



FAQs for Aseel Finance Customers

1. How will the FGB-NBAD merger affect Aseel Finance?

The merger will not have any effect on Aseel Finance, as there will be no change to the Islamic finance or takaful products and services you have with Aseel. All features, benefits and rates will also remain the same until further notice.

2. Will there be any changes to the products and services offered by Aseel Finance?

No, there will be no changes to any of the products/services that you have with Aseel Finance and all features, benefits and rates remain the same until further notice.

3. Will there be any changes to current facilities/accounts that I have with Aseel Finance?

There will be no changes to the accounts/facilities that you currently have with Aseel, or for any accounts you intend to sign up for in the future until further notice.

4. Will the branches relocate?

For most part, Aseel Finance's branches remain the same for operations and for customer service. The Abu Dhabi main branch, which was located at C2 Tower Al Bateen, has now moved to its new premises in Al Qurm Business Park in the Khalifa Park area.

5. Who do I call if I have a problem or concern?

For any queries or concerns, please call the usual Aseel contact number (800 ASEEL) 800 27335 or please visit our customer service executives at one of our branches who can assist you with any requests.

6. Will I need to transfer my account over to a new entity?

Not at all, there is no need for you to transfer any of your accounts.

FAQs for Aseel Finance Corporate Customers

1. How will the FGB-NBAD merger affect Aseel Finance?

As part of our efforts to ensure a seamless transition, there will be no changes to your Islamic finance products and services, including any facilities you may have with Aseel Finance until further notice

2. Will there be any changes to the products and services offered by Aseel Finance?

No, there will be no changes to any of the products/services that you have with Aseel Finance and all features, benefits and rates will remain the same until further notice

3. Will there be any changes to current facilities/accounts that I have with Aseel Finance?

No, there will be no changes to the accounts/facilities that you currently have, or intend to sign up for, with Aseel Finance until further notice

4. Will the branches relocate?

Aseel Finance branches will remain the same for operations and customer service.

5. Who do I call if I have a problem or concern?

If you have any queries or concerns, please contact your dedicated Relationship Manager who can assist you efficiently

6. Will I still have the same Relationship Manager?

Yes, you will retain your current Relationship Manager who will assist you with any transactions, queries or concerns.

7. Will I need to transfer my account over to a new entity?

Not at all, there is no need for you to transfer any of your accounts.

FAQs ASEEL FINANCE BUSINESS CUSTOMERS

1. How will the FGB-NBAD merger affect Aseel Finance?

As part of our efforts to ensure a seamless transition, there will be no changes to your Islamic finance products and services, including any facilities you may have with Aseel Finance until further notice

2. Will there be any changes to the products and services offered by Aseel Finance?

Not at all, there will be no changes to any of the products/services that you have with Aseel Finance and all features, benefits and rates remain the same until further notice

3. Will there be any changes to current facilities/accounts that I have with Aseel Finance?

No, there will be no changes to the accounts/facilities that you currently have or that you intend to sign up for with Aseel Finance until further notice

4. Will the branches relocate?

Aseel Finance branches will remain the same for operations and customer service.

5. Whom do I call if I have a problem or concern?

For any queries or concerns, please call the usual Aseel contact number (800 ASEEL) 800 27335 or your dedicated Relationship Manager. Otherwise, please visit our customer service executives at one of our branches who can assist you with any requests.

6. Will I still have the same Relationship Manager?

Yes, you will retain your current Relationship Manager who will assist you with any transactions, queries or concerns.

7. Will I need to transfer my account over to a new entity?

Not at all, there is no need for you to transfer any of your accounts.

FAQs for ADNIF RETAIL CUSTOMERS

1. How will the FGB-NBAD merger affect ADNIF?

As part of our efforts to ensure a seamless transition, there will be no change to your ADNIF products and services and all features, benefits and rates remain the same until further notice

2. Will there be any changes to the products and services offered by ADNIF?

Not at all, there will be no changes to any of the products/services that you have with ADNIF and all features, benefits and rates remain the same until further notice

3. Will there be any changes to current facilities/accounts that I have with ADNIF?

No, there will be no changes to the accounts/facilities that you currently have or will have with ADNIF. If any changes will be made to your services in the future, then we will ensure that they are communicated to you ahead of time.

4. Will the branches relocate?

For the time being, there will be no relocations, and you can continue to use ADNIF branches. Furthermore, at the current time, you will not be able to use FGB branches to access ADNIF services, but this is something we are working towards in the near future.

5. Whom do I call if I have a problem or concern?

If you have any queries or concerns, or face any issues, please contact us on ADNIF's toll free number, 8002200.

6. Will I still have the same Relationship Manager?

Yes, please continue to contact your current Relationship Manager for any queries or for any assistance required.

7. Will I need to transfer my account over to a new entity?

Not at all, there is no need for you to transfer any of your accounts.

FAQs for ADNIF CORPORATE CUSTOMERS

1. How will the FGB-NBAD merger affect ADNIF?

As part of our efforts to ensure a seamless transition, there will be no change to your account, facilities or your Islamic banking products and services until further notice.

2. Will there be any changes to the products and services offered by ADNIF?

Not at all, there will be no changes to any of the products/services that you have with ADNIF and all features, benefits and rates remain the same until further notice.

3. Will there be any changes to current facilities/accounts that I have with ADNIF?

No, there will be no changes to the accounts/facilities that you currently have with ADNIF. If there will be any changes in the future, we will inform you in good time.

4. Will the branches relocate?

For the moment, there will be no relocations and you can continue to use NBAD branches as usual. Currently you cannot use FGB branches to access ADNIF services, but this is something we are working on to be provided in the near future.

5. Whom do I call if I have a problem or concern?

If you have any queries or concerns, or face any issues, please contact us on [INSERT DETAILS].

6. Will I still have the same Relationship Manager?

As part of our efforts to ensure a smooth transition and to avoid any disruption of services for our customers, you may continue to communicate with your existing Relationship Managers.

7. Will I need to transfer my account over to a new entity?

Not at all, there is no need for you to transfer any of your accounts.

FAQs for ADNIF COMMERCIAL CUSTOMERS

1. How will the FGB-NBAD merger affect ADNIF?

As part of our efforts to ensure a seamless transition, there will be no change to your account, facilities or your Islamic banking products and services until further notice.

2. Will there be any changes to the products and services offered by ADNIF?

Not at all, there will be no changes to any of the products/services that you have with ADNIF and all features, benefits and rates remain the same until further notice.

3. Will there be any changes to current facilities/accounts that I have with ADNIF?

No there will be no changes to the accounts/facilities that you currently have with ADNIF, until further notice, in line with our efforts to ensure no disruption to services.

4. Will the branches relocate?

For the time being, you can continue to use NBAD branches. At the moment you will not be able to use FGB branches to access ADNIF services, but we are working on this to be provided in the near future.

5. Whom do I call if I have a problem or concern?

If you have any queries or concerns, or face any issues, please contact us on [INSERT DETAILS].

6. Will I still have the same Relationship Manager?

Yes, please continue to contact your current Relationship Manager for any queries or for any assistance required.

7. Will I need to transfer my account over to a new entity?

Not at all, there is no need for you to transfer any of your accounts.