AL-NISR AL-ARABI INSURANCE
PART OF ARAB BANK GROUP

Client Space

User Manual

Version 1.0

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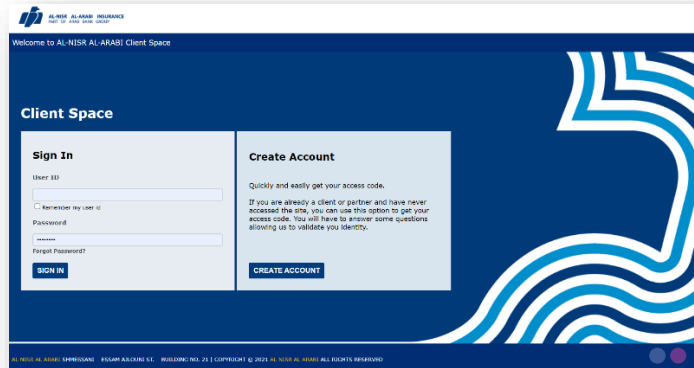
Create Account & Login

1. In order to login to the Client Space Module, click on the Client Space portal link that you have received by e-mail. The below screen will open. Click on the "Create Account" button.

2. Enter the below information (User ID, Policy Number …) and make sure that the data filled match your insurance policy data. Enter the PIN that you have received by e-mail in the "PIN" field below. You can use any of your inforce policies to create an account. Click on the "Register" button.

    Note: If you enter an undesignated email and/or mobile phone number, a message will appear to inform you that the account has been created but needs to be activated. Please contact our customer service on 06-5685171 ext. 626 or by e-mail to customerservice@al-nisr.com in order to activate your account.

3. You will receive an e-mail containing an activation link where you have to click on it. This link opens the Account Activation page where you will have to enter the user ID and password. Click on the "SUBMIT" button.

4. You will receive an e-mail containing a onetime password (OTP) where you should fill it in the below screen. Click on the "SUBMIT" button.

5. You will be redirected to the "Privacy Policy" page where you have to read and agree to it. Click on the "SUBMIT" button.

6. You will be redirected to the Client Information main page.

Policy Details & Requests

1. To view your policy's details, click on the "View Policy Details" button. You will be able to view the information related to your insurance policy such as covers, beneficiaries, and premiums.

2. To request an action on the policy, select one of the available actions (such as policy amendment, policy cancellation, and policy renewal). To view the premiums related to the policy, click on the "Policy Premiums" action.

3. To print the Statement of Portfolio (SOP) for any of your investment policies, press the "Print" button in the Investment Account tab of the Policy Details section.

4. To view all the submitted requests, click on the "My Requests" button in the upper right of the home screen.

Payments

To make payments related to your policies through client space web portal, click on the "My Premiums" button in the upper right of the home screen.