



ILOE Claims

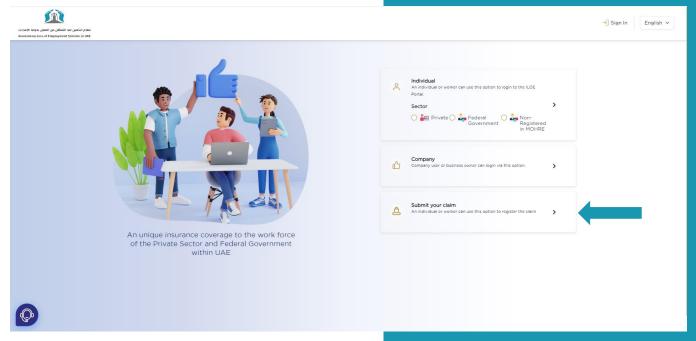
How to submit a claim?



O1 Visit our portal:

https://www.diniloe.ae/nsure/login/#/

Choose submit your claim





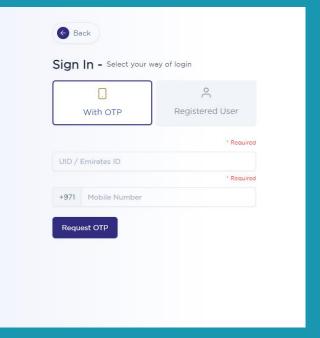




02 Insert Emirates ID and mobile number

- Sign in WITH OTP.
- Note that Mobile Number format should be as following: Exp: "5x-xxxxxxx"
- Request OTP to your Mobile Number.





