

## Introduction

Welcome to the Online Policy Generation & Policy Renewal User Manual. This guide will help you understand and utilize the features and functionalities in policy creation. This manual will provide step-by-step instructions and tips to make your experience seamless.

## System Requirements

Ensure your system meets the following requirements.

### Operating System:

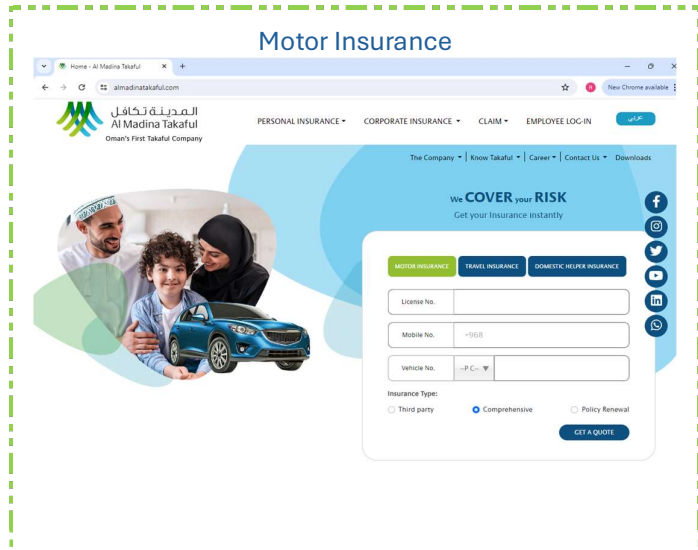
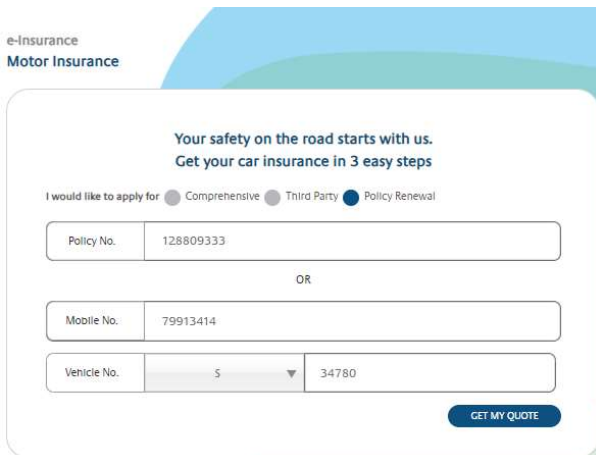
- Windows 7 or later
- Linux
- Mac

### Web Browser:

- IE 7+
- Chrome
- Firefox
- Safari

## Get Started

- Open the Almadina Takaful website.
- <https://www.almadinatakaful.com/>
- Select the required policy category of your choice.
  - Motor Insurance
  - Travel Insurance
  - Domestic Helper Insurance
 (Based on policy selection, the upcoming screens will be customized.)
- Fill in the mandatory details required.
- Choose the Insurance Type
  - Third Party
  - Comprehensive
  - Policy Renewal

For policy renewal, enter the valid policy number to proceed with the policy renewals.

Policy can be renewed only if, Mulkiya expiry date is less than 30 days



e-Insurance  
Motor Insurance

**Vehicle Details**

Make : HYUNDAI  
Body : SALOON  
Manufacture Year : 2016  
Driver D.O.B : 22/07/1988  
Chassis No : K11111111111111111111  
Driver Age : 37

Model :  
Reg Type :  
First Reg Date :  
Seat :  
Engine No : 01111111111111111111

**Please fill the below additional details**

Vehicle Value: 0  
Seat: --Select--  
First Reg Date:  
Model: --Select--  
Purchase Type: Select  
Vehicle CC:

PREVIOUS NEXT

Verify the Vehicle Details based on the input provided in previous screen.

Before proceeding to next screen, it is required to fill up the additional details such as

- No of Seats
- First Registration
- Model
- Purchase Type
- Vehicle CC

- Choose the best price by selecting the best plan for policy for vehicle to drive in Oman Only or Oman & UAE.
- Select the required road assistance cover with Economy and Premium Cover Benefits.

e-Insurance  
Motor Insurance

Here's our best rate just for you!

