



الشركة الإسلامية العربية للتأمين (ش.م.ع.)
ISLAMIC ARAB INSURANCE CO.(P.S.C.)



MOTOR SERVICE GUIDE

EVERYTHING YOU NEED TO KNOW

CONTENT

03

EASY CLAIM OPTIONS

04

**MEASURES TO TAKE IN
A ROAD ACCIDENT**

05

CLAIM PROCESS AT A GLANCE

06

CLAIM PROCESS SIMPLIFIED

08

**CARS SERVICE CENTER'S/GARAGE
NETWORK**

09

**DYNATRADE SERVICE CENTER'S/
GARAGE NETWORK**

11

ENHANCED MOTOR PROTECTION

12

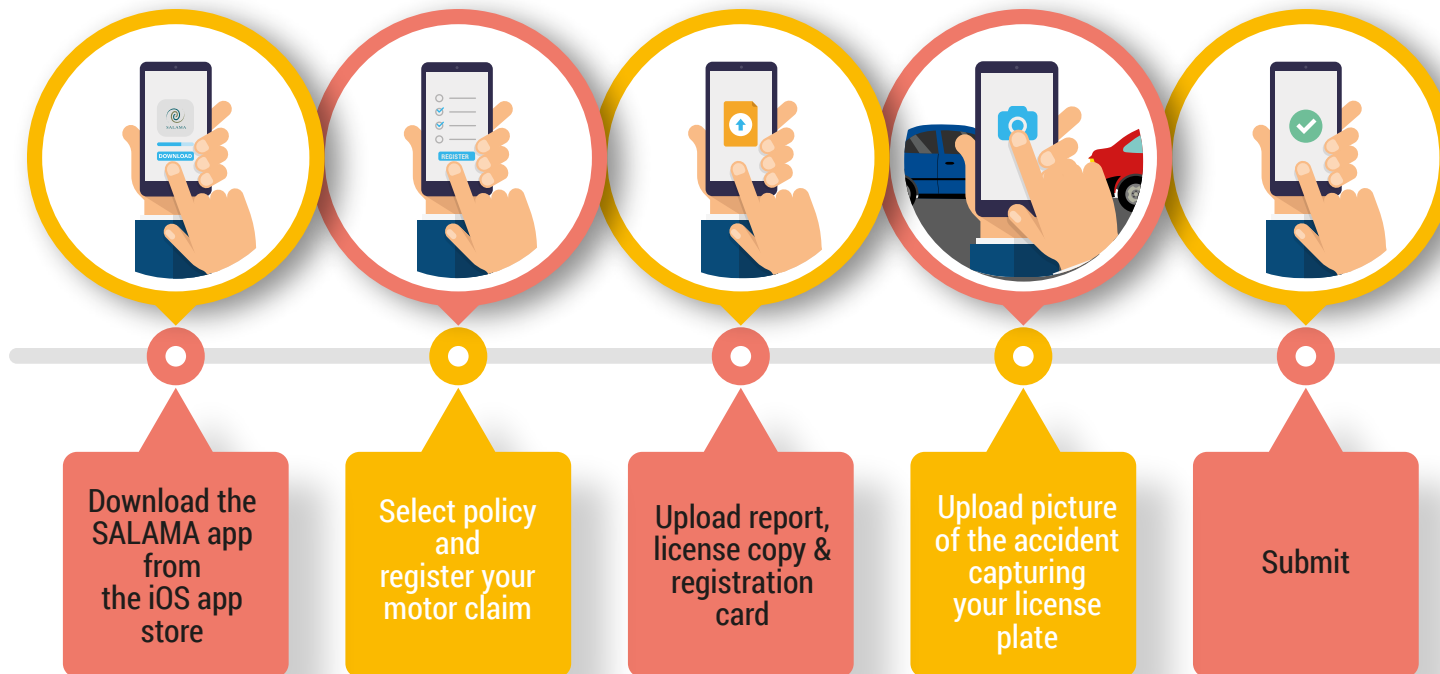
OUR CLAIM BRANCH

EASY CLAIM OPTIONS

Accidents can be lethal and in least case a source of stress and inconvenience. It is unfortunate if you are involved in one. The process that one has to follow post-accident can be cumbersome, but don't sweat!

