

Loans Services and Schedule

Auto Loan									
Nature of Request	Installment deferral	Loan foreclosure (early settlement)	Partial settlement of loan	Request for Liability/ No Liability Letter	Auto Loan Mortgage Release Letter (for RTA)	NOC's (for change in number plate, vehicle colour, Emirate etc)	Change in mode of payment/funding accounts	Temporary Auto Loan Mortgage Release Letter	Request for Clearance Letter
Process Requirement	Deferment form to be filled and charges to be paid at any Emirates NBD Branch	Loan closure (early settlement) Form to be filled, outstanding amount and charges to be paid at any Emirates NBD Branch	Partial settlement form to be filled, partial settlement amount and charges to be paid at any Emirates NBD Branch	Liability/No Liability Letter request form to be filled and charges to be paid at any Emirates NBD Branch	Auto Loan Mortgage Release Letter (For RTA) request and registration copy to be submitted at any Emirates NBD Branch/Emirates NBD Call Centre	Request and registration copy to be submitted at any Emirates NBD Branch	Request to be submitted at any Emirates NBD Branch	Request and registration copy to be submitted at any Emirates NBD Branch	Clearance Letter request to be submitted at any Emirates NBD Branch/Emirates NBD Call Centre
Channel via which request could be made	Any Emirates NBD Branch/ Online Banking	Any Emirates NBD Branch/ Online Banking	Any Emirates NBD Branch/ Online Banking	Any Emirates NBD Branch	Any Emirates NBD Branch/ Call Centre	Any Emirates NBD Branch	Any Emirates NBD Branch	Any Emirates NBD Branch	Any Emirates NBD Branch/Call Centre/Online Banking
Mandatory Conditions	Maximum 2 deferrals permitted per loan year. 1 deferral should be during promotion period. This facility is available only for customers with direct debit as mode of payment.	Customers with PDC mode of payment should submit the request minimum 8 working days prior to EMI date	Not permitted for loans with PDC mode of payment. Partial payments can be done for amounts of more than 3 EMI's	N/A	N/A	N/A	Payment mode cannot be changed from auto debit to PDC	N/A	N/A
Charges	AED 100	1% on outstanding amount	1% of payment made	AED 100	Free	Free	Free	Free	Free
Other Conditions	Request needs to be submitted at any Emirates NBD Branch minimum 7 working days prior to EMI date. Instruction to debit charges from Emirates NBD account can also be given along with request form at Emirates NBD Branch	Customers with PDC mode of payment should submit the request minimum 8 working days prior to EMI date. Instruction to debit outstanding amount and charges from Emirates NBD account can also be given along with request form at Emirates NBD Branch	Instruction to debit amount and charges from Emirates NBD account can also be given along with request form at Emirates NBD Branch. Customers to select the option of reducing EMI or loan tenor	Liability Letters addressed to entities such as Diwan, Ruler Housing Schemes etc shall be issued within 2 - 3 working days	N/A	Conditions for issuing NOC shall be decided on a case to case basis by the Bank	Direct debit possible with Emirates NBD accounts only. Customers with PDC mode of payment should submit the request minimum 10 days prior to EMI date	Conditions for issuing NOC shall be decided on a case to case basis by the Bank	This letter is issued for a single product only
Turn Around Time (through Branch)	3 working days	3 working days	3 working days	5 working days	3 working days	5 working days	5 working days	5 working days	3 working days
Turn Around Time (through Online Banking)	2 working days	2 working days	2 working days						2 working days

Personal Loan/Retail Ordinary Loan							
Nature of Request	Installment deferral	Loan foreclosure (early settlement)	Partial settlement of loan	Request for Liability/ No Liability Letter	Settlement of liabilities	Change in mode of payment/ funding accounts	Request for Clearance Letter
Process Requirement	Deferment form to be filled and charges to be paid at any Emirates NBD Branch	Loan closure (early settlement) Form to be filled, outstanding amount and charges to be paid at any Emirates NBD Branch	Partial settlement form to be filled, partial settlement amount and charges to be paid at any Emirates NBD Branch	Liability/No Liability Letter request form to be filled and charges to be paid at any Emirates NBD Branch	Settlement of Liabilities Form to be filled and settlement cheque by other bank to be submitted at any Emirates NBD Branch	Request to be submitted at any Emirates NBD Branch	Clearance Letter request to be submitted at any Emirates NBD Branch/Emirates NBD Call Centre
Channel via which request could be made	Any Emirates NBD Branch/ Online Banking	Any Emirates NBD Branch/ Online Banking	Any Emirates NBD Branch/ Online Banking	Any Emirates NBD Branch	Any Emirates NBD Branch	Any Emirates NBD Branch	Any Emirates NBD Branch/Call Centre/ Online Banking
Mandatory Conditions	Maximum 2 deferrals permitted per loan year	N/A	Partial payments can be done for amounts of more than 3 EMI's	N/A	N/A	Payment mode cannot be changed from auto debit to PDC	N/A
Charges	AED 100	1% on outstanding amount	1% of payment made	AED 100	1% on outstanding amount	Free	Free
Other Conditions	Request needs to be submitted at any Emirates NBD Branch minimum 7 working days prior to EMI date. Instruction to debit charges from Emirates NBD account can also be given along with request form at Emirates NBD Branch	Instruction to debit outstanding amount and charges from Emirates NBD account can also be given along with request form at Emirates NBD Branch	Instruction to debit amount and charges from Emirates NBD account can also be given along with request form at Emirates NBD Branch. Customers to select the option of reducing EMI or loan tenor	Liability Letters addressed to entities such as Diwan, Ruler Housing Schemes etc shall be issued within 2 - 3 working days	No Liability Letter shall be issued to the representative of the organisation which is taking over the liabilities	Direct debit possible with Emirates NBD accounts only	This letter is issued for a single product only
Turn Around Time (through Branch)	3 working days	3 working days	3 working days	5 working days	6 working days	5 working days	3 working days
Turn Around Time (through Online Banking)	2 working days	2 working days	2 working days				2 working days