**38.024 OMR**  
Oman Only

**40.163 OMR**  
Oman & UAE

**Oman Only**

- Third Party Bodily Injury + Third Party Property Damage TPPD
- Medical Expense (First Aid)
- PAB - Driver
- Storm, Tempest & Flood

\* All Tax included + VAT 5%

**Oman & UAE**

- Third Party Bodily Injury + Third Party Property Damage TPPD
- Medical Expense (First Aid)
- PAB - Driver
- Storm, Tempest & Flood
- Geographical Extension
- Orange Card Cover

\* All Tax included + VAT 5%

**Additional Protection**

Road Assistance Cover (Economy Cover)  No

Road Assistance Cover (Premium Cover)  No

PREVIOUS NEXT



e-Insurance  
Motor Insurance

You're just one step away from getting your insurance.

**38.024 OMR**  
Oman Only

Please fill in the details below.

Your Name

Email  Renewal Type ROP Vehicle Renewal

Location  Choose Location... Nationality  Choose Nationality...

Is the Vehicle Mortgaged / Financed?  No

Is there anyone else driving your vehicle? Keep them protected as well

Name

Age  Gender  Male

Before proceeding to the next step, if it is required to provide the vehicle Owner details before getting your insurance.

If you have appointed driver for the vehicle, it is required to provide the driver details

### Confirming the Details

- Personal and Vehicle summary details are displayed to confirm the user information provided.
- View Premium breakup details about your policy.

e-Insurance  
Motor Insurance

You're almost done, please confirm your details

**38.024 OMR**  
Oman Only

**Your Vehicle Details**

Make & Model : HYUNDAI - 2.0L Turbo Sport Body : SALOON  
 Manufacture Year : 2016 Driver D.O.B : 22/12/1986  
 Driver Age : 37 Chassis No :   
 Reg Type : PRIVATE First Reg Date : 15/12/2016  
 Seat : 6+1 Engine No :

**Your Policy Detail**

Insured Name :  Reference No :   
 Policy Start Date : 01/06/2024 12:00:00 AM Policy End Date : 31/05/2025 11:59:59 PM

**Terms and Conditions**

I have read and accepted the policy , Terms and Conditions  
 Any information submitted in part or full is incorrect, the policy stands invalid. Policy will be valid after 24 working hours.

The Policy document will be sent to your registered Email ID once payment transaction is completed

**Disclaimer**  
Once the policy been purchased there won't be any refund.

**Payment Card Type**

Debit  Credit

e-Insurance  
Motor Insurance

You're almost done, please confirm your details

**38.024 OMR**

Description	Amount
Third Party Bodily Injury - Third Party Property Damage TPPD	36.273
Medical Expense (First Aid)	3.000
PAB Excess Passengers	6.000
Emergency Fund	0.356
Regulations and Supervision Fee	0.213
Insurance Fund Fees for assistance injured	0.089
VAT on Policy(5%)	1.811
Special Discount	3.718
Special Discount	6.000
Net Premium to Customer :	38.024

**Terms and Conditions**

I have read and accepted the policy , Terms and Conditions  
 Any information submitted in part or full is incorrect, the policy stands invalid. Policy will be valid after 24 working hours.

The Policy document will be sent to your registered Email ID once payment transaction is completed

**Disclaimer**  
Once the policy been purchased there won't be any refund.

**Payment Card Type**

Debit  Credit

- Agree to the terms and conditions of AMI
- Agree with Self-confirmation. If the provided details are incorrect, the generated policy will become invalid.
- Choose the payment card type to proceed with unified payment gateway.



**MERCHANT : AL MADINA TAKAFUL INSURANCE**  
**TRACK ID : 16052024010230**  
**AMOUNT : OMR 38.024**

ENTER CARD NUMBER      MM/YY  
 CARD NUMBER              MM/YY

CVV

CARD HOLDERS NAME

By clicking the "PAY" button, I confirm that I have understood and accepted the conditions.

**PAY**      **CANCEL**

Please do not click Back button/Refresh the page / Close the window while the transaction is in process.

FSS    Verified by Visa    MasterCard    American Express

Customer can make Payment through unified payment gateway, in which customer has an advantage of choosing credit card or debit card.



