UNITED ARAB EMIRATES
MINISTRY OF INTERIOR

الإمارات العربية المتحدة
وزارة الداخلية

Issue an Accident Report Against an Unknown Person

MOI Services Website

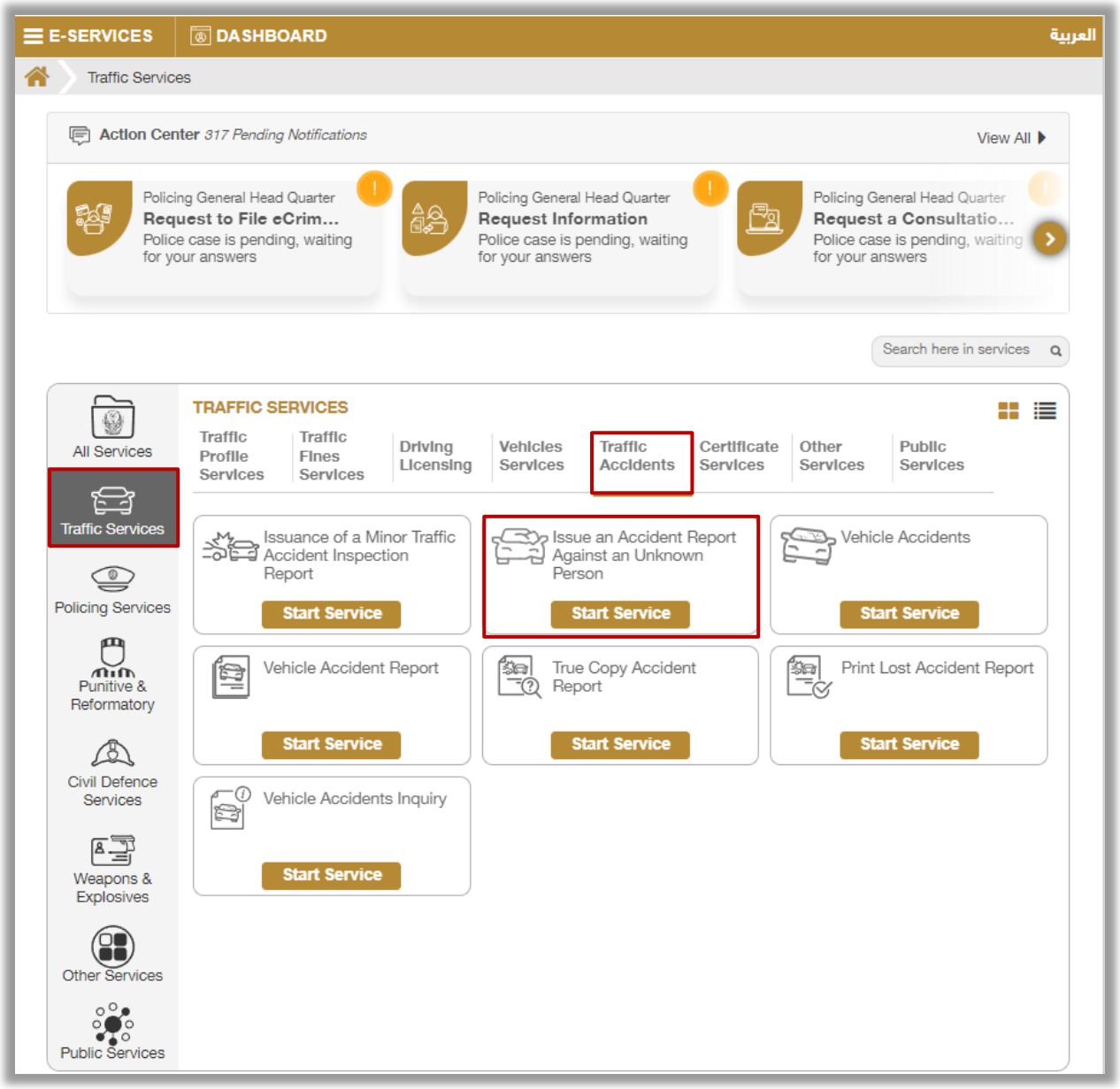
User Manual

Version Number:2.0

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1. Access to the Service:

