



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

# Client Space

## User Manual

*Version 1.0*

**Table of Contents**

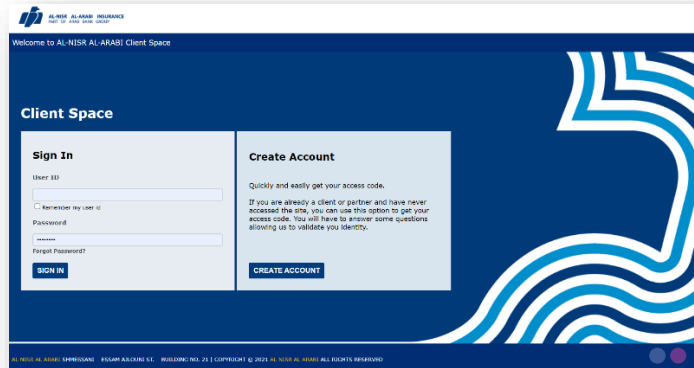
**Create Account & Login**.....3

**Policy Details & Requests** .....6

**Payments** .....9

# 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](mailto:customerservice@al-nisr.com) in order to activate your account.

The screenshot shows the "My Identification" registration form. It includes fields for "User ID", "Policy No." (with a sample value "ABC/123456"), "Expiry Date" (with a date picker), "Contact Scenario", "PIN", "Email", and "Mobile" (with local and international number formats). Below these fields is a "Validation Set" section with a "Question" dropdown and an "Answer" field. A "Mandatory Field" indicator is present. At the bottom right, there are "REGISTER" and "CANCEL" buttons.

- 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.

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

Contact us  
+962 6 5685171

Our Address  
Shmessani - Essam Ajlouni St. - Building No. 21  
P.O. Box 9194 Amman 11191 Jordan

Working Hours  
Sun - Thur 8:30 AM To 4:00 PM

### Account Activation

User ID \*

Password \*

Confirm Pasword \*

SUBMIT CANCEL

- 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.

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

Contact us  
+962 6 5685171

Our Address  
Shmessani - Essam Ajlouni St. - Building No. 21  
P.O. Box 9194 Amman 11191 Jordan

Working Hours  
Sun - Thur 8:30 AM To 4:00 PM

### OTP Validation

Enter Received OTP

Resend New Otp

SUBMIT CANCEL

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

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

**Contact us**  
+962 6 5685171

**Our Address**  
Shmessani – Essam Ajlouni St. – Building No. 21  
P.O. Box 9194 Amman 11191 Jordan

**Working Hours**  
Sun - Thur 8:30 AM To 4:00 PM

### Privacy Policy

**We Value Your Privacy**

Your privacy and security is very important to us at Al Nisr Al Arabi Insurance Company we treat your personal information as private and confidential. We are dedicated to protecting your privacy and providing you with the highest level of security. This statement describes what personal information we collect what we do with it and how we protect it.

**Security of Your Personal Information**

We take appropriate measures to keep your personal information that we hold about you secure and ensure that it is protected from loss unauthorized access misuse modification or disclosure. Your personal information with us remains secure because of:

The strict security measures and technologies we use to prevent fraud and to protect our systems from intrusion.  
Security controls and processes that are updated regularly to meet or exceed industry standards.  
Our employees are trained to respect the confidentiality of any personal information held by us.

**Protecting Your Privacy**

To help you in protecting your personal information we recommend the following:

Do not share confidential information via the telephone or online unless you know or can verify the recipient.

**What Information We Collect and Use**

I have read & agreed to the Privacy Policy

**SUBMIT** **CANCEL**

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

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

**Contact us**  
+962 6 5685171

Role: Policy Holder    User:    Pin:    **MY PREMIUMS**

### My Information

Name:    Contact Address:    Phones:

Date Of Birth:    /    /

Marital Status:    Married

### My Policies

Investment Insurances     Active only    Policy No (ABC123)

Policy No	Subject Assured	Inception	Expiry	Status	C/Y	Premium	Frequency
LRE/	Liberty (Term: 13 years)	02/09/2022	02/09/2035	In Force	JD	728.00	Monthly

# 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.

The screenshot shows the 'My Information' section with fields for Name, Date of Birth, Marital Status (Married), Contact Address, and Phones. Below it is the 'My Policies' section with a filter for 'Investment Insurances' and 'Active only'. A table lists one policy:

Policy No	Subject Assured	Inception	Expiry	Status	C/Y	Premium	Frequency
LRE/	Liberty (Term: 13 years)	02/09/2022	02/09/2035	In Force	JD	728.00	Monthly

A 'View Policy Details' button is located below the table.