Thank you for choosing Al Madina Takaful.  
Drive worry-free with Al Madina Takaful's Motor Insurance

**PAYMENT SUCCESSFUL**

Policy No.	[Redacted]
Insured Name :	[Redacted]
Policy Start Date :	16/08/2024 12:00 AM
Policy End Date :	15/08/2026 11:59 PM
Amount Paid :	99,112
Payment Status :	Successful
Payment Ref No :	[Redacted]

The policy and tax invoice are sent to your registered email ID. You can also download the documents from the below tabs

Policy Renewal or New policy generation was successful. User can download **Policy Certificate , Proposal form & policy wording from the screen.**

In case of any problem in downloading policy documents, reach us at email: [reachus@almadinatakaful.com](mailto:reachus@almadinatakaful.com)  
 Call Us: 80080808  
 WhatsApp: 7917 0007



## PAYMENT FAILED

**We're sorry, but your payment could not be processed.**

Please check the payment information you entered and try again. If the problem persists, contact our support team for assistance.

[Contact Support](#)

Policy Renewal or New policy generation failed Since payment was not processed.

Payment failed due to various reasons; you can contact AMI for support. Contact Support will take you to Feedback form.

reach us at email:

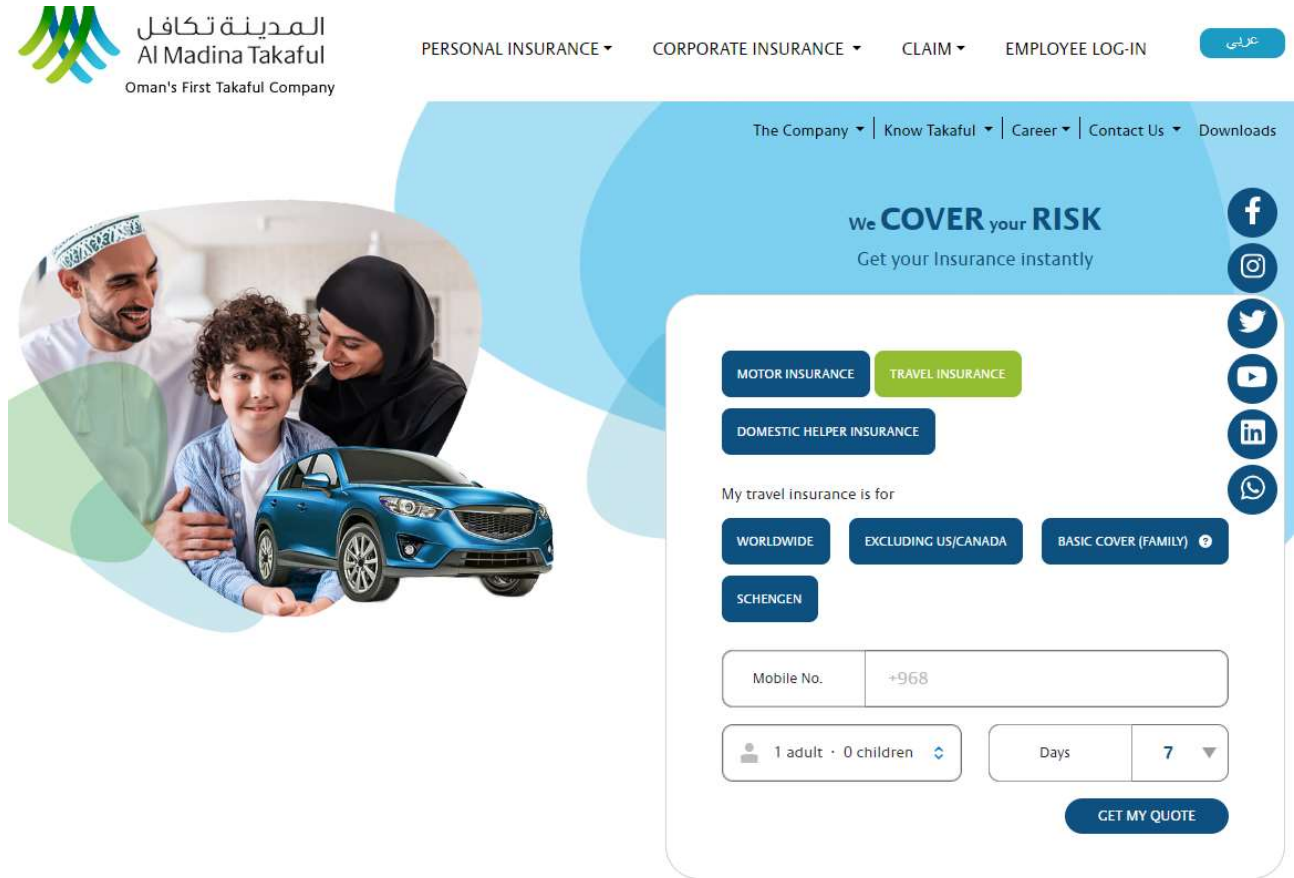
[reachus@almadinatakaful.com](mailto:reachus@almadinatakaful.com)