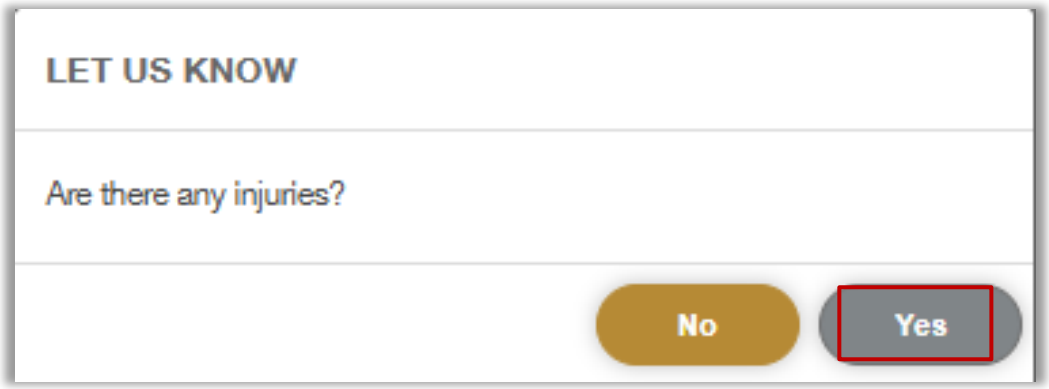
1. Navigate to **Issue an Accident Report Against an Unknown Person** service from the list of **traffic accidents** services of the **traffic services** and then click on **start service** button.



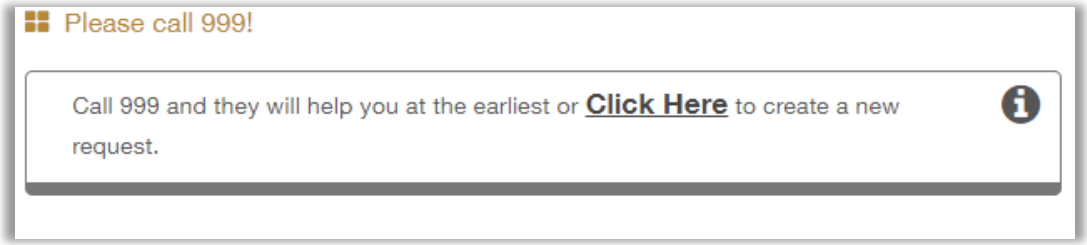
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2. Service Steps:

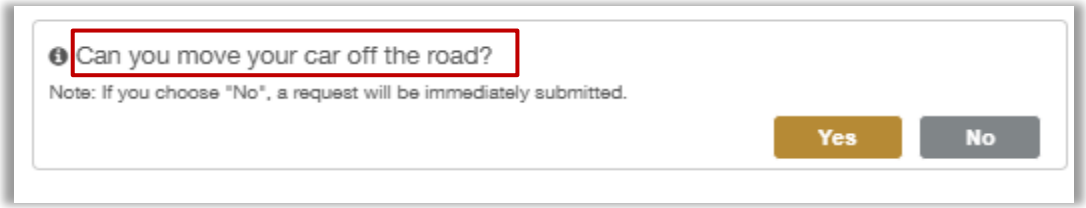
1. Determine whether there are **injuries or not**.



2.1. **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.

