

Ownership Transfer Process:

Customers need to approach the Master Developer of the project and establish a cut-off date between buyer and seller and ensure that the same is communicated to Emicool before applying for an ownership transfer.

Mandatory requirements for ownership transfer to be submitted to Emicool via any of the following channels:

- Emicool office counters (DIP/DMC)
- Email customercare@emicool.com
- Upload on Emicool Portal

At the time of submission, the bill up until the last invoice should be cleared. If the unit is currently tenanted, Emicool requires the outstanding of the tenant to be cleared as well. After submitting the required documents, Emicool will prepare the final bill **within 24 hours**. If seller wishes to receive the security deposit refund via Bank Transfer, then IBAN number needs to be updated in the Customer Account Information or else account payee cheque shall be processed automatically.

Once the final bill amount has been settled by the seller, the buyer can pay the required financials [security deposit, processing fees and connection charges (if applicable)] at Emicool office or through any Emicool payment channels and sign Emicool contract either at Emicool office or electronically via DocuSign.

Once Emicool receives the signed Chilled Water-Cooling Services Agreement, clearance letter can be released to the seller. Connection shall be released to the buyer upon official request.

Seller's Security Deposit Refund: Security deposit will be refunded to the seller either by account payee cheque or via Bank Transfer (if IBAN already updated in customer's account) only after Emicool contract formalization with buyer along with submission of new title deed copy under buyer name.

For queries, please email at customercare@emicool.com or call us at **600534440**.

Cancellation Process:

Customers vacating premises can submit required documents for cancellation via any of the following channels:

- Emicool office counters (DIP/DMC)
- Email customercare@emicool.com
- Upload on Emicool Portal

At the time of submission, the bill up until the last invoice and processing fees should be paid. If customer wishes to receive the security deposit refund via Bank Transfer, then IBAN number

needs to be updated in the Customer Account Information or else account payee cheque shall be processed automatically.

Emicool will then prepare the final bill within 24 hours. The final bill amount will be deducted from the security deposit and the remaining amount of the available deposit will then be refunded to the customer by bank transfer or cheque.

Note: In cases where the tenancy was under a company's name, kindly note that the cheque will be issued under the company's name. Therefore, an authorization letter on company letter head is required stating the name and Emirates ID number of the authorized person collecting the cheque.

For queries, please email at customercare@emicool.com or call us at **600534440**.

Registration Process:

Onboarding of new customers is done by submission of required documents via any of the following channels:

- Emicool office counters (DIP/DMC)
- Email customercare@emicool.com
- Upload on Emicool Portal

Owner final bill shall be prepared within **8 working hours** (if any). Once the outstanding in the landlord's account has been cleared, Emicool will accept the required financials from the new tenant (security deposit and processing fees which can be paid either at Emicool office or through any Emicool payment channels) and issue Emicool tripartite contract either via hard copy at Emicool office or electronically through DocuSign which needs to be signed by both landlord and tenant.

The connection can be provided on the same day Emicool receives the signed tripartite contract.

For queries, please email at customercare@emicool.com or call us at **600534440**.