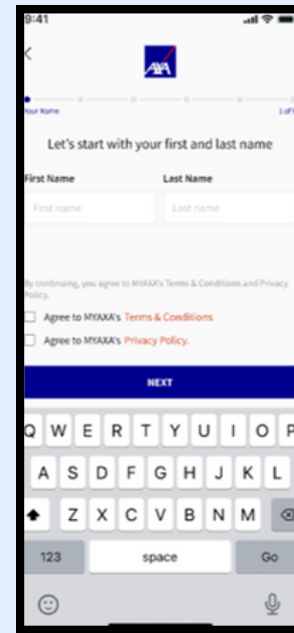




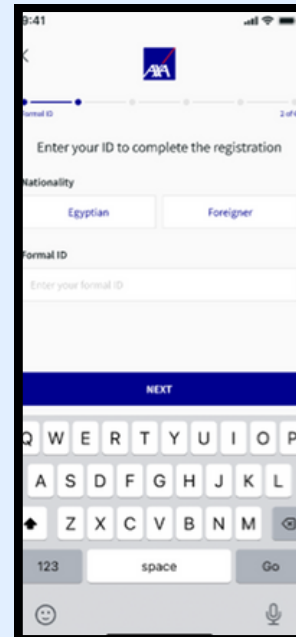
MOTOR USER GUIDE

Step 1 of 6: Your Name

- Enter your **First Name** and **Last Name**.
- Read and agree to the **Terms & Conditions** and **Privacy Policy**.
- Click "**NEXT**".



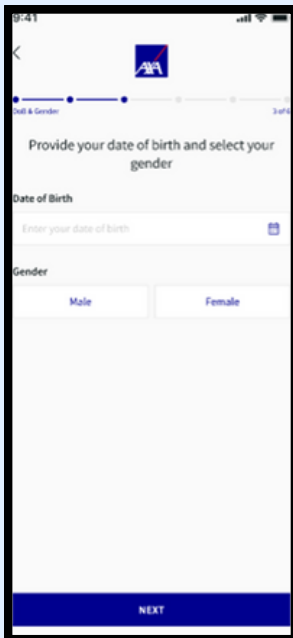
1



2

Step 2 of 6: National ID

- Select your **Nationality** (Egyptian or Foreigner).
- Enter your **National ID**, or **Passport Number** if you selected "Foreigner".
- Click "**NEXT**".



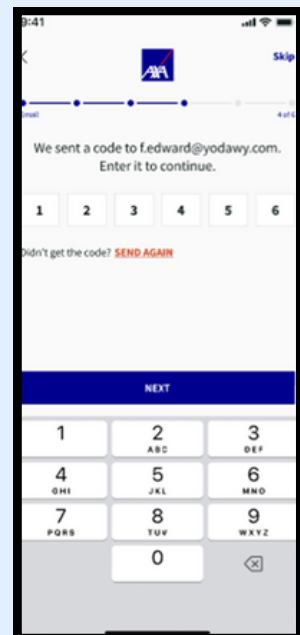
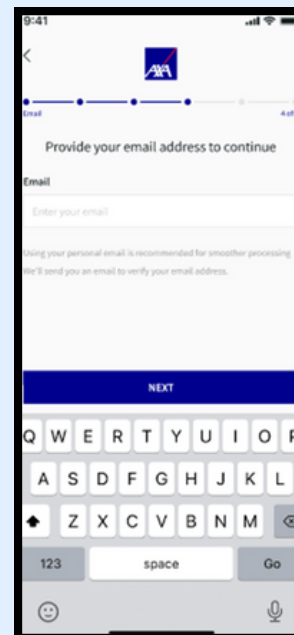
3

Step 3 of 6: DOB & Gender

- Enter your **Date of Birth**.
- Select your **Gender** (Male or Female).
- Click "**NEXT**".

Step 4 of 6: Email

- Enter your **Email Address**. "A personal email is recommended".
- Click "**NEXT**".
- Enter the **verification code** sent to your email to proceed.