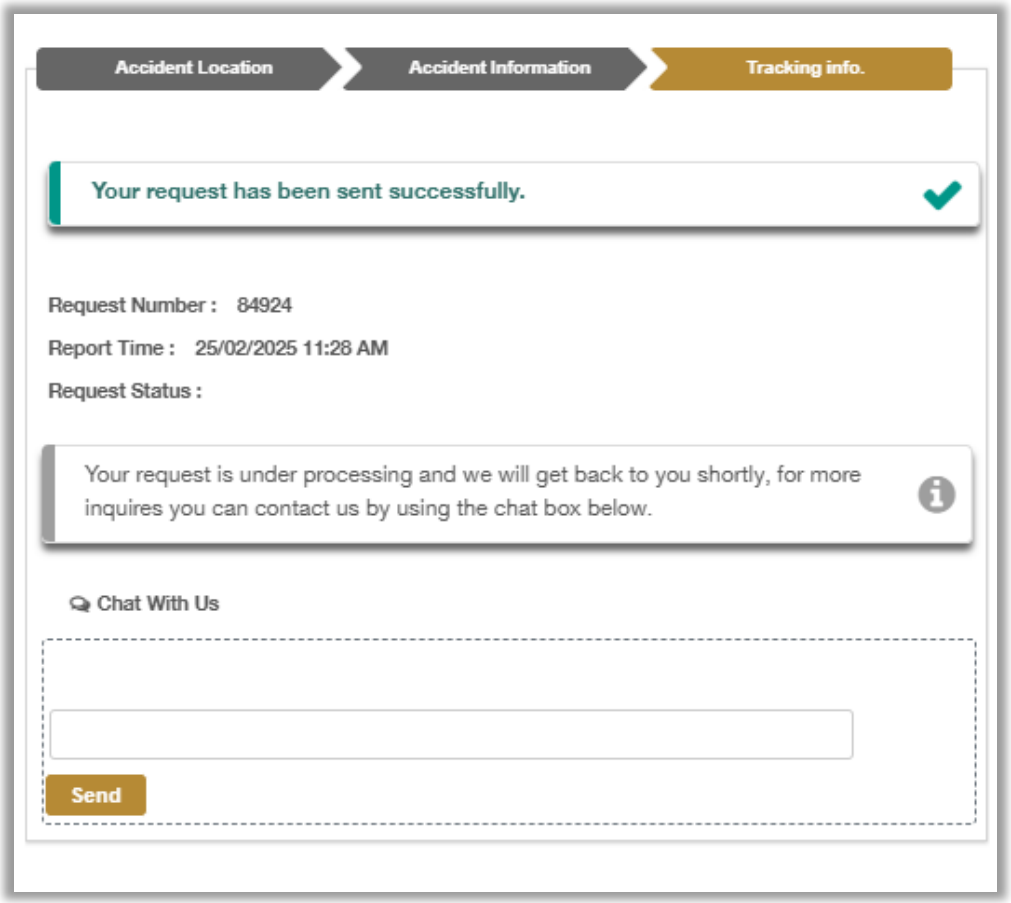


3. In **the absence of injuries**, the following message will appear to clarify the condition of the vehicle.



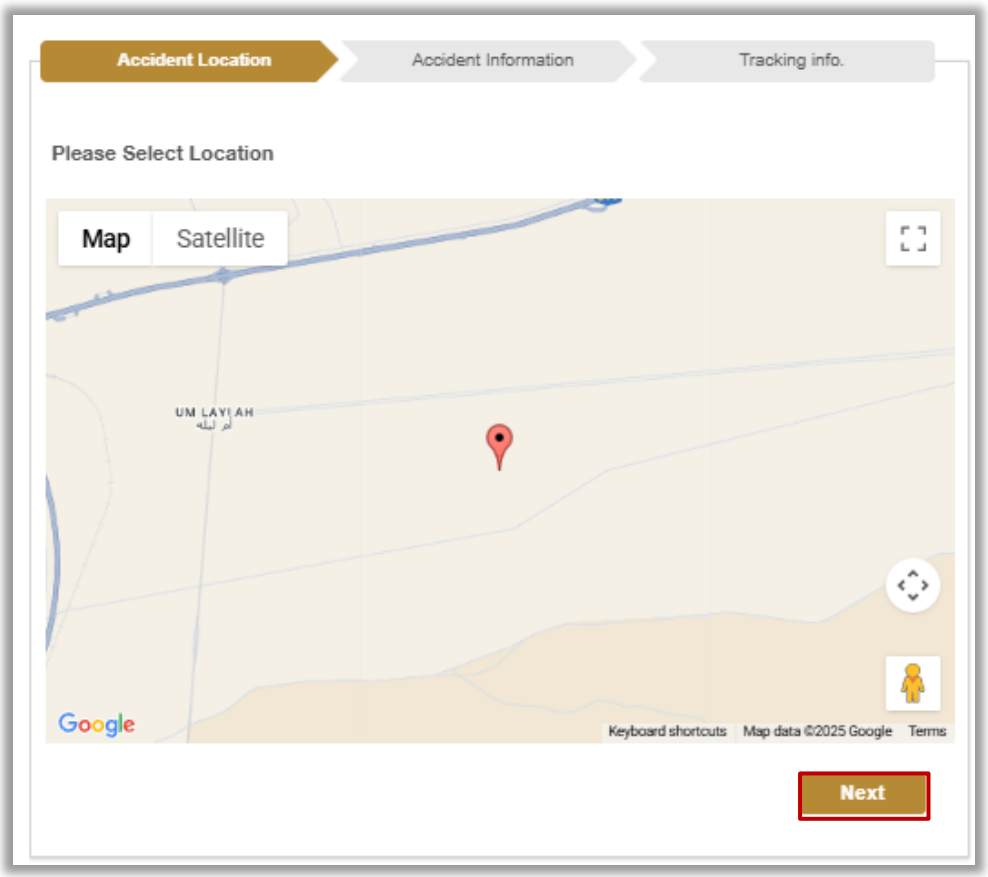
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3.1. In case the answer is **No**, your request will be sent immediately to be processed and the necessary action to be taken as soon as possible by the concerned authorities.