Call Us: 80080808

WhatsApp: 7917 0007

### Online Travel Insurance

Now you avail your insurance in just few clicks. Choose your desired travel destination with mobile Number, number of adults and kids and days of travel.



المدينة تكافل  
Al Madina Takaful  
Oman's First Takaful Company

PERSONAL INSURANCE ▾ CORPORATE INSURANCE ▾ CLAIM ▾ EMPLOYEE LOG-IN عربي

The Company ▾ | Know Takaful ▾ | Career ▾ | Contact Us ▾ | Downloads

We **COVER** your **RISK**  
Get your Insurance instantly

MOTOR INSURANCE TRAVEL INSURANCE

DOMESTIC HELPER INSURANCE

My travel insurance is for

WORLDWIDE EXCLUDING US/CANADA BASIC COVER (FAMILY) ⌵

SCHENGEN

Mobile No. +968

1 adult · 0 children ⌵ Days 7 ▾

GET MY QUOTE

Fill the form with the respective details, which is more important for us to provide travel insurance.

e-Insurance  
Travel Insurance

You're just one step away from getting your insurance.

**14.176 OMR**  
Sindbad Prestige

Please fill in the details below.

Your Name	Enter your name		
Email	Enter your email id		
Gender	Select	Civil Id	Enter civil id
Nationality	Choose Nationality...	Passport No	Enter passport no
Local Person Name	Enter local person name		
Local Person Mobile No	+968		
Address	Enter your sponsor address		
Date of Birth	Select DOB	Location	Choose Location...

PREVIOUS
NEXT

e-Insurance  
Travel Insurance

Here's our best rate just for you!

**14.176 OMR**  
Sindbad Prestige

**10.395 OMR**  
Sindbad Regular

**Need better peace-of-mind? We've got you covered**

Choose additional coverage (if required)

COVID-19 Cover	<input type="checkbox"/> No	Water Sports	<input type="checkbox"/> No
Winter Sports	<input type="checkbox"/> No	Terrorism	<input type="checkbox"/> No

Sindbad Prestige	Sindbad Regular
<input checked="" type="checkbox"/> Personal Accident - \$50,000 for Adult and \$5,000 for child up to 16 yrs	<input checked="" type="checkbox"/> Personal Accident - \$25,000 for Adult and \$2,500 for child up to 16 yrs
<input checked="" type="checkbox"/> Medical Expenses - \$500,000	<input checked="" type="checkbox"/> Medical Expenses - \$250,000
<input checked="" type="checkbox"/> Emergency Dental - \$200	<input checked="" type="checkbox"/> Emergency Dental - \$100
<input checked="" type="checkbox"/> Medical transportation - Actual Cost	<input checked="" type="checkbox"/> Medical transportation - Actual Cost
<input checked="" type="checkbox"/> Repatriation of Mortal Remains - Actual Cost	<input checked="" type="checkbox"/> Repatriation of Mortal Remains - Actual Cost
<input checked="" type="checkbox"/> Cancellation or Curtailment - \$5,000	<input checked="" type="checkbox"/> Cancellation or Curtailment - \$2,500
<input checked="" type="checkbox"/> Travel Delay - Upto \$350	<input checked="" type="checkbox"/> Travel Delay - Up to \$350
<input checked="" type="checkbox"/> Delayed Baggage - Limit per insured person: \$250	<input checked="" type="checkbox"/> Delayed Baggage - Limit per insured person: \$250
<input checked="" type="checkbox"/> Loss of Baggage - Limit per Person: \$2,000	<input checked="" type="checkbox"/> Loss of Baggage - Limit per Person: \$1,000
<input checked="" type="checkbox"/> Personal Liability - \$50,000	<input checked="" type="checkbox"/> Personal Liability - \$25,000
<input checked="" type="checkbox"/> Legal Assistance - \$5,000	<input checked="" type="checkbox"/> Legal Assistance - \$2,500
<input checked="" type="checkbox"/> Advance of Bail Bond - \$10,000	<input checked="" type="checkbox"/> Advance of Bail Bond - \$5,000