Home Loan							
Nature of Request	Loan foreclosure (early settlement)	Partial settlement of loan	Request for Liability/No Liability Letter	Settlement of liabilities	Change in funding accounts	Copies of loan/property related documents for Home Loans	Request for Clearance Letter
Process Requirement	Loan closure (early settlement) Form to be filled, outstanding amount and charges to be paid at any Emirates NBD Branch	Partial settlement form to be filled, partial settlement amount and charges to be paid at any Emirates NBD Branch	Liability/No Liability Letter request form to be filled and charges to be paid at any Emirates NBD Branch	Settlement of Liabilities Form to be filled and settlement cheque by other bank to be submitted at any Emirates NBD Branch	Request to be submitted at any Emirates NBD Branch	Request to be submitted at any Emirates NBD Branch	Clearance Letter request to be submitted at any Emirates NBD Branch/Emirates NBD Call Centre
Channel via which request could be made	Any Emirates NBD Branch/ Online Banking	Any Emirates NBD Branch/ Online Banking	Any Emirates NBD Branch	Any Emirates NBD Branch	Any Emirates NBD Branch	Any Emirates NBD Branch	Any Emirates NBD Branch/Call Centre/ Online Banking
Mandatory Conditions	N/A	Partial payments can be done for amounts of more than 3 EMI's	N/A	N/A	Payment mode can not be changed from auto debit to PDC	N/A	N/A
Charges	As per Sanction Letter	As per Sanction Letter	AED 200	As per Sanction Letter	Free	AED 100 per document, per instance	Free
Other Conditions	Customers instruction to debit outstanding amount and charges from their Emirates NBD account can also be given along with request form at Emirates NBD Branch	Instruction to debit amount and charges from Emirates NBD account can also be given along with request form at Emirates NBD Branch. Customers to select the option of reducing EMI or loan tenor	Liability Letters addressed to entities such as Diwan, Ruler Housing Schemes etc shall be issued within 2 - 3 working days	No Liability Letter shall be issued to the representative of the organisation which is taking over the liabilities	Direct debit possible with Emirates NBD accounts only	N/A	This letter is issued for a single product only
Turn Around Time (through Branch)	3 working days	3 working days	5 working days	6 working days	5 working days	5 working days	3 working days
Turn Around Time (through Online Banking)	2 working days	2 working days					2 working days

Office Loan							
Nature of Request	Loan foreclosure (early settlement)	Partial settlement of loan	Request for Liability/No Liability Letter	Settlement of liabilities	Change in funding accounts	Copies of loan/property related documents for Office Loan	Request for Clearance Letter
Process Requirement	Loan closure (early settlement) Form to be filled, outstanding amount and charges to be paid at any Emirates NBD Branch	Partial settlement form to be filled, partial settlement amount and charges to be paid at any Emirates NBD Branch	Liability/No Liability Letter request form to be filled and charges to be paid at any Emirates NBD Branch	Settlement of Liabilities Form to be filled and settlement cheque by other bank to be submitted at any Emirates NBD Branch	Request to be submitted at any Emirates NBD Branch	Request to be submitted at any Emirates NBD Branch	Clearance Letter request to be submitted at any Emirates NBD Branch/Emirates NBD Call Centre
Channel via which request could be made	Any Emirates NBD Branch/ Online Banking	Any Emirates NBD Branch/ Online Banking	Any Emirates NBD Branch	Any Emirates NBD Branch	Any Emirates NBD Branch	Any Emirates NBD Branch	Any Emirates NBD Branch/ Call Centre/Online Banking
Mandatory Conditions	N/A	Partial payments can be done for amounts of more than 3 EMI's	N/A	N/A	Payment mode cannot be changed from auto debit to PDC	N/A	N/A
Charges	As per Sanction Letter	As per Sanction Letter	AED 200	As per Sanction Letter	Free	AED 100 per document, per instance	Free
Other Conditions	Customers instruction to debit outstanding amount and charges from their Emirates NBD account can also be given along with request form at Emirates NBD branch	Instruction to debit amount and charges from Emirates NBD account can also be given along with request form at Emirates NBD Branch. Customers to select the option of reducing EMI or loan tenor	Liability Letters addressed to entities such as Diwan, Ruler Housing Schemes etc shall be issued within 2 - 3 working days	No Liability Letter shall be issued to the representative of the organisation which is taking over the liabilities	Direct debit possible with Emirates NBD accounts only	N/A	This letter is issued for a single product only
Turn Around Time (through Branch)	3 working days	3 working days	5 working days	6 working days	5 working days	5 working days	3 working days
Turn Around Time (through Online Banking)	2 working days	2 working days					2 working days

*Any/all Fees and Charges are subject to change at the Bank's discretion and/or as applicable.

**Bank reserves the right to alter the Terms and Conditions at any time without giving any prior notice or intimation to the customer.