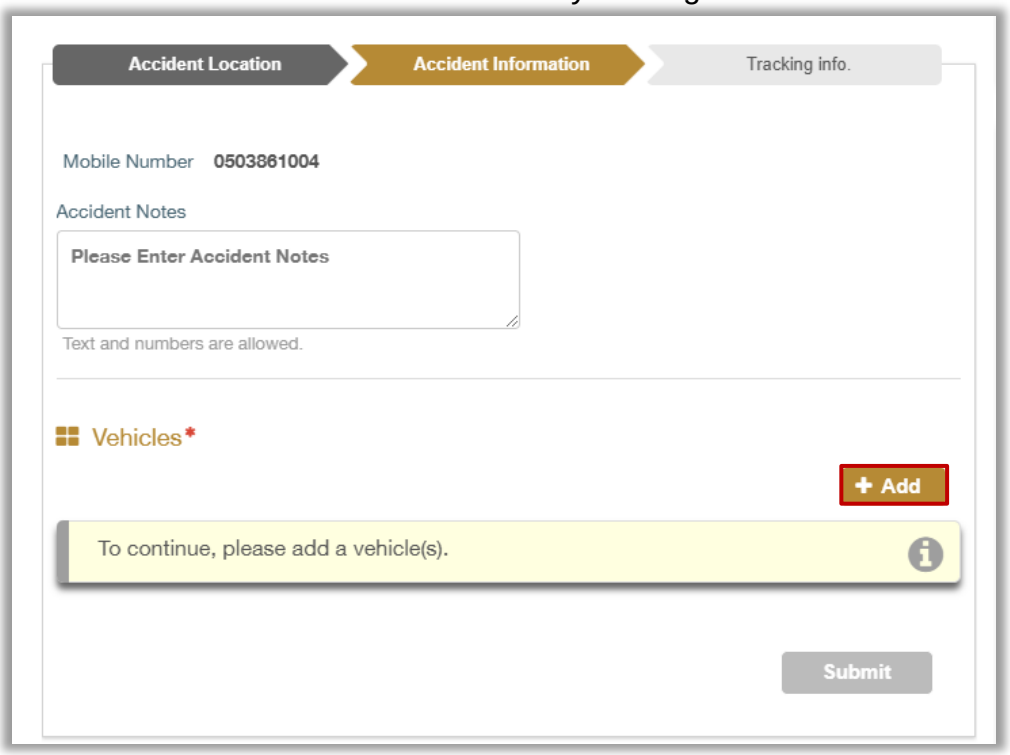


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3.2. If **you are able to move your vehicle**, the following screen will appear to enable you to apply for new request, locate the accident on the map and then click on **Next** button.

