

Service Request Form - Individuals



To: Reem Finance PJSC

Date: _____

Customer Details

Customer Name : _____

Loan Account Number: _____

Request Details

Service Requested:

1) **Outstanding Balance and Issuance of Liability Letter**

I agree to pay applicable charges of AED 60 upfront.

2) **Instalment Deferment / Postponement**

Please defer / postpone the instalment(s) due on DD / MM / YYYY for amount AED _____ of the above mentioned facility. I agree to pay applicable charges of AED 100 upfront knowing that interest will continue to accrue for the deferred amount at the existing rate. Deferment of an instalment means that its next due date is shifted till the end of the loan tenor, increasing the original loan tenor.

- Two deferments are allowed per year from the date of the first EMI.
- First instalment deferment is not allowed.
- Interest will continue to accrue for the deferred amount.
- Request must be submitted before 10 working days of next EMI payment.
- Approval of deferment / postponement request is subject to credit approval.
- Reem Finance will inform you of the approval by email.

3) **Instalment Date Change**

Please change my instalment(s) due date of the above-mentioned facility. Current instalment due date is _____ of every month and requested instalment due date is _____ of every month. I have provided a new DD300 / 400 form.

4) **Replacement of Direct Debit (DD300) Form**

I herewith issue a new DD300 request to cover my Installments from DD / MM / YYYY to DD / MM / YYYY for amounts of AED _____ drawn on: bank _____ IBAN _____ in replacement of previously provided DD300 request from bank _____ IBAN _____.

I hereby authorize REEM FINANCE PJSC to present the above DD300 towards monthly payment of my above mentioned facility.

5) **Early Full / Partial Settlement**

Total amount to be paid is AED _____ (including 1% early settlement fee), paid as **(Full / Partial)** settlement.

In case of full settlement, customer consents to the destruction of security cheque(s) related to the loan.

Mode of payment Wire Transfer Cheque

- Please ensure that the payment is done within 3 working days after submitting this request & 10 working days before next installment (EMI) date.
- Processing of the payment will be on the 2nd day of depositing the amount in Reem Finance account
- Settlement of the loan will be according to the outstanding loan balance at the time of settlement in addition to 1.05% early settlement fees.

Please make the cheque payable to: Reem Finance P.J.S.C

Please transfer to: Reem Finance P.J.S.C. IBAN: AE300277771001070780012 SWIFT Code: FGBMAEAA

6) **Others (Please Specify):** _____

7) **Please state the reasons(s) for making the above request(s):** _____

Customer Declaration

I hereby declare that the information provided in this request form is true and correct, and I authorize Reem Finance PJSC to verify this information from whatever sources it may choose. I acknowledge that Reem Finance PJSC is entitled in its absolute discretion to accept or reject my request without assigning any reason whatsoever. I acknowledge that I remain liable for all amounts due to Reem Finance PJSC under the above-mentioned facility including any related charges and that the above-mentioned services and facilities are subject to Reem Finance PJSC "Amala Finance Agreement Terms and Conditions".

Sincerely,

Name: _____ Mobile Number: _____ Email: _____

Customer's Signature

Reem Finance PJSC is licensed and regulated by the Central Bank of the UAE. Its registered office address is Floor 18, C2 Tower, Al Bateen, P.O. Box 111442, Abu Dhabi, UAE

Contact Information

Direct: +97126918400
Email: customerservice@rf.ae
Complaints: complaints@rf.ae

If you are not satisfied with the resolution, you can escalate your complaint via the independent Ombudsman Unit "Sanadak", established by the Central Bank of the UAE.
Website: www.sanadak.gov.ae / Telephone: 800 (SANADAK) 726 2325

Service Request Form - Individuals



For Domestic Workers Services Center Use Only (As Applicable)

Domestic Workers Services Center Representative Declarations

- I certify that the authorized signatory(ies) have signed the form in my presence.
 I certify that I have received or collected all KYC documentation (including Constitutional documents) after verifying with the originals.

Domestic Workers Services Center Representative's Name & Signature : _____

For Reem Finance PJSC Use Only

Internal Approvals

Instalment Postponement: Instalments Paid: _____ Instalments Remaining: _____ Last Postpone Date: _____

Approved _____ Declined _____

Due Date / Bank Account Change: Approved _____ Declined _____

Early Settlement: Waiver (%) _____ AED _____ Facility Settlement Amount is AED _____

Maker: _____ Checker: _____

Date: _____ Date: _____

Reem Finance PJSC Staff Name & Signature

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