

## FAB NHL FAQs

- 1. I received a message from ADHA that the loan is sanctioned but when I visit the branch they are not onboarding.**

Yes. You will be informed by the bank when to download the App and book an appointment for your visit. So please wait for an SMS from FAB with your details to download the App and book your appointment.

- 2. I need to know my loan details and the approved amount.**

Of course. I'll be happy to help. I'll need you to verify your Emirates ID number and date of birth along with full name to help you with that information.

- 3. I don't have the loan ID. I need it to book an appointment.**

The SMS that FAB sends to the customer has the loan ID. If the customer still insists on being provided with it, then verify the customer by his Emirates ID number and date of birth along with full name, then provide the ID of the loan.

- 4. I cannot wait for FAB to open my account or send me an SMS. I want to complete the process now as I am travelling/have urgent work/etc.**

Of course. I'll be happy to help. Please share your details such as Name, Loan ID, Emirates ID and passport number. I will send your details to the NHL SPOC.

I have just sent your details to NHL SPOC and once the account is opened, FAB NHL will contact you directly.

- 5. I need to know my monthly installment please.**

Absolutely. I'll be happy to help. I'll need you to verify your Emirates ID number and date of birth along with full name. Additionally, I will need to confirm your salary amount.

If it matches: Share the monthly installment

If salary does not match: ask customer to visit ADHA to update

- 6. I need to cancel my app appointment/I need to book an appointment.**

I'll be more than happy to manage the appointments for you (all staff are authorized to make and cancel appointments).

**7. What documents are required before I visit the branch?**

- Passport
- Emirates ID
- Recent salary certificate/proof of income
- Recent original search certificate
- Recent original site plan
- 12 cheques
- IBAN letter in English
- E-mortgage reference number

**8. Any query that is not covered in this document or for any information with regard to CAD and Finance need to be routed through the below contacts.**

Please send an email and inform the customer someone will contact him/her within two hours during open hours.