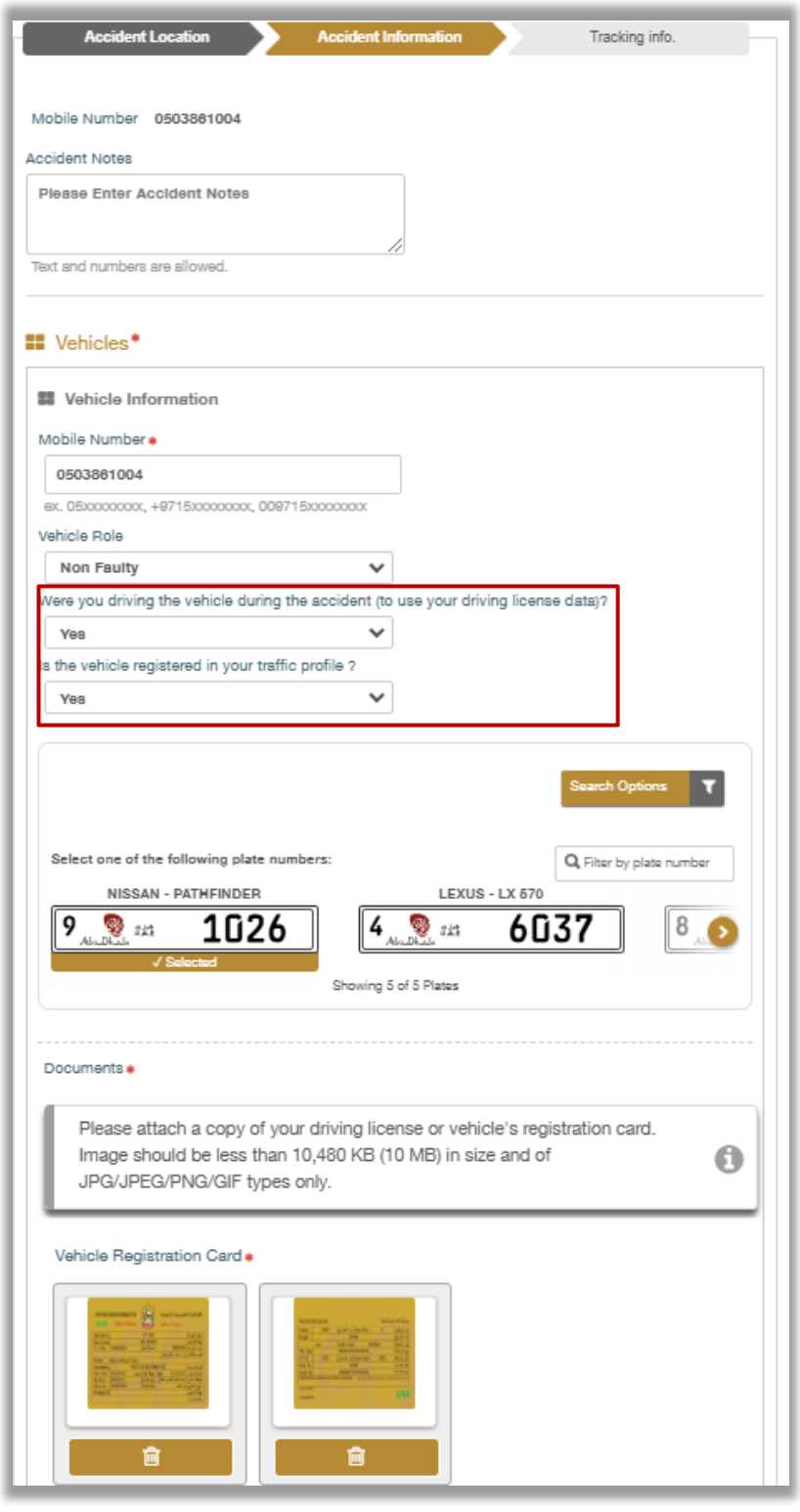


4. Choose the accident type add your accident notes (optional) then add the affected vehicles details by clicking on **Add** button.