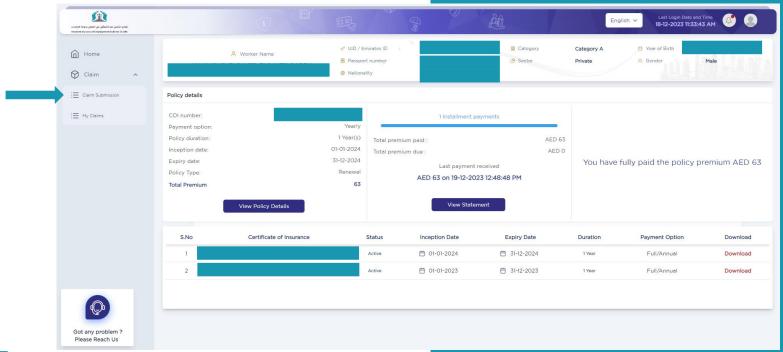






03 Click Claim Submission

Before submission a claims, the customer should cancel his work permit first

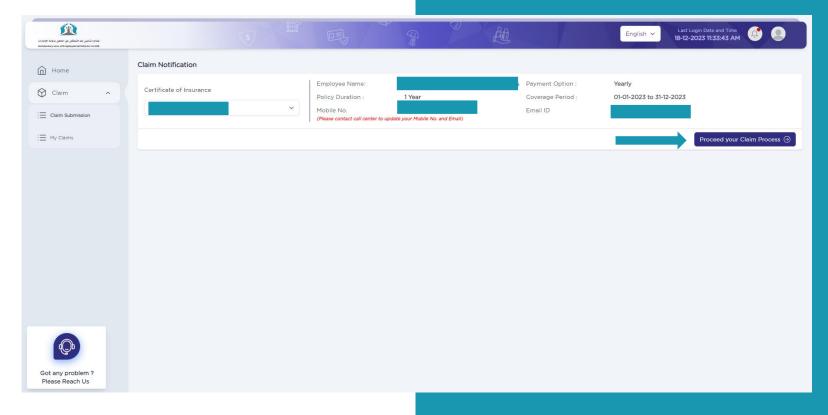








Q4 Click on Proceed to your Claim Process

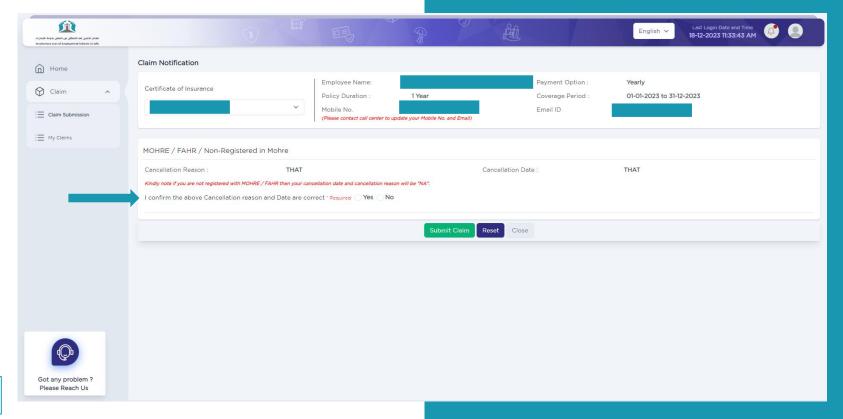








05 Confirm the Cancellation reason & date









06 Notes and supporting Documents

If the mentioned cancellation date and reason aren't correct you need to add remarks why it's not correct, and upload supporting documents

Cancellation Reason :	THAT	Cancellation D	ate:	THAT
Kindly note if you are not registered with MOHRE / FAHR	then your cancellation date and cancellat	tion reason will be "NA".		
I confirm the above Cancellation reason and [Date are correct • Required Yes	● No		
Remarks * Required				
Type your comments				
Payment Details Choose your Payment Method: Required B				
recommend the misurance company co	an capture my bank detaiis and u	se them for my future requests. * Required		
Bank Name * Required		se them for my future requests. *Required BAN No. *Required	Account Nu	mber * Required
	IE		Account Nu	
Bank Name * Required	IE	BAN No. * Required		
Bank Name * Required	IE	BAN No. * Required		
Bank Name * Required Select Account Holder Name * Required	IE	BAN No. * Required		
Bank Name * Required Select Account Holder Name * Required Account Holder Name	v IE	BAN No. * Required		
Bank Name * Required Select Account Holder Name * Required Account Holder Name	v IE	BAN No. * Required		

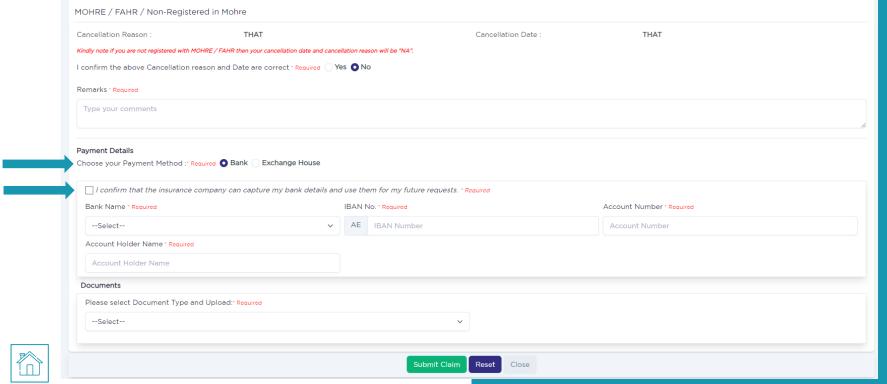




1. kindly note that the ILOE system won't have control over verifying your IBAN details. Please make sure your IBAN is correct before submitting your claim.

