

Documents required for submitting a claim

Comprehensive

Filling the claim form

Copy of the GOV ID and vehicle registration

Najm reference number or Moroor accident report

Pictures of the vehicle and a sketch of the accident in case it was handled by Moroor

In case there was a percentage of fault on a third party, the claimant must provide 3 workshop quotes and a spare parts' quote if available (A single Taqdeer quote is enough if available)

A copy of the driving license of the insured

In case the third party got away and a report was filed on his plate number, it is mandatory to provide a copy of the report.

Third Party

Filling the claim form

Copy of the GOV ID and vehicle registration

Najm reference number or Moroor accident report

Pictures of the vehicle and a sketch of the accident in case it was handled by Moroor

The claimant must provide 3 workshop quotes and a spare parts' quote if available (A single Taqdeer quote is enough if available)

A copy of the official IBAN of the vehicle owner

In case the insured got away and a report was filed on his plate number, it is mandatory to provide a copy of the report

A copy of an authorization letter in case the claim is on behalf of a company or a bank

Claim submission channels



Walaa Claim centers
(Khobar, Riyadh and Jeddah)



Najm Insurance Services
For all regions in Saudi Arabia except Riyadh and Khobar
(In case the incident was attended by Najm)



Walaa's website

Claim tracking system



Visiting a claim center
(Khobar, Riyadh or Jeddah)



Calling the toll-free
customer support number
920001742



Via Walaa's website