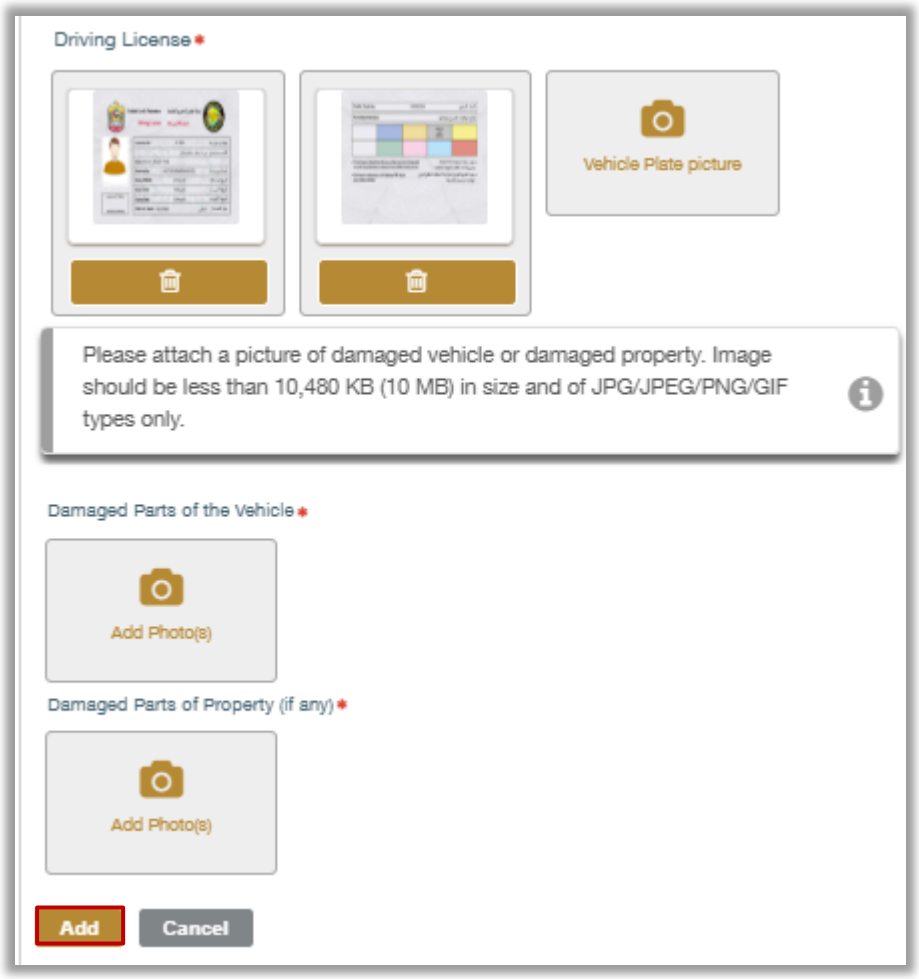
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5. If you answer "**Yes**" to "**Are you the driver during the accident**?" your driver's license details will be displayed. If you answer "Yes" to "**Is the vehicle registered under your traffic file**?" the vehicle ownership details will be shown after selection, along with the vehicle's role in the accident.