**Your Travel Information**

Departure	Enter departure date
Date Destination	Select Destination...

PREVIOUS
NEXT

Select additional coverage, if required. We will make your travel worry free. Choose the best cover and check out the benefits and proceed to next page by providing the departure and Date Destination.

Draft of insurance is generated based on the data provided to us, Agree to our terms and conditions



**You're almost done, please confirm your details**

**14.176 OMR**

Description	Amount
All Risks	14.764
Insurance Levy	0.213
VAT on Policy(5%)	0.675
Special Discount	1.476
<b>Net Premium to Customer :</b>	<b>14.176</b>

**Your Travel Policy**

Insured Name : T  
Policy Start Date : 2  
9/24/2209/001198  
9/05/2024

**Your Travel Summary**

Coverage : **Worldwide**  
Destination : **Georgia**

**I Agree**

I confirm that the policy taken is for Omani Nationals / Legal Residents Of Oman

All members are traveling from and returning to Oman

I agree to the cancellation / amendment charges if the trip is cancelled or rescheduled

I have read and accepted the policy [Terms and Conditions](#) Any information submitted in part or full is incorrect, the policy stands invalid.

The Policy document will be sent to your registered Email ID once payment transaction is completed

**Disclaimer**

Once the policy been purchased there won't be any refund.

**Payment Card Type**

Debit  Credit

Before proceeding to payment, it is required to agree to our terms and conditions. Checkout the Premium breakup and proceed to payment with our unified payment gateway by choosing the desired credit or debit card.





**MERCHANT : AL MADINA TAKAFUL INSURANCE**  
**TRACK ID : 20052024081643**  
**AMOUNT : OMR 14.176**

ENTER CARD NUMBER MM/YY  
CARD NUMBER MM/YY

CVV  
CVV

CARD HOLDERS NAME  
CARD HOLDERS NAME

*By clicking the "PAY" button, I confirm that I have understood and accepted the conditions.*

**PAY** **CANCEL**

Please do not click Back button/Refresh the page / Close the window while the transaction is in process.

FSS, Verified by Visa, Mastercard, etc.

Customer can make Payment through unified payment gateway, in which customer has an advantage of choosing credit card or debit card.

Once the payment is successful, you can have a policy certificate and other documentation ready to download.



Thank you for choosing Al Madina Takaful.  
Fly Safe with Al Madina Takaful's Travel Insurance.

### PAYMENT SUCCESSFUL

Policy No.	[REDACTED]
Insured Name :	[REDACTED]
Policy Start Date :	08/08/2024 12:00 AM
Policy End Date :	15/08/2024 11:59 PM
Amount Paid :	17.01
Payment Status :	Successful
Payment Ref No :	[REDACTED]

The policy and tax invoice are sent to your registered email ID. You can also download the documents from the below tabs

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Whatsapp: 7917 0007



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Policy Renewal or New policy generation failed Since payment was not processed.

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## Domestic Helper Insurance

Now you can get hassle-free Domestic Helper insurance for your helpers.



PERSONAL INSURANCE ▾

CORPORATE INSURANCE ▾

CLAIM ▾

EMPLOYEE LOG-IN ▾

عربي

The Company ▾ | Know Takaful ▾ | Career ▾ | Contact Us ▾ | Downloads

We **COVER** your **RISK**

Get your Insurance instantly



MOTOR INSURANCE

TRAVEL INSURANCE

DOMESTIC HELPER INSURANCE

Mobile No.

+968

Helper

Select

Select

Housemaid

House Driver

Gardner

Medical Coverage



GET MY QUOTE





## Domestic Helper

Fill in your details and your domestic helper details in corresponding fields to proceed further.