4

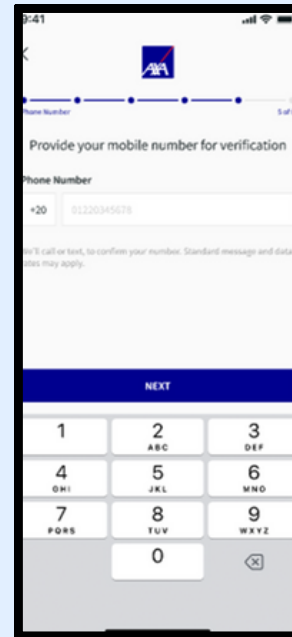


Step 5 of 6: Phone Number

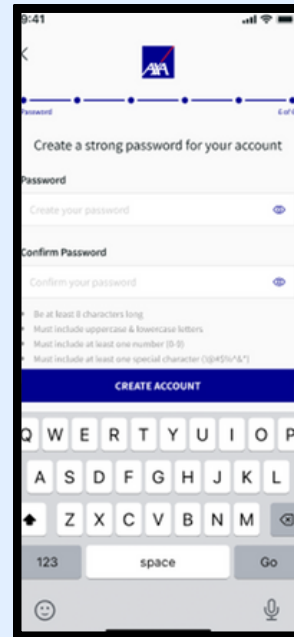
- Enter your **Mobile Number** for verification (starting with +20).
- Click **"NEXT"**.
- Enter **the verification code** sent to your mobile number to continue.

Step 6 of 6: Password

- Create and confirm a **strong password** (minimum 8 characters, including uppercase and lowercase letters, at least one number, and at least one special character).
- Click **"CREATE ACCOUNT"**.
- A **"Registration Successful"** message will appear. Click **"GO TO LOGIN"**.



5

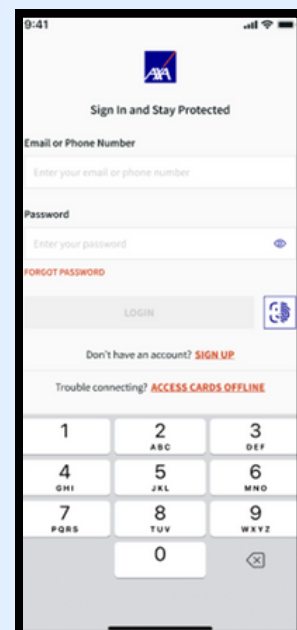


6

Sign In

Signing In & Access

- Enter your registered Email or Phone Number and Password to **"LOGIN"**.
- If you forget your password, click **"FORGOT PASSWORD"** and follow the steps (**Phone verification, new password creation**).
- After the first successful login, you may be prompted to enable **Biometric Login (fingerprint or face ID)** for quick access.





Home Screen Services

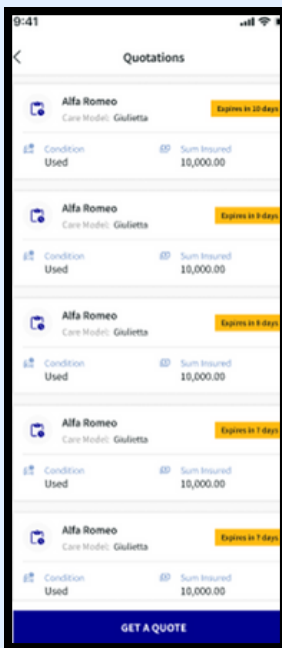
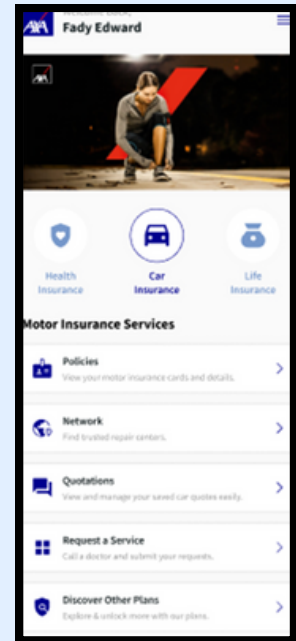
- The home screen displays services relevant to your active insurance products.