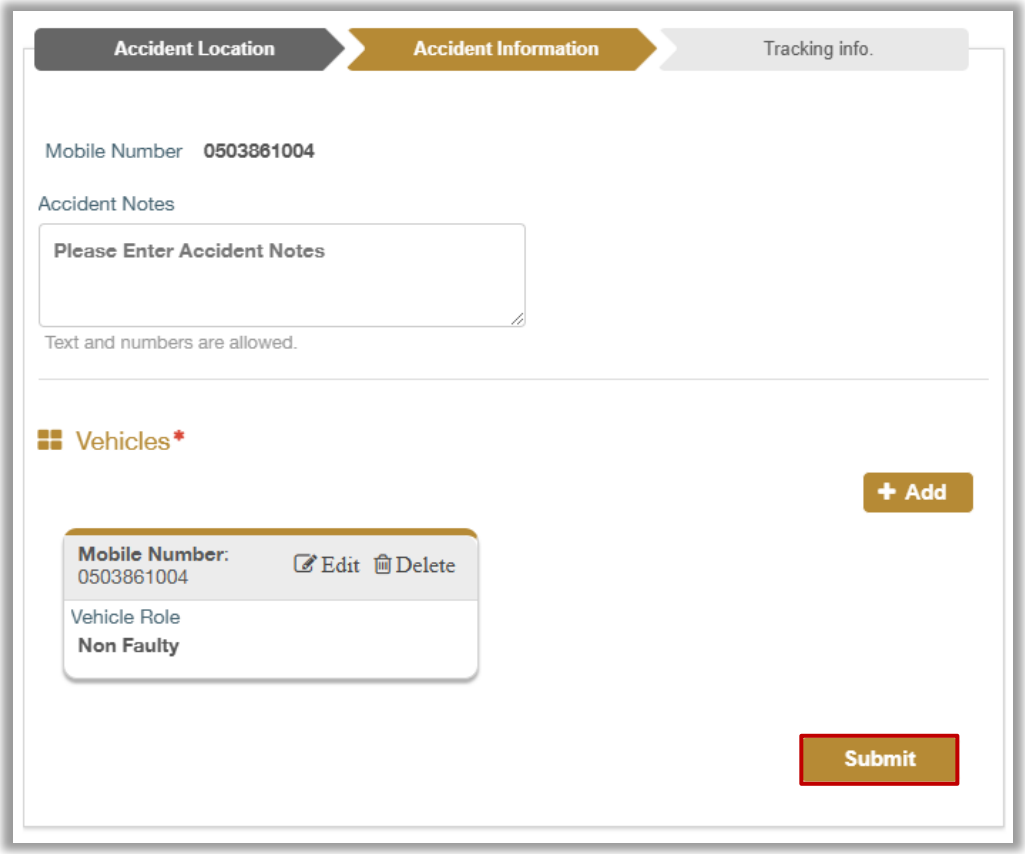
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5.1 click on the **add** button.

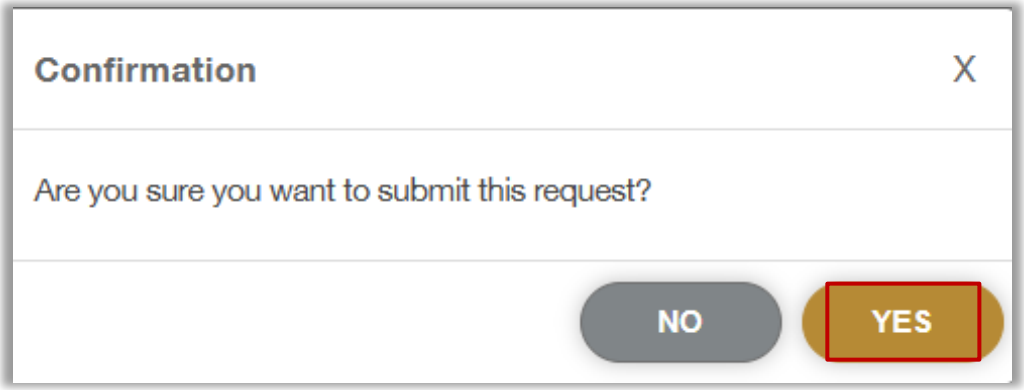


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6. After adding all the required data and vehicles details click on **Submit** button to send your request.

