

MOTOR CLAIMS

LEGAL SUPPORT GUIDE



HERE FOR YOU

At Sukoon Insurance PJSC, we are committed to standing by our clients at every stage of their legal journey following an accident.

If you're involved in a legal case following an accident, getting the official court documents quickly helps protect your rights and speeds up your insurance process.

This guide shows you exactly where to go and what to do on each UAE judicial portal.

TABLE OF CONTENTS

Client Action Required	2
How to Access Judgments and Filed Memoranda	2
Federal Public Prosecution (pp.gov.ae)	2
Dubai Courts (dc.gov.ae)	3
Federal Judiciary (fjc.gov.ae)	4
Abu Dhabi Judicial Department (ajjd.gov.ae)	4
Practical Tips	5
Legal Support Through Our Partner Law Firms	5

CLIENT ACTION REQUIRED

Create a user account on the appropriate judicial platform for your jurisdiction using the links below:

Authority	Registration Link
Federal Public Prosecution	https://www.pp.gov.ae
Dubai Courts	https://www.dc.gov.ae
Federal Judiciary	https://www.fjc.gov.ae
Abu Dhabi Judicial Department	https://www.adjd.gov.ae

Once registered, follow the instructions below to obtain a copy of the judgement in your case (whether you are claimant or defendant).

How to Access Judgments and Filed Memoranda

What You'll Need – Keep These Handy

- Case number and year
- Case type (e.g., civil, criminal, rental)
- Your name/party details
- Authorisation (you may need to be a party to the case or have a valid Power of Attorney to view restricted files)

***Good to know:** Some documents only appear after the court finalises and uploads them. If you don't see what you need right away, check back in a bit.*

Federal Public Prosecution (pp.gov.ae)

The following diagram shows the steps to follow.

- 1 Sign In**
e-Services > Register/Sign in > complete OTP verification
- 2 Open your case**
Criminal Cases/Case Inquiry > search by complaint/case number or ID
- 3 View Documents**
Documents/Procedures > prosecution orders, referral decisions, notices
- 4 Download Copies**
Click Download where available. Final court judgments are accessed via the relevant court portal
- 5 Certified Copies**
Requests > True Copy/Case Status Certificate > pay fees > choose digital delivery or service centre pickup

Dubai Courts (dc.gov.ae)

The process below outlines the steps to follow.



Step 1

Sign In

e-Services > Register/Sign in > complete OTP verification



Step 2

Find your case

e-Services > Cases > Case Inquiry/My Case File > search by case number/year/unified number/party