General Service Access

- The bottom menu allows navigation between Home, Requests, Support, and Discover.

Motor Insurance Services

- **Policies:** View your motor insurance cards and details.
- **Network:** Find trusted repair centers.
- **Quotations:** View and manage your saved car quotes easily.
- **Request a service:** submit and track your request easily.
- **Discover Other Plans:** Explore & unlock more with our plans.



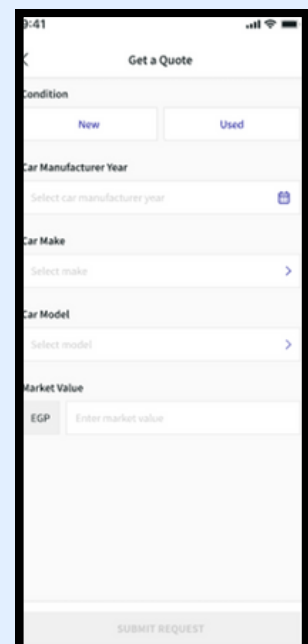
Motor Insurance: Get a Quote

Quotations Dashboard

- The Quotations screen displays all previously requested car insurance quotes.
- Each quotation lists the Car Make, Care Model, Condition (New/Used), Sum Insured, and the Expiry Date .
- If you have no quotes, click "**GET A QUOTE**".

Requesting a New Quote

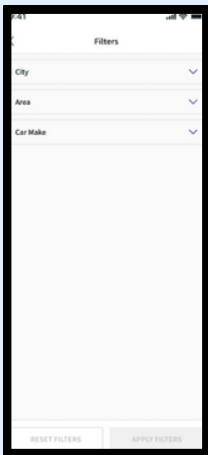
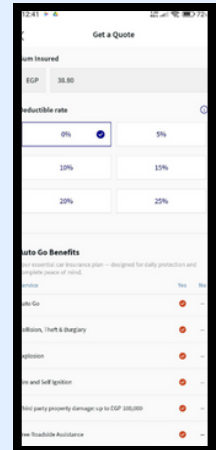
- Click "**GET A QUOTE**".
- **Condition:** Select "New" or "Used" .
- **Car Manufacturer Year:** Select the year . Note: Must select a year within the last 10 years.
- **Car Make:** Select the make (e.g., BMW, Audi) .
- **Car Model:** Select the specific model (e.g., 5 Series) .
- **Market Value:** Enter the car's Market Value in EGP .
- Click "**SUBMIT REQUEST**".





Quote Details and Feedback

- The quote details appear, including the calculated **Sum Insured** .
- **Deductible:** Select the deductible percentage (e.g., 0% to 25%) .
- **Quote Feedback:** You can rate your experience and provide comments . Reasons include: Complicated process, Can't find my car brand/info, or Motor insurance prices is high .
- Click "**BACK TO HOME**" to exit.



Network and Provider Search

Starting the Search

- From the Home screen, click "Network".
- Filter by City, Area, and Car Make (e.g., BMW, Audi, Hyundai)
- Select options and click "**APPLY FILTERS**".

Claim Inquiry (Motor)

This process is used to inquire about the status or details of a specific claim

Access the Inquiry: Navigate to Other Services tab in homepage

Select Card/Member: Choose the member's insurance card

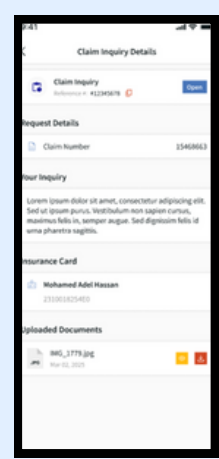
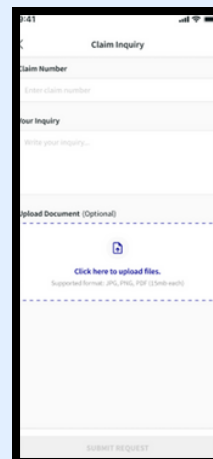
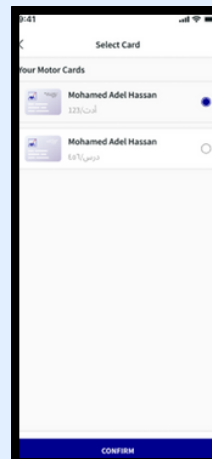
Enter Claim Number: Input the relevant **Claim Number** .

