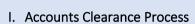
# ACCOUNT CLOSURE AND CLEARANCE PROCEDURE



## 1. Account Closure Request

Customers can initiate account closure through:

- Online Portal: Submit a request via the company's website.
- Customer Service: Contact via phone or email for assistance.
- In-Person: Visit a branch or office to submit the request.

## 2. Document Verification

The company verifies the closure request with required documents, including proof of dues settlement, Emirates ID, Passport, Move-Out Verification, and, if applicable, a Non-Objection Certificate from the unit owner (for tenants).

• If documents are incomplete, the company will notify the customer and request the missing documents within 2 business days.

## 3. Settlement of Dues

The customer must ensure all outstanding charges are paid.

## 4. Verification of Payment

The provider confirms all payments have been settled and no outstanding charges remain.

### 5. Inspection and Security Deposit Recovery

An inspection is carried out, and any security deposit is refunded or deducted for damages/unpaid dues within 30 days.

## 6. Account Closure

Once dues are settled and the security deposit is processed, the account is closed and confirmed to the customer.

### 7. Issuance of Clearance Certificate

The provider issues a certificate confirming the account closure.

### 8. Account Closure Time Frame

The process takes approximately 10-15 business days, with 3-5 business days allocated for issuing the clearance certificate.

### 9. Property Evacuation

• Tenant Move-Out: Tenants must provide at least 30 days' notice and settle dues. If notice is less than 30 days, they remain liable for charges for the full 30-day period. A Non-Objection Certificate from the unit owner is required.

### 10. DOE escalation contacts details:

DOE website: www.doe.gov.ae

International number: +971 2 207 0777

DOE Email: (customercare@doe.gov.ae), (info@doe.gov.ae)

