

	Question	Answer
<b>Section/ Product Specific</b>		
1	What is the eligibility to apply for Emirates NBD Business Banking accounts digitally?	It is open to all registered business entities operating in Trading, Manufacturing, Contracting, Transportation and Professional or any of the Service sectors in the UAE, wherein at least one signatory is a UAE resident.
2	What packages does Emirates NBD offer to its Business Banking customers?	Emirates NBD Business Banking offers 6 types of business account package variants: Connect, Proprietor, Prime, Preferred, Prestige and Platinum. Depending on your business requirements you can select the appropriate package variant that best suits your needs. To know more about packages, <a href="#">click here</a> .
3	What information will I need to provide as part of my digital application?	While submitting the account opening application request online, you will need to provide information about yourself, your business, and any other signatories, owners, partners of the business.
4	What documentation do I need to share to open a Business Banking account?	To enable seamless account opening, we have listed the documents required at the beginning of your application. Please note that any delay in submitting these documents could lead to a delay in your application. Below are the mandatory documents required: <ul style="list-style-type: none"> <li>• Valid Trade License/Commercial License</li> <li>• Attested Memorandum of Association, Article of Association, Board of Resolution, General Partnership Contract &amp; all its Amendments (if any)</li> <li>• Identity documents of all shareholders, partners: Emirates ID and passport copies</li> <li>• Tenancy contract as proof of address</li> </ul>
5	Is there an initial deposit requirement to open a Business Banking account?	An initial deposit is not required to open a Business Banking account. However, once the account is opened, to start transacting, you need to ensure funds are available within the first 30 days. To learn minimum balance requirements, <a href="#">click here</a> .
6	Is there a monthly balance requirement with Business Banking account? What are the monthly fees?	For Connect account package, there is no minimum monthly average balance requirement. However, you need to ensure sufficient funds are available in the account at all times to cover monthly fees & charges. Additionally, there are 5 other Business Banking account packages and depending on your business requirements, you may choose the one that suits you best. For more details, please visit <a href="https://www.emiratesnbd.com/en/business-banking/business-packages">https://www.emiratesnbd.com/en/business-banking/business-packages</a> .
7	What is the monthly relationship fee charge?	For our Connect and Prime account packages, there is a flat monthly fee regardless of the average balance maintained. While the remaining Business Banking account packages do not have a flat monthly fee, there is a fee for Non-Maintenance of Minimum Monthly Average balance that is applicable if the balance falls below the minimum required monthly balance threshold.
8	What are the banking transactional fees and charges applicable for Business Banking account packages?	To learn about fees and charges associated with Business Banking account packages, please visit <a href="https://www.emiratesnbd.com/-/media/enbd/files/bub/2023/emiratesnbd_bb_schedule_of_charges.pdf">https://www.emiratesnbd.com/-/media/enbd/files/bub/2023/emiratesnbd_bb_schedule_of_charges.pdf</a>
9	What is the 'cooling off' period?	As per the UAE Central Banking SME Market Conduct regulations, customers can withdraw the account opening application within 5 business days if their entity is a sole establishment.
10	I got an error that my application is in progress but I don't recall starting an application or have any reference number	You may check your Application Reference Number from your email notifications received at the time of application submission.
11	The details captured from my Trade License authority are not correct	You may withdraw your application and, you may have to create a new application.
12	My Trade License is under renewal or formation, can I start my application in the interim?	You can initiate your Business Banking account opening only once your Trade License is issued.
13	What is an Active Non-Financial Foreign Entity (NFFE)? How do I know if I am an Active NFFE?	If your entity is a Non-U.S. Entity that is not a 'Foreign Financial Institution' and has less than 50% of the gross income for the previous year as passive income (e.g. interest on deposit, dividends on stocks) and less than 50% of the entity's assets are assets that produce or are held for passive income your company is an Active NFFE.
14	Why do I have to provide my tax details?	As per Central Bank of the UAE, under FATCA & CRS regulations, Financial Institutions in the UAE have to obtain and report certain information relating to their account holders' tax statuses to the local tax administration.

	<b>Question</b>	<b>Answer</b>
<b>Section/ Financials &amp; Activity</b>		
15	What percentage of my turnover do I need to deposit in this account?	There is no requirement of the turnover percentage to be deposited to the account.
16	What is the minimum amount for my first deposit in the account?	There is no minimum amount requirement for your first deposit.
17	My first deposit mode may change, what should I choose as my deposit mode?	Upon account opening, it is important to declare the correct details; however, at a later stage once the account is active, your deposit mode can change and be updated as per your declaration in the account opening application.
<b>Section/ Partners &amp; Shareholders</b>		
18	My partner has not received the link to verify their details, what should we do?	In case your partner(s) have not received the verification link, ensure to check their email Junk folder and re-confirm the correct contact details were provided. To resend a new verification request, login using your application reference and resend verification link from the 'Partners and Shareholders' section.
19	Why don't I get an option to get a Debit Card?	Debit Cards are only issued to individual account holders. If your business has more than one authorised signatory, you may not be offered a Debit Card. Alternatively, explore the wide variety of Credit Cards offered with Business Banking accounts.
20	How do I register for businessONLINE?	You can register for businessONLINE upon account opening as ADMIN User. We will send your login credentials with your Account Opening Welcome Pack.
<b>Section/ Documents</b>		
21	I don't have a Memorandum of Association, Articles of Association, can I proceed with my application?	The Memorandum of Association and/or Articles of Association will not be available if you are a Sole Establishment entity. However, for purpose of providing us with supporting documents, you can attach the Share Certificate/BOR if available.
22	What does 'Verified' check-box next to the documents I've uploaded mean?	One of our representatives will be checking the documents you have shared with us against the originals once your application is received.
<b>Section/ Resume Application</b>		
23	I dropped off the application before submitting. How can I continue?	We have sent you an email with the application number. You will also find a link in this email to login. You may click on this and continue the application. You will be required to authenticate yourself by entering the OTP and then proceed to the HUB dashboard.