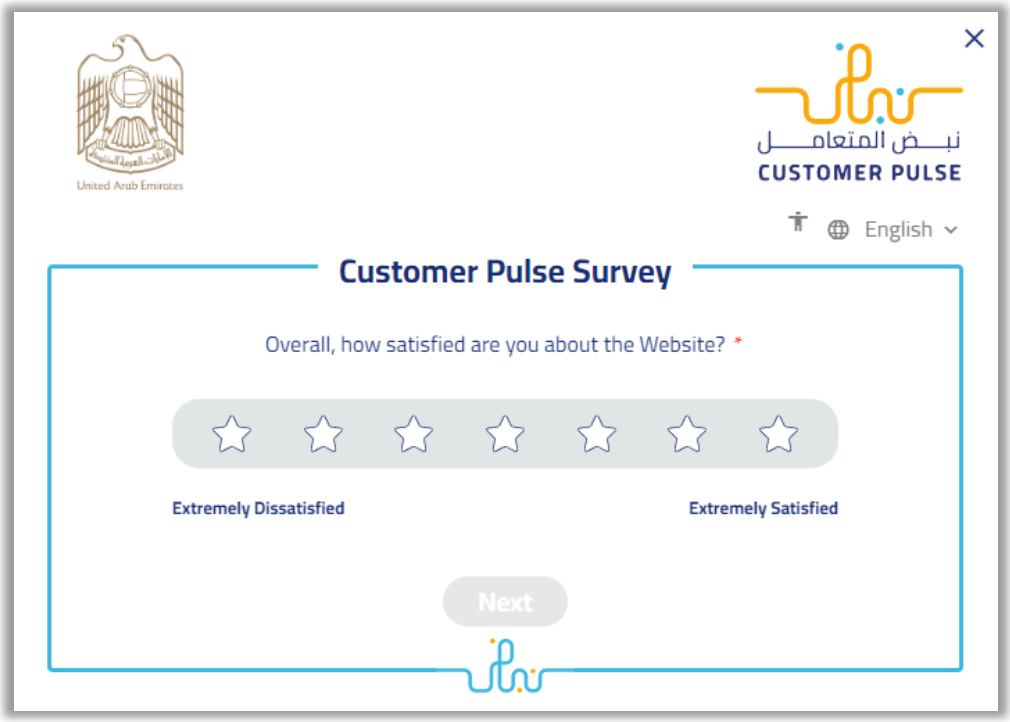


7. Click on **yes** button to confirm submitting your request.

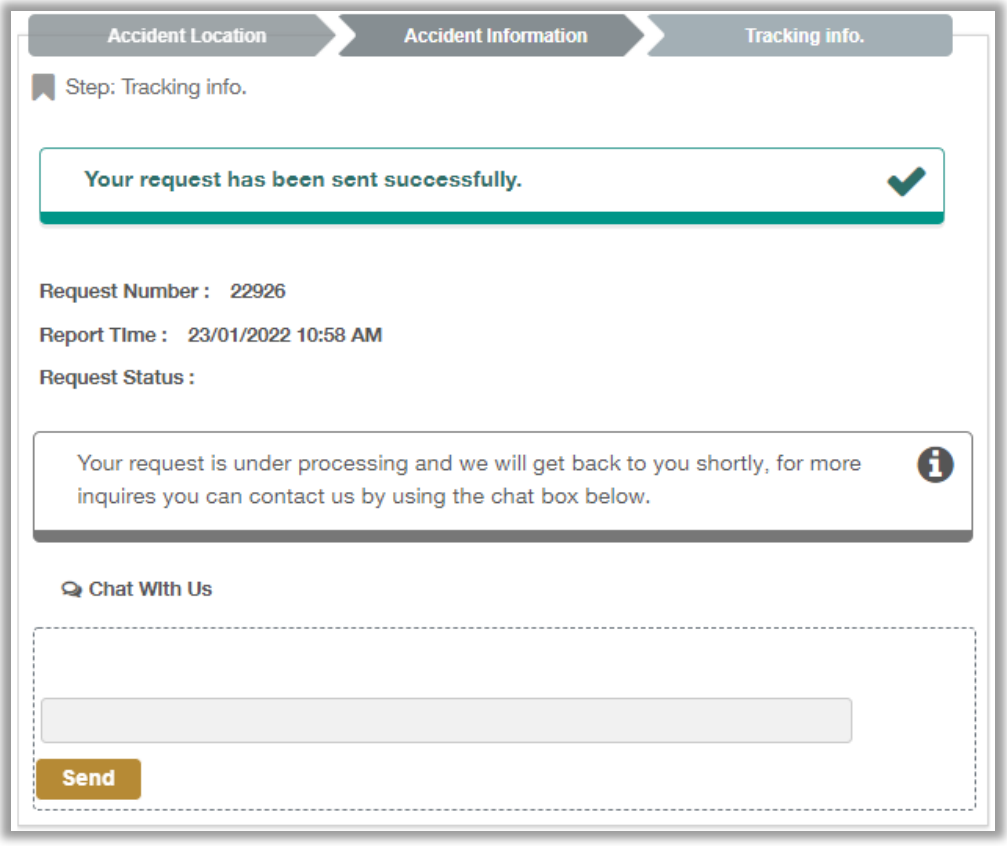


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8. Add your rating of the service through the customer pulse survey screens shown below.



9. 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.



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