SALAMA Easy Claim service is designed to ease your life post-accident by making the claim process hassle free and easiest for you. This guide is a quick walk through of your claim process.

You can register your claim in 5 easy steps with 'Easy Claim'



MEASURES TO TAKE IN A ROAD ACCIDENT

It helps to keep yourself abreast with information that will aid in dealing with an accident in a calm and composed manner, keeping in with the safety and legalities of the event. There are many type of accident, the below tips focus on collision between one or more cars in which there are no serious injuries to the people involved.

Please dial 999 for an ambulance immediately in case of serious injury.



Move your car to a safe place



Check if all people in the care are safe



Turn your hazard lights on and if safe get out of the car



Note down the number of other car involved



Call 999 and explain the event



Keep your documents such as Emirates Id, Driving License and Car Registration ready



Do not engage in any heated argument or discussion about the accident with the other party



Take pictures of damage done to your car



Do not take picture of others or their car's without prior permission as that can be a legal offence



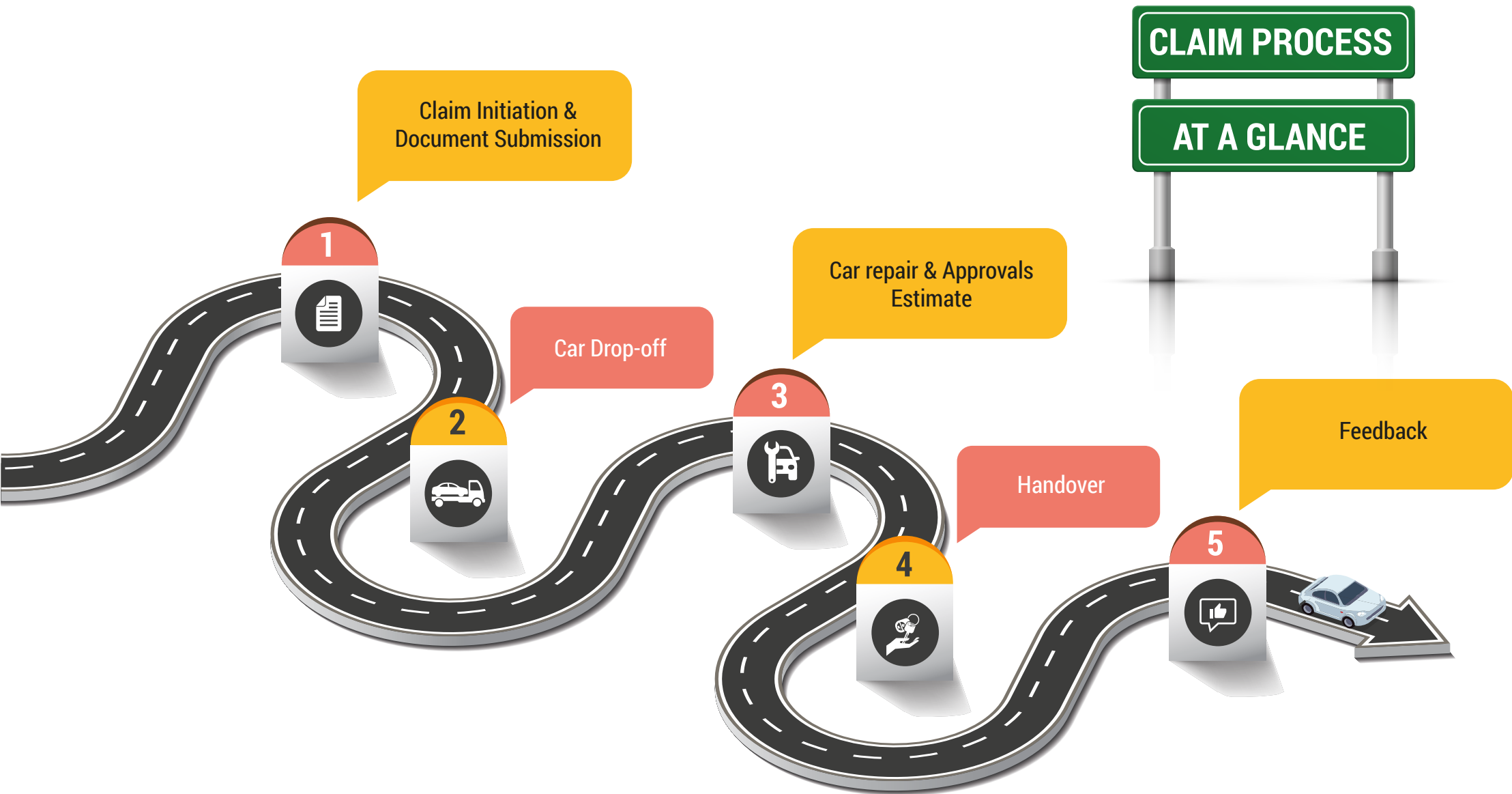
Let the Police understand the details of accident and decide the fault



