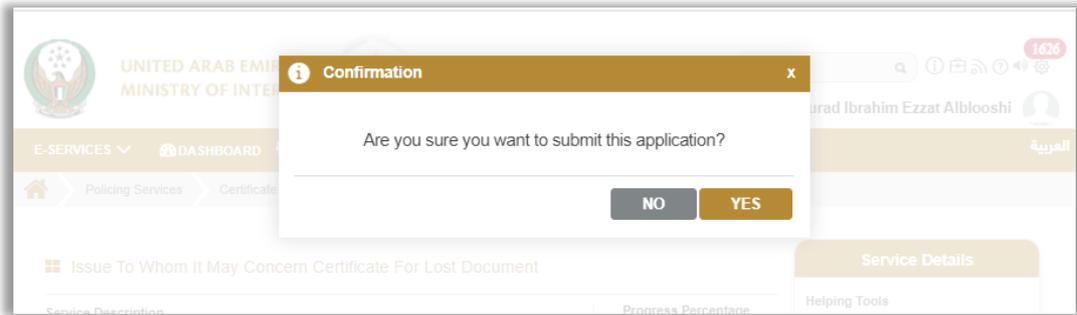
Emirate * Abu Dhabi

Organization * Federal

Save Draft Next



4. Confirmation message is displayed to move to submit your application click on **yes** button



5. You can evaluate your experience in obtaining the service through the **customer pulse survey** screens shown below.





6.The request was sent successfully, and request number is displayed for follow-up later.

Applicant Info. Police Case Application Status

Step: Application Status

Your request has been sent successfully. ✓

Application Number 220184793712

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 ⓘ