

ACCOUNT CLOSURE AND CLEARANCE PROCEDURE



I. Accounts Clearance Process

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)