Do not hasten or argue with the authority - they will give you a chance to put your point across



The police report will be issued in Arabic - Collect the same



CLAIM PROCESS SIMPLIFIED

WHEN IN ACCIDENT



Take your car to safe location

If your car is drivable, move your car to a safe location.

If your car is not in drivable condition, place display warning triangle to alert other motorist.



Notify Police

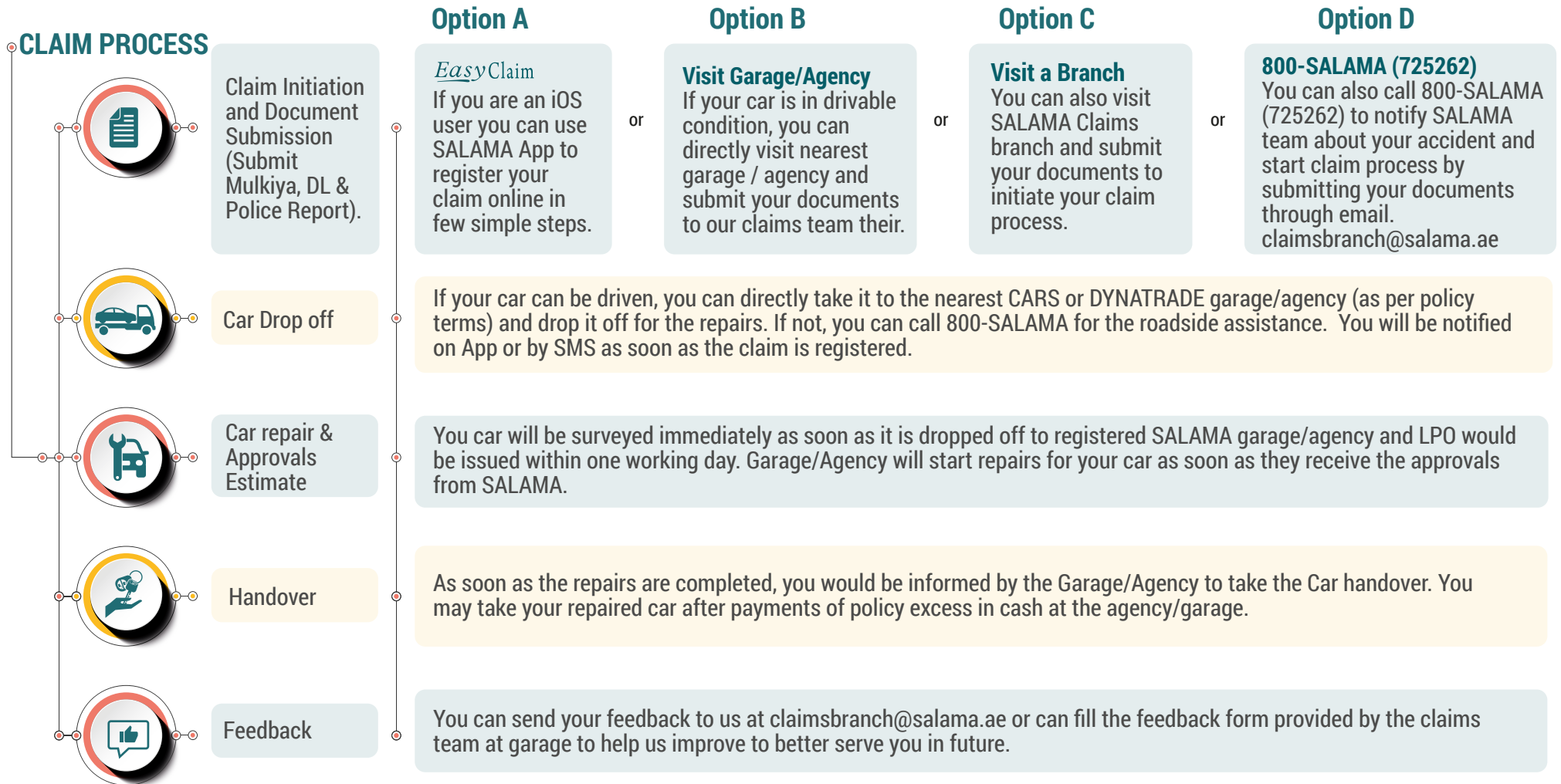
Notify police and follow their instructions/procedures until a Police report has been obtained.