07 Payment Method – Bank Transfer

2. Confirm that Dubai Ins will capture your bank details and use them for future requests



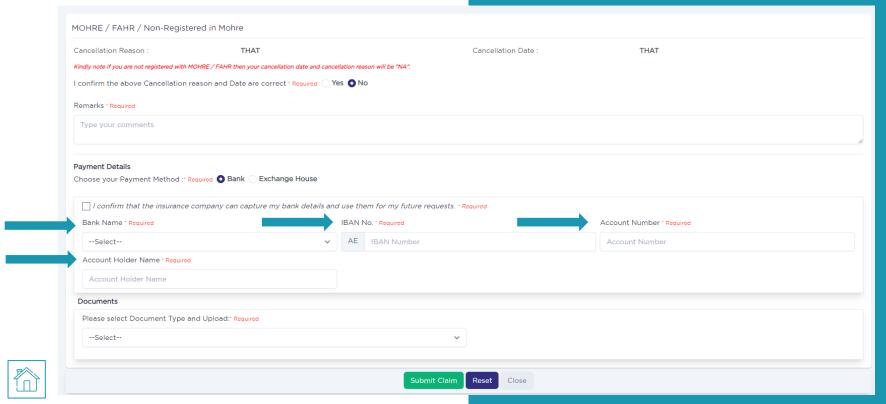




08 Payment Method – Bank Transfer

1. Choose your Bank Name and add your bank account details.

IBAN Number, Account Number, and Account Holder Name.



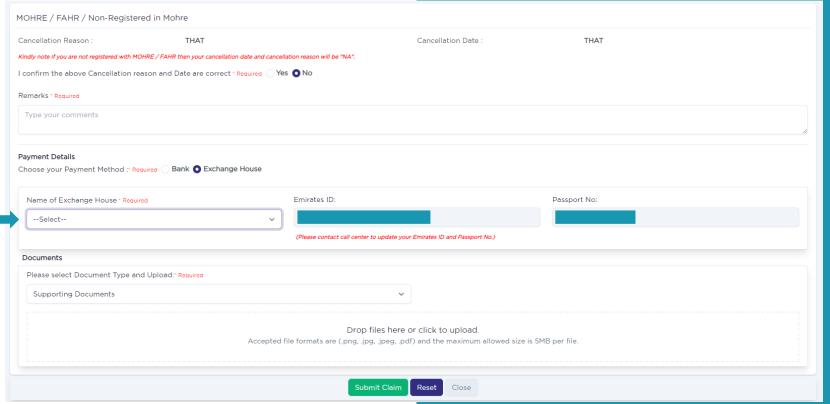




09 Payment Method – Exchange House

1. Choose the Name of the Exchange.

"Please note that to collect your payment you need to have a valid Emirates ID"

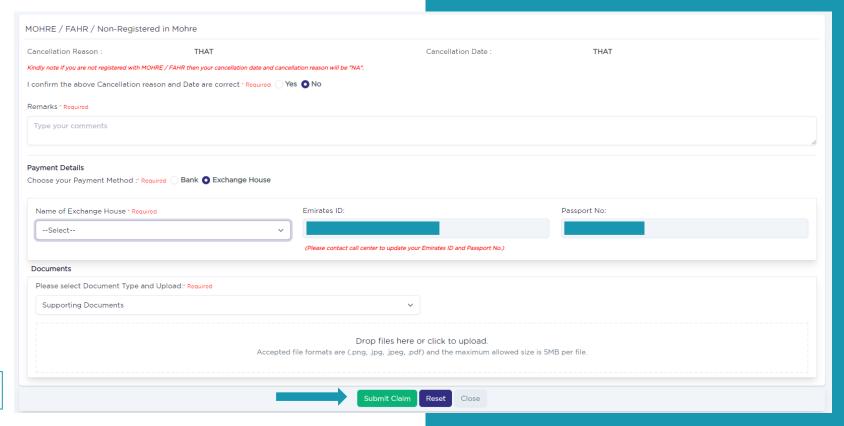






10 Click Submit Claim

1. Submit your claim.









updates regarding the claim
will be sent to the registered
Email Address
and Mobile Number also at
any time you can login to your
account and check
"My Claims".

in case you want to update your contact details or If you have any questions / concerns in the meantime, please feel free to reach out to our ILOE Call Center on 600599555 or by email to claims@iloe.ae







Thanks!

Do You Have Any Inquiries?



Claims@iloe.ae



600 599 555



