

Fact sheets for Customers

Finance Dept. Fact Sheet

Installment Payment:

Payment for each installment is to be made on or before the installment due date stated in the Sales Agreement. Delay in settling the installments will attract late payment fees as per the terms and conditions of the Sales Agreement.

Modes of Payments accepted at Emaar:

- Cash:** Cash payment (towards other charges) of maximum of AED 40,000 will be accepted per person, per unit as per the UAE Central Bank regulations. Payment towards property instalments will be accepted only by cheques or wire transfer and not by cash.
- Local Cheques:** Clearing takes 3-5 working days. Cheque drop box facility is available at Emaar Customer Centre and at various communities.
- Local Bank drafts:** Credit will be provided within one working day.
- Online payments:** Customers of following banks can make on-line payments to Emaar towards instalments, service fees and their related charges.
 - Mashreq Bank (www.mashreqbank.com)
 - Emirates NBD (www.emiratesnbd.com)
 - RAK Bank (www.rakbank.ae)
 - Dubai Islamic Bank (www.dib.ae)
- Emaar One App.** Download from app store or google play to pay your Property Installment, Service fees and other related charges.
- Apple Pay and Samsung Pay.** Customers can make payment towards Service fees and other charges thru Apple or Samsung Pay.
- Kiosk Machines.** These are located in Emaar Square bldg. 2, The greens village, Marina walk, Spring souq, Arabian Ranches community center, Arabian Ranches souq, and Downtown Sales Ctr.

Requirements for "Certificate of completion of payment"

- All dues towards instalments, service fees and any other charges should be settled.
- Original signed Sales Agreement should be produced. (In case of mortgaged properties, copy of Sales Agreement signed and stamped by the mortgaging company is required.)
- If the final payment is made by financial institution, Emaar should receive the final payment on or before the due date.
- The certificate will be issued only after the bank clears the final payment. (Not applicable in case of telegraphic transfer and local bank drafts)
- The certificate will be issued only to the owner of the property or to an owner's authorized representative having Power of Attorney. The certificate will not be sent by courier/email.
- The certificate will be issued on the name as per Sale Agreement.
- The certificate will be issued only once. In cases of 'Deeds of Transfer' where the property is ready, fully paid and the certificate is already issued, the certificate issued in the name of first buyer stands valid.

Requirements for Post-Handover Payment Plan (PHPP)

- The owner needs to submit Post-Dated Cheques for the remaining Instalments at the time of Property Handover.
- If the owner is a non-resident, he can provide third party cheques with Undertaking letter or he can register to a Property Management Company.

Service Fees:

Service fees should be paid before taking over the property. Payments for the year are accepted in four installments; a current dated cheque to cover the first three months and post-dated cheque for the remaining months.

Apartments: The service fees will commence from the official date of handover of the project or the date of sale in case if the apartment is purchased after the handover date.

Villas: The service fees will commence from the date the unit is certified ready for beneficial occupancy or the date of sale if the unit is purchased after completion.

Payments can be remitted to the respective community bank accounts, as mentioned in service fee invoice, under advice to Emaar Credit Control department. For inquiries, please mail to customercare@emaar.ae. Late payment fee will be charged on all outstanding dues from the invoice due date.

Fee Schedule:

- Dishonoured cheque:** Admin fee of AED 500/- per cheque and the cheque to be replaced with a Bank draft. (Original receipt to be surrendered to collect back the dishonoured cheque)
- Dishonoured cheques referred to Legal Dept:** Admin fee of AED 500/- per cheque and all the legal charges as applicable.
- Call back cheque:** Admin fee of AED 250/- + VAT per cheque. Request has to be provided in writing at least 15 working days in advance before the date of the cheque to Customer Care department. (customercare@emaar.ae)
- Transaction Fee:** AED 50/- will be charged for Service fees & Chilled water charges made at the counter located in Customer Happiness Center

Wire Transfer towards property installments:

Please contact emaarcollections@emaar.ae to obtain the escrow account details of your project.

- Please remit payments directly to your project's assigned escrow account, specifying your **Property unit details, Customer Account Number and Customer Name** in "Remittance details / information" (Swift Field 70) of your fund transfer application. Kindly note that this is a mandatory field that must be filled in.
- We retain the right to return money back to source in the absence of required information.
- In case the money is returned back due to above reason and it leads to termination of sale agreement and cancellation of property, Emaar will not be held liable for any consequences resulting from or related to such termination / cancellation.

Note:

- For easy identification of funds, please send your proof of payment / transfer copy to CreditControlDXB@emaar.ae and mention your **Property unit details and Customer Account Number in the subject line.**
- The above bank account is meant for bank transfers only and any cash payment made directly by you (Customer) or your representative to the above bank account will be subject to UAE anti-money laundering laws and regulations.
- The above bank accounts are meant **only** for payment towards property instalments.
- All payments to be made by Purchaser, pursuant to the Sales Purchase Agreement shall be effected in AED. In the event any payment is effected in any other currency, the credit to the purchaser's account would be given based on the amount realized in AED by the Vendor. Any shortfall/surplus due to exchange rate differences shall be recovered /adjusted towards next installment.
- The Purchaser is strongly encouraged to undertake the FX conversion at the remitting bank's end and to pay all charges for the wire transfer. This will ensure transparency and avoidance of any excessive FX conversion charges or other any charges by local banks & will result in the full AED amount remitted being eventually credited to the respective project escrow account as remitted by the Purchaser.
- We will not be held responsible or liable for any local bank charging excessive FX conversion charges or any other charges and we also reserve the right to return the funds as the ultimate project escrow account is denominated in AED and not any other currency.

Privacy policy:

Information related to payment status and late payment fees will be provided only to the owner of the property upon presentation of a signed sales agreement and appropriate identification or to the authorized person of the owner upon verification of authority letter along with similar documents. These enquiries are required to be made in person or in writing as such queries over the phone will not be entertained.

Contact information:

EMAAR Credit Control Dept, PO Box 9440, Dubai, UAE

General enquiries - **800-EMAAR (800-36227)**

For Service Fee related queries, mail to customercare@emaar.ae

For payment remittance related queries, mail to CreditControlDXB@emaar.ae

For property installment related queries, mail to emaarcollections@emaar.ae

Overseas customers may please call: **+971 4 366 1688**

Payment Locations:

Emaar Customer Happiness Centre

Emaar Square Building 2, Ground Floor

Sunday to Thursday – 8:00 AM to 4:30 PM

For Address Residence Service Fees:

Office No 119, Building No 4, Gold & Diamond Park

Near FGB Metro Station Dubai UAE

Email add: collections.servicefee@theaddress.com