If required, Call for road side assistance

If the car cannot be driven, then call for roadside assistance at 800 SALAMA(725262) or 04 3876614(IMC Helpline for after working hours). The team will collect the documents and tow the vehicle to the nearest approved garage/agency.

CLAIM PROCESS SIMPLIFIED



NOTES:

- In case the vehicle is total loss, claims staff will advise you of the relevant procedure to follow.
- Additional documents may be required depending upon the type of claim viz. Court Judgment if Court Case is involved. etc.
- If the claim is in connection with the fault of the other Party and this being recovery case, the procedures may vary as additional survey from other insurer may be necessary. It will take 3-5 working days more for processing.

CARS SERVICE CENTER'S/GARAGE NETWORK

Operation Hours: Saturday to Thursday 8:00 AM-5:00 PM

Branch Name	Branch in Charge	Email	Mobile	Landline	Call Centre No.	Location Map
First level of Escalation for any issues (@Head Office)	Frank Nunes	frank@agcars.ae	055- 8852680	04-6072111		https://g.page/ag-cars?share
Second level of Escalation for any issues (@Head Office)	Prem Anand Kumar N	prem@agcars.ae	052-9088608	04-6072104		https://g.page/ag-cars?share
Deira Bodyshop 8 th Street, Al Khabaisi Area	Shean de Mayo	sheanilynd@agcars.ae	056-188 2920	04-6072112	600540045	https://g.page/ag-cars-services-deira
Sharjah Street #24, Industrial 4	Senthil Suthan	suthan@agcars.ae	055-8553469	06-5395082		https://g.page/ag-cars-services-sharjah
Ras Al Khaima Khuzam Road	Sreekanth	sreekanth@agcars.ae	052-9093632	07-2288668		https://g.page/ag-cars-services-rak
Abu Dhabi Musaffah 37	Manthri Sowkath Ali	manthri@agcars.ae	052-9088636	02-4419077		https://g.page/ag-cars-services-abu-dhabi-1
Al Quoz Street #26, Industrial 4	Mohamed Shafi	shafi@agcars.ae	052-9093559	04-3400050		https://g.page/ag-cars-services-al-quoz
Al Ain 4 th Street, Sanaiya	Mohammed Yousef Yahia	yousef@agcars.ae	058-1361688	03-7687439		https://g.page/ag-carsalain?share
Dubai Investment Park 2	Abdul Rasheed	abdulrasheed.syed@agautomobile.com	050-915 9262	04-48803700	00971 48803700	https://goo.gl/maps/4DQsqfsGdbPv4qdt9

