



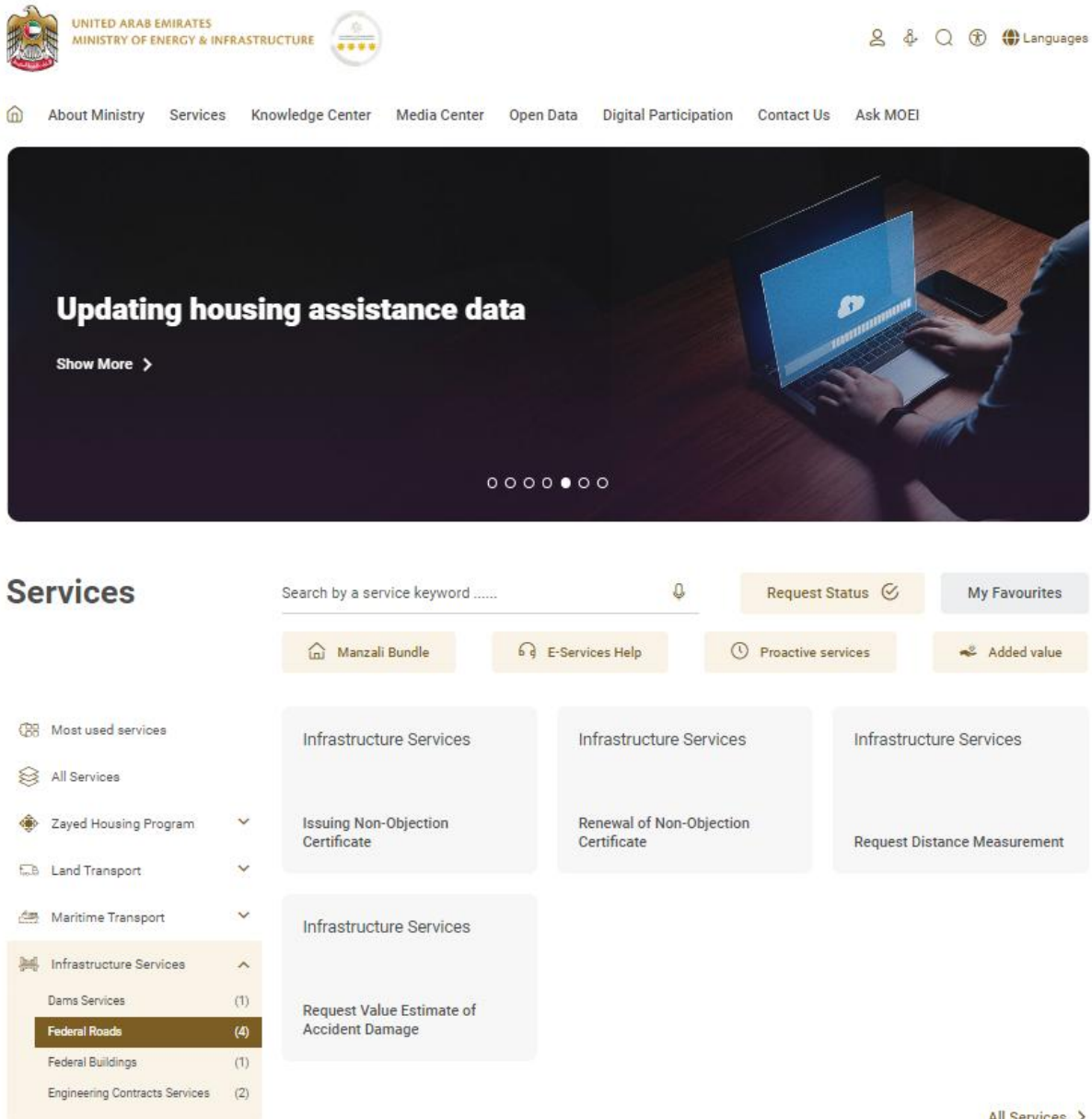
## User Manual

# Request Value Estimate of Accident Damage Service

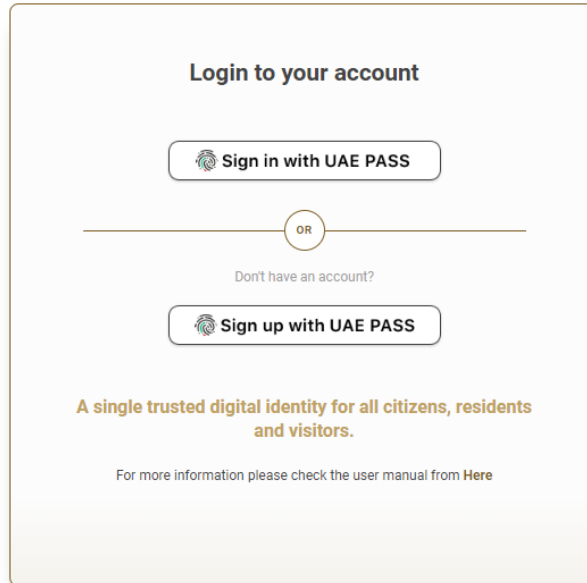
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1. Open MOEI website: <https://www.moei.gov.ae>
2. From the home page, go to “Services” menu, then choose “Infrastructure services” then select “Federal Roads”.



3. Then it will redirect you to the Login page, you can login using UAE PASS.



4. Fill the service application form and Upload the needed documents & Submit the request by clicking on “Submit” button, or you can click on “Save and Continue Later” to save the request and modify it later before sending it to the Ministry.

Request Value Estimate of Accident Damage

The customer is responsible for the information he/she provides, please make sure that all the details are correct to get the best of our services.

Service User Guide (pdf 0.59 MB)

**Applicant Information**

Full Name / caused the accident \*

Phone Number \*

Full Name / caused the accident

Phone Number

E-mail \*

Alternative Phone

E-mail

please add e.g 0097150xxxxxx

**Police Report**

Police Reports \*

Select or drag and drop files here

(jpg, jpeg, png, bmp, gif, pdf) extensions are allowed with maximum 4 file(s) and up to 5 MB of size.

Police Reports

75% Form Completion

Save and Continue Later Submit Back

5. When the request is completed and the value of the accident damages is determined by the ministry, then the Accident Damage Report will be sent automatically to the customer by email, to pay the fees through the electronic service by going to the “My payment” in end user dashboard.
6. Upon paying the fees, the Clearance Certificate will be automatically issued and sent to the customer by email. Also, you can find, view and download all your reports, certificates and receipts from the end user dashboard.

**My Application/My Payment:**

Fill the Customer pulse survey about the eService, when the following pop-up shows up:

**Customer Pulse Survey**

Overall, how satisfied are you about the service? \*

Extremely Dissatisfied      Extremely Satisfied

Next

**Customer Pulse Survey**

Based on your experience in getting the service. To what extent do you agree on the following statements?

	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	★	★	★	★	★	★	★
Ease of Service accessibility in the Smart Application	★	★	★	★	★	★	★
Ease & Simplicity of Service Application Steps	★	★	★	★	★	★	★
Ease and Variety of payment options	★	★	★	★	★	★	★
Possibility of Service Status Tracking	★	★	★	★	★	★	★
Service Completion time was reasonable & within my expectations	★	★	★	★	★	★	★
Smart Application efficiency (no delays or errors in app)	★	★	★	★	★	★	★
Availability of Online Support	★	★	★	★	★	★	★

Previous    Next

**Customer Pulse Survey**

Is there anything else you would like to share with us?

Please select

2000 characters left

Kindly provide your mobile number or Email for follow up

Previous    Submit