Information provided for policy should match with your ID proof. Incorrect details provided may result in disqualification of Insured policy.

### e-Insurance Domestic Helper Insurance

Here's our best rate just for you!

**93.991 OMR**  
(2 years)

Name			
------	--	--	--

Gender	Select ▼	Civil Id	
--------	----------	----------	--

Nationality	Choose Nationality... ▼	Passport No	
-------------	-------------------------	-------------	--

Policy Start Date			
-------------------	--	--	--

#### Additional Protection

Workmen Compensation Cover  No

#### Sponsor Details

Sponsor Name			
--------------	--	--	--

Civil Id		Mobile	
----------	--	--------	--

Email			
-------	--	--	--

Nationality	Choose Nationality... ▼	Location	Choose Location... ▼
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PREVIOUS

NEXT

Checkout the Premium breakup and proceed to payment with our unified payment gateway by choosing the desired credit or debit card.



e-Insurance  
Domestic Helper Insurance

You're almost done, please confirm your policy

93.991 OMR

Your Policy Summary

Insured Name :

test

Reference No :

QJ/24/3302/001284

Sponsor Name :

Test

Health Statement

I hereby declare and c

I am currently ad

Have not during

sickness or accid

Have not been h

I do not intend to engage in hazardous activities(e.g scuba diving) or fly other than as a passenger on scheduled services

I have never been treated nor i am currently under treatment for high BP, myocardial infraction, respiratory disease, alimentarty disorder, ulcer, nervous breakdown, slipped disc, paralysis, coma, diabetics, high cholestrol, tumour, cancer or any other serious illness or infirmity

I have never been tested positive for HIV/AIDS or Hepatitis B or C nor I have been tested/treated for other sexually transmitted diseases nor I am awaiting the result of such a test

The Policy document will be sent to your registered Email ID once payment transaction is completed

**Disclaimer**

Once the policy been purchased there won't be any refund.

**Payment Card Type**

Debit  Credit

Decription	Amount
Death Any Cause	13.923
Insurance Levy	0.069
Special Discount	1.392
Net Premium to Customer :	12.600
Group Medical Base Cover	46.900
GM -TPA (Medex)	7.000
AMI Loading Cover	26.100
Insurance Levy	1.205
Policy Fee	1.000
VAT on Policy(5%)	3.876
	4.690
Net Premium to Customer :	81.391

Policy End Date :

5/2026

Sponsor Email :

developer2@almadinatakaful.com

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developer2@almadinatakaful.com

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Sponsor Email :

developer2@almadinatakaful.com

PREVIOUS

MAKE PAYMENT



The screenshot shows a payment gateway interface with the following details:

- Merchant:** AL MADINA TAKAFUL INSURANCE
- Track ID:** 20052024081643
- Amount:** OMR 14.176

Form fields include:

- ENTER CARD NUMBER** (with MM/YY dropdown)
- CARD NUMBER** (input field)
- CVV** (input field)
- CARD HOLDERS NAME** (input field)

A confirmation message states: "By clicking the 'PAY' button, I confirm that I have understood and accepted the conditions." Below this are **PAY** and **CANCEL** buttons.

A warning message at the bottom reads: "Please do not click Back button/Refresh the page / Close the window while the transaction is in process." Below the warning are logos for various payment methods including FSS, Visa, and others.

Customer can make Payment through unified payment gateway, in which customer has an advantage of choosing credit card or debit card.

Once the payment is successful, you can download the policy certificate and other documentation from the link.



Thank you for choosing Al Madina Takaful.  
Get Protected with Al Madina Takaful's Domestic Helper Insurance.

### PAYMENT SUCCESSFUL

Policy No.	[REDACTED]
Insured Name :	[REDACTED]
Policy Start Date :	16/08/2024 12:00 AM
Policy End Date :	15/08/2026 11:59 PM
Amount Paid :	99.112
Payment Status :	Successful
Payment Ref No :	[REDACTED]

The policy and tax invoice are sent to your registered email ID. You can also download the documents from the below tabs

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[Contact Support](#)

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Payment failed due to various reasons; you can contact AMI for support. Contact Support will take you to Feedback form.

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