DYNATRADE SERVICE CENTER'S/GARAGE NETWORK

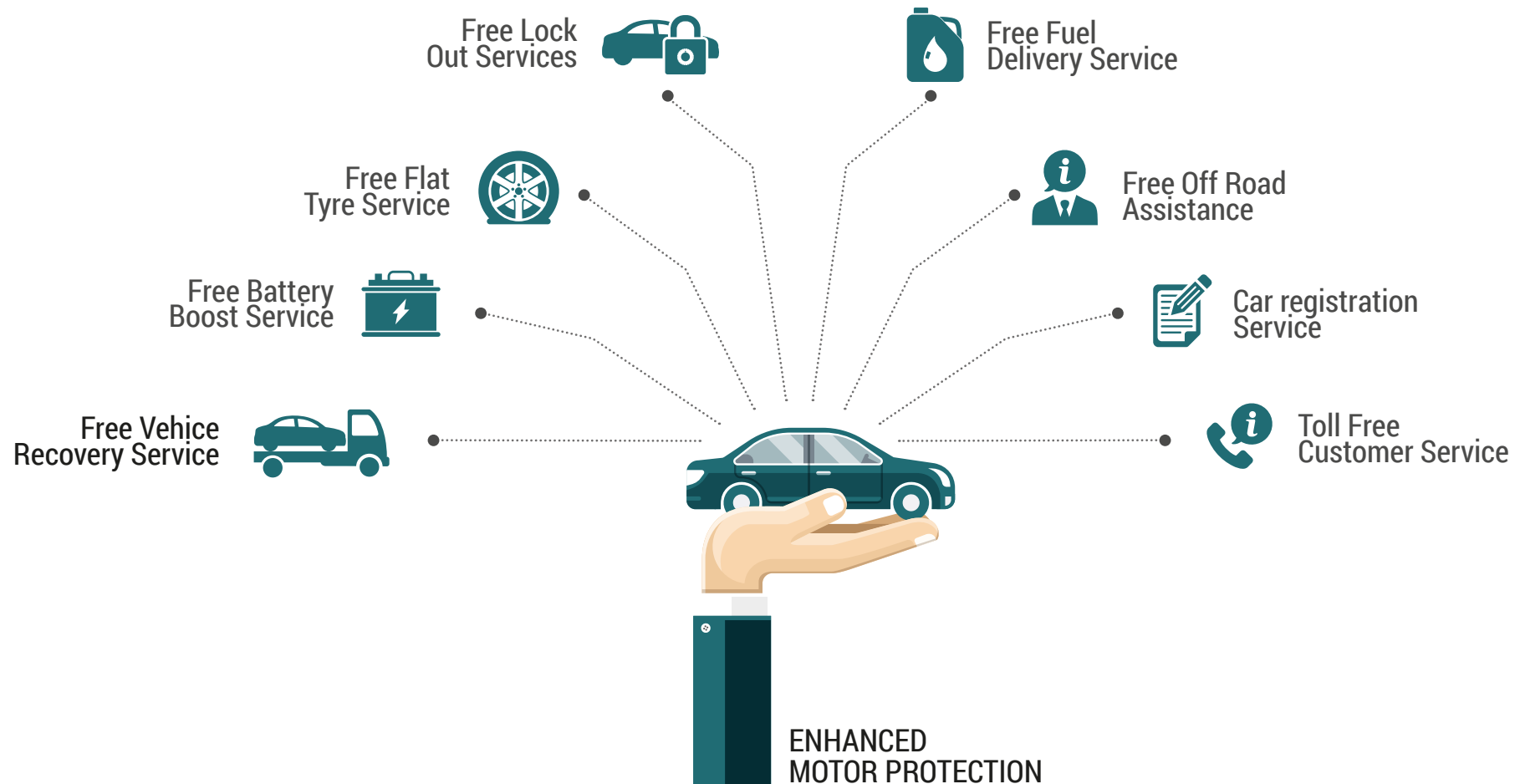
Branch Name	Name of the person	Function	Email	Mobile	Landline	Location Map
Abu Dhabi Mafrq P.O.Box:9087	Jithin	Estimation etc – KEY CONTACT	Jithin.kv@ dynatradegroup.com	056 6808837	06-5132100	<a href="https://-
goo.gl/maps/K7YfjN
cBre9zbSk9">https://- goo.gl/maps/K7YfjN cBre9zbSk9
	Manoj Kuriakose	Business Development Team Leader	manoj.kuriakose@ dynatradegroup.com	0504620242		
	Madira Sambaiah	Workshop Head	madira.s@ dynatradegroup.com	0504826241		
Al Ain P.O.Box:66496	Rudolf	Estimation etc – KEY CONTACT	rudolf.jackson@ dynatradegroup.com	0506583725	03-7610342	<a href="https://-
goo.gl/maps/A5Bu8-
nyLRQNX6Wvd8">https://- goo.gl/maps/A5Bu8- nyLRQNX6Wvd8
	Anand Thakur	Body Shop Manager	anand.k@ dynatradegroup.com	0506267293		
	Indraneel	Workshop Head	indraneelsk@ dynatradegroup.com	0502129977		
Dubai Nad Al hamar P.O.Box:20010	Ujjal	Estimation etc – KEY CONTACT	ujjal.kn@ dynatradegroup.com	0565366061	04-2845931	<a href="https://-
goo.gl/maps/e77UE
ZaW43AGtayP6">https://- goo.gl/maps/e77UE ZaW43AGtayP6
	Manoj S Nair	Business Development Team Leader	manoj.snair@ dynatradegroup.com	0504826240		
	Mahadevappa	Body Shop Manager	mahadevappa.an@ dynatradegroup.com	0502129933		