Step 3

Judgements

Case file > Judgments/Decisions tab > view/download PDF if enabled



Step 4

Filed memoranda

Memoranda/Parties' Submissions/Pleadings tab > view/download submissions



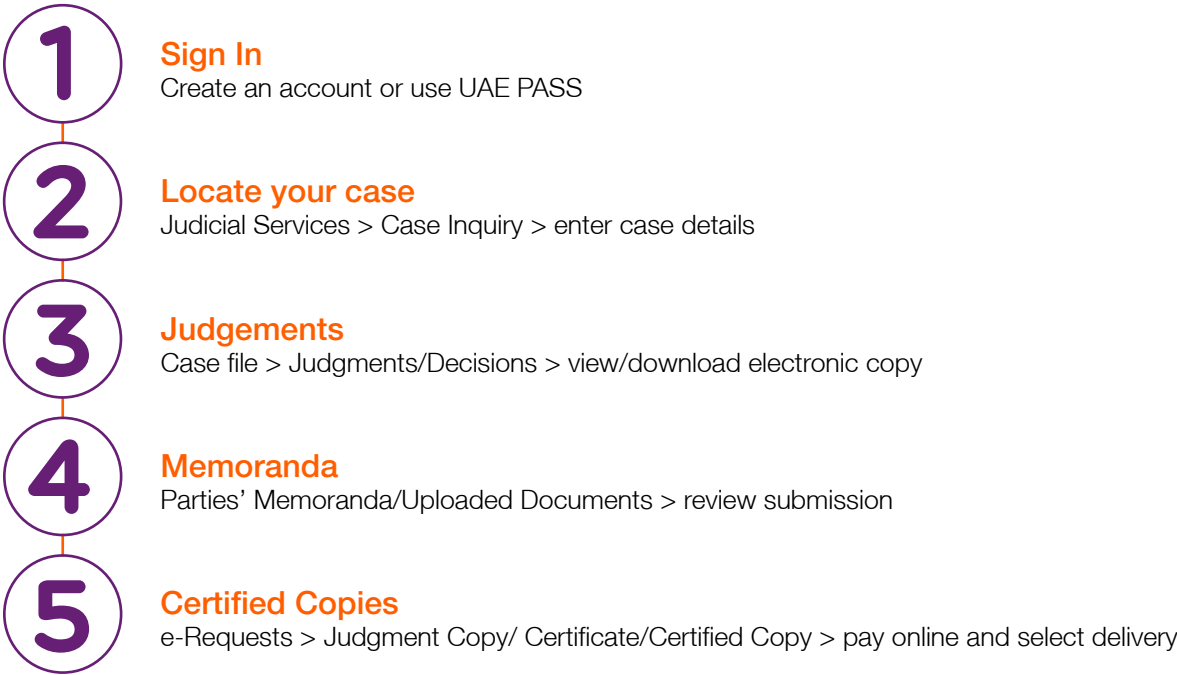
Step 5

True Copies

e-Requests > Copy of Judgment/Instrument or Case Status Certificate > pay fees

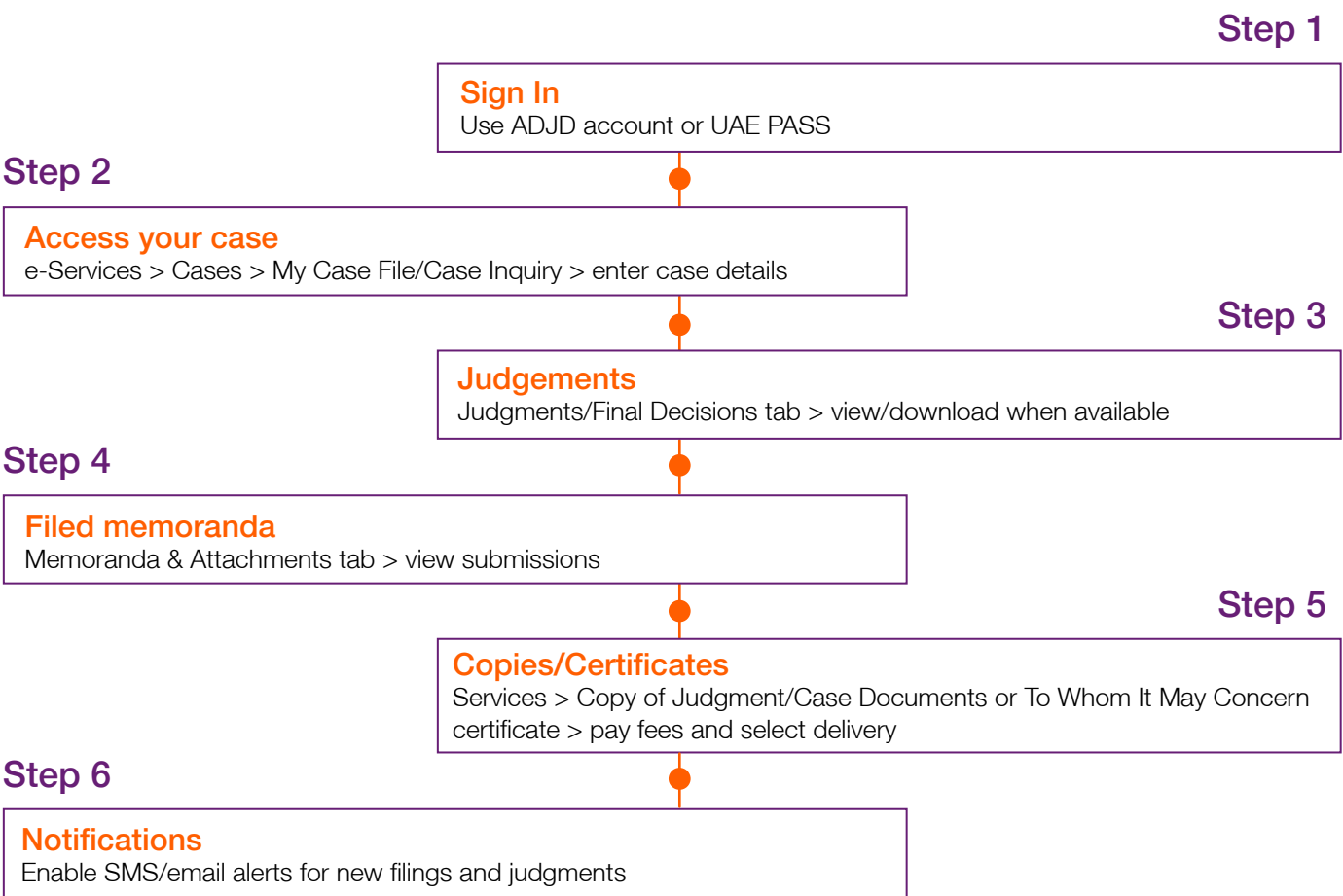
Federal Judiciary (fjc.gov.ae)

The following diagram shows the steps to follow.



Abu Dhabi Judicial Department (adjd.gov.ae)

The diagram below highlights the steps to follow.



Practical Tips



Legal Support Through Our Partner Law Firms

To safeguard your rights, Sukoon Insurance partners with reputable law firms across the UAE. Our clients benefit from exclusive discounted legal fees when engaging these firms for accident related criminal or civil cases. We will connect you with the appropriate office based on your case type and jurisdiction.

Partner Law Firms

- Atef AboSaif Law Firm: info@atef-legal.ae
- ADG Law Firm: hai@adglegal.com
- Al Suwaidi & Company: info@alsuwaidi.ae, abudhabi@alsuwaidi.ae, ajman@alsuwaidi.ae

Need Assistance?

For inquiries or support, please contact us during official working hours:

-  800 SUKOON (785666)
-  service@sukoon.com
-  **Visit:** Any Sukoon branch near you

We're here for you, professionally, promptly, and with care.

SUKOON.COM

800 SUKOON (785666)

WE OFFER A WIDE RANGE OF INSURANCE
PRODUCTS FOR TOTAL PEACE OF MIND



MOTOR



TRAVEL



HOME



LIFE



ACCIDENT



HEALTH

Sukoon Insurance PJSC
Paid up Capital AED 461,872,125, C.L. No. 203970
Regulated by the Central Bank of the UAE
No. 9 dated 24/12/1984, TRN 100258594900003
Head Office: P.O. Box 5209, Dubai, UAE
Tel: +971 4 233 7777, SUKOON.COM

03/2026