Write Inquiry: Write your **Inquiry** explaining your **concern or question** .

Upload Documents (Optional): You can upload supporting documents (**JPG, PNG, PDF, 15MB max**) .

Submit: Click "**SUBMIT REQUEST**".

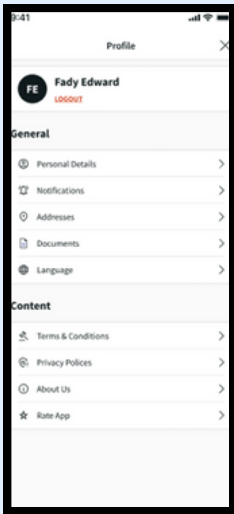
Tracking: You will receive a confirmation with a **ticket number**. You can **TRACK CLAIM/Request**. A reply is expected within **3 working days**





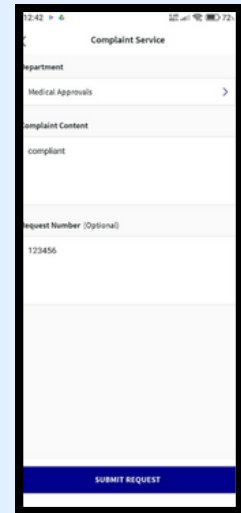
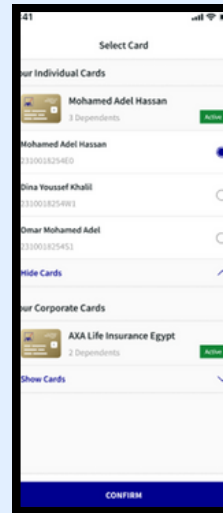
Support and Complaints

- **Complaints:**(for all products) Submit a complaint via the dedicated "Complaints" entry in Other Services or via the Support tab . Statuses include Pending, Open, and Resolved. A response is expected within 7 working days.



Profile and Settings Management

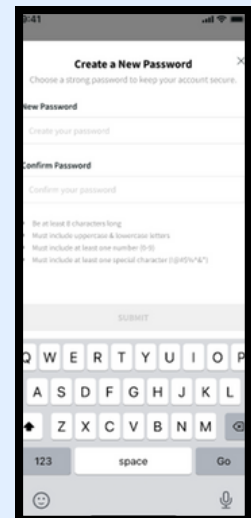
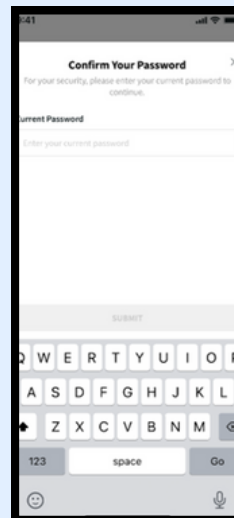
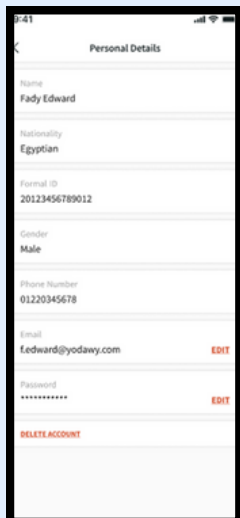
- Access these options by tapping the **side bar icon** in the upper right section of the home screen.



General Settings

Personal Details:

- View or edit your **personal data** (Name, Nationality, Formal ID, Gender, Phone Number, Email, and Password).
- You can **EDIT** your email (requires phone verification code) or password (requires current password confirmation).



Edit Email

New Password