DYNATRADE SERVICE CENTER'S/GARAGE NETWORK

Branch Name	Name of the person	Function	Email	Mobile	Landline	Location Map
Dubai Alquoz P.O.Box:20010	Khawer Abbas	Estimation etc – KEY CONTACT	abbas.k@dynatradegroup.com	0502157527	04-3285511	https://-goo.gl/maps/X-4edzdszeSTQ6s76
	Manoj S Nair	Business Development Team Leader	manoj.snair@dynatradegroup.com	0504826240		
	Ajai K.G	Body Shop-in-charge	ajai.kg@dynatradegroup.com	0566801802		
	Sajeev Kumar	Workshop Head	sajeev.kb@dynatradegroup.com	0504800591		
Sharjah Sharjah Sect 17 P.O.Box:22842	Shashikant	Estimation etc – KEY CONTACT	shashikant.chikodi@dynatradegroup.com	0506808839	02-2059100	https://-goo.gl/maps/1cWTWeXT5gsBRQnYA
	Ajoy Kumar	Business Development Team Leader	ajoy.kumar@dynatradegroup.com	0506320528		
	Ajoy Kumar	Body Shop-in-charge	ajoy.kumar@dynatradegroup.com	0506320528		
	A K Nanda	Workshop Head	ak.nanda@dynatradegroup.com	0504813169		

ENHANCED MOTOR PROTECTION

SALAMA offers you a wide range of benefits with your motor policy free of cost.



OUR CLAIM BRANCH



Head Office Dubai Branch

4th Floor, Block A, Spectrum Building.
Oud Metha, Sheikh Rashid Road,
Dubai. U.A.E.
P.O. Box: 10214

Motor Claim Branch

Spectrum Building – A Block(Ground Floor), Behind Movenpick Hotel,
Oud Metha – Dubai
Tel: +971 4 5203300
Fax: +971 4 2670870



We are here to help you!
Call us at : **800-SALAMA**
Visit us online: **www.salama.ae**
(or) come in and see us at your nearest SALAMA Branch.