

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

Version Number: 2.0



## 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 'Certificate Services' tab is also highlighted with a red box. Under this tab, three service cards are visible: 'Issuance of Clear Criminal Record Certificate', 'Police Clearance Certificate Inquiry', and 'To Whom it May Concern Certificate For Lost Document' (highlighted with a red box). Each card includes 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 email, 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

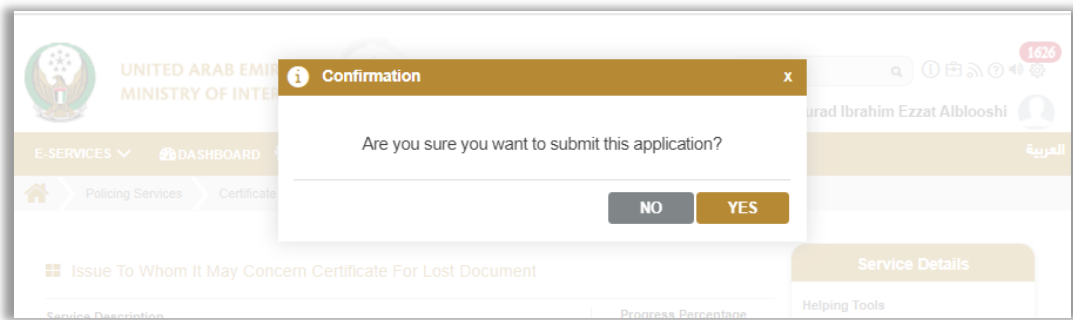
Emirate \* Abu Dhabi

Organization \* Federal

Save Draft Next



4. Confirmation message is displayed to submit your application click on **YES** to confirm.



5. You can evaluate your experience in obtaining the service through the **Customer Pulse Survey** screens shown below.





6.The request was sent successfully; the request number is displayed for future follow-ups.

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](mailto:moi@moi.gov.ae) ⓘ