The screenshot shows the 'Policy Information' section with a table of details:

Policy No.	LRE/	Inception Date	02/09/2022
Policyholder		Expiry Date	02/09/2035
Insured		Currency	Jordan Dinar
Sales Consultant		Frequency of Payment	Monthly
Policy Status	In Force	Period	2 / 13 Years

Below this is the 'Policy Details' section with tabs for 'Covers', 'Beneficiaries', 'Investment Account', and 'Premium & Payments'. The 'Covers' tab is active, showing 'Natural or Accidental Death Related Benefits' with a table:

Benefits	Details
Sum Insured	JD 1,500

- 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.

The screenshot shows the user interface for AL-NISR AL-ARABI INSURANCE. The top navigation bar includes the company logo and name, and user information (Role: Policy Holder, User, Pin). The main content is divided into two sections: Policy Information and Policy Details.

**Policy Information:**

Policy No.	LRE/	Inception Date	02/09/2022
Policyholder		Expiry Date	02/09/2035
Insured		Currency	Jordan Dinar
Sales Consultant		Frequency of Payment	Monthly
Policy Status	In Force	Period	2 / 13 Years

**Policy Details:**

Navigation tabs: Covers, Beneficiaries, Investment Account, Premium & Payments.

Section: Natural or Accidental Death Related Benefits

Benefits	Details
Sum Insured	JD 1,500

A red arrow points to the 'Select Action' dropdown menu, which is open to show the following options: Policy Amendment, Policy Cancellation, Print Policy, and Policy Premiums.

- 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.

The screenshot shows the user interface for AL-NISR AL-ARABI INSURANCE. The top navigation bar includes the company logo and name, and user information (Role: Policy Holder, User, Pin). The main content is divided into two sections: Policy Information and Policy Details.

**Policy Information:**

Policy No.	LRE/	Inception Date	02/09/2022
Policyholder		Expiry Date	02/09/2035
Insured		Currency	Jordan Dinar
Sales Consultant		Frequency of Payment	Monthly
Policy Status	In Force	Period	2 / 13 Years

**Policy Details:**

Navigation tabs: Covers, Beneficiaries, Investment Account, Premium & Payments.

Section: Investment Account

Investment Account: All (As At 08/05/2024 Provided that all premiums are paid.)

A red arrow points to the 'PRINT' button.

Fund Name	Fund Value (JD)
Regular Premiums Account	
General Fund 3.5% New Rate	672.571
<b>Sub-Total</b>	<b>672.571</b>
Total Investment Account	672.571
Cash Value	0.000

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

The screenshot shows the user's home screen. At the top, there is a header with the company logo (AL-NISR AL-ARABI INSURANCE) and contact information (+962 6 5685171). Below the header, the user's role is identified as 'Policy Holder'. The main content area is divided into two sections: 'My Information' and 'My Policies'. In the 'My Information' section, there are fields for Name, Date of Birth, Marital Status (Married), Contact Address, and Phones. A red arrow points to the 'MY REQUESTS' button in the upper right corner of this section. The 'My Policies' section includes a search filter for 'Investment Insurances' and 'Active only', and a search box for 'Policy No'. Below this is a table with one row of policy data.

Policy No	Subject Assured	Inception	Expiry	Status	C/Y	Premium	Frequency
LRE/	Liberty (Term: 13 years)	02/09/2022	02/09/2035	In Force	JD	728.00	Monthly

The screenshot shows the 'My Requests' window. It has a title bar with a close button. Below the title bar, there is a section for 'Requests' with a 'View All Requests' checkbox. A table displays the request details.

Sequence	Reference	Type	Created on	Status	Status Date	Notes
35	LRE/	Policy Amendment	08/05/2024	Pending	08/05/2024	



# 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.

