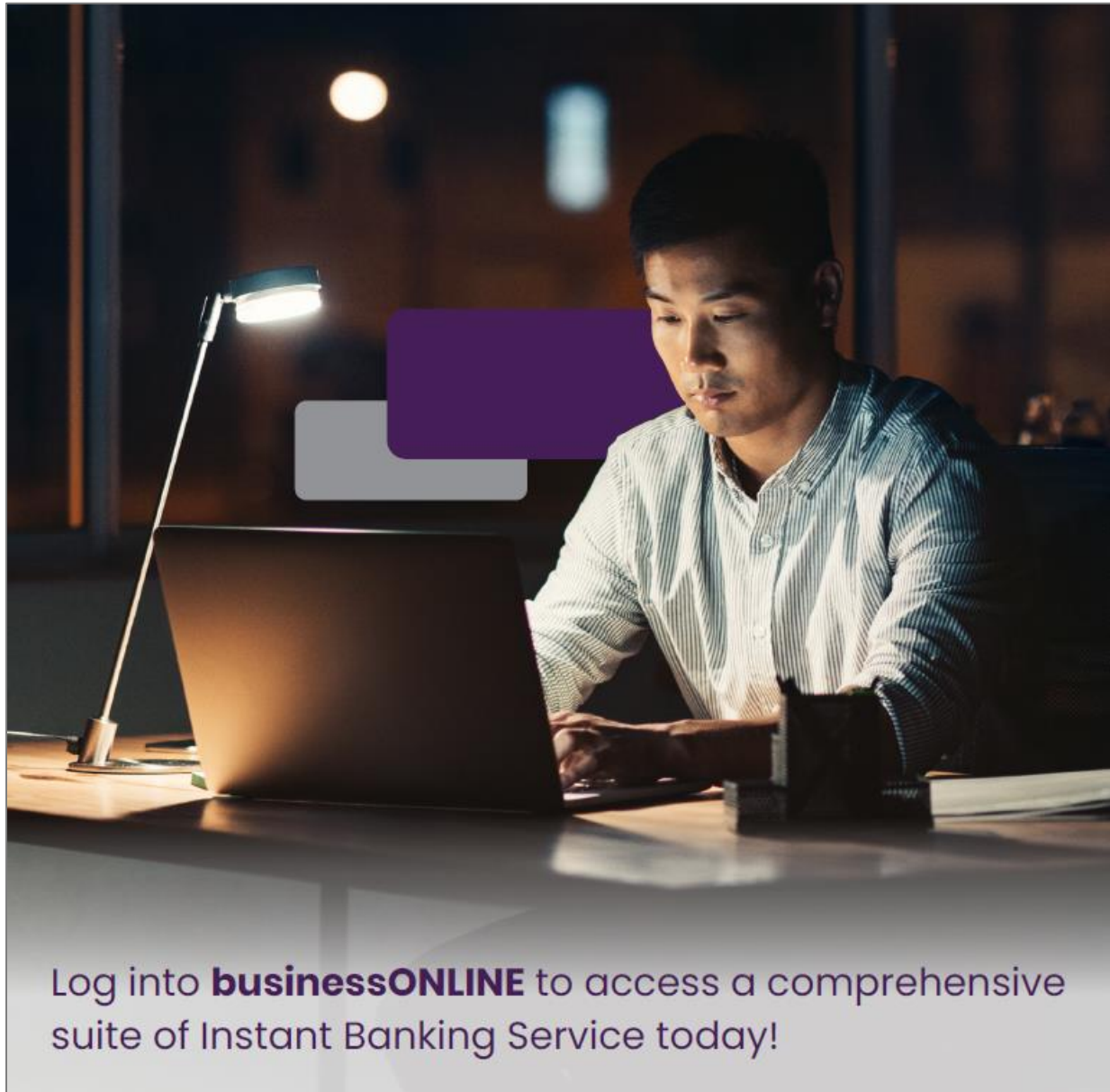
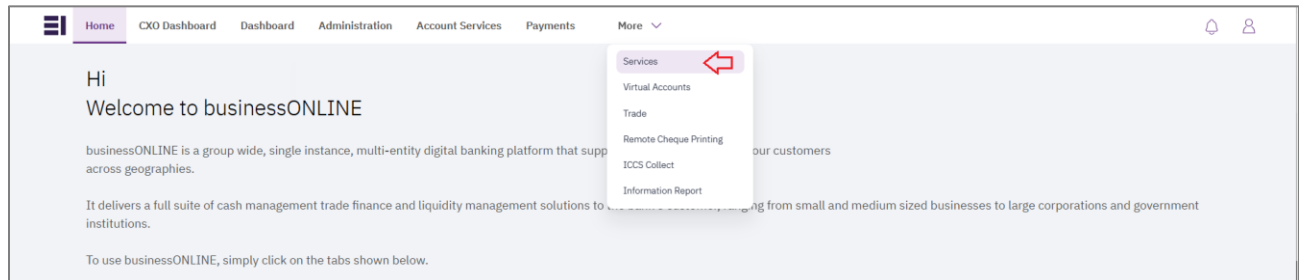


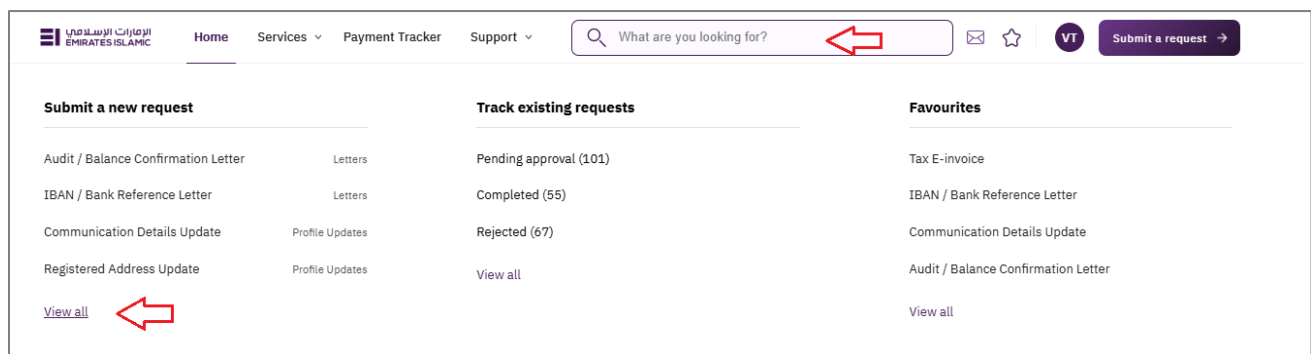
**Audit / Balance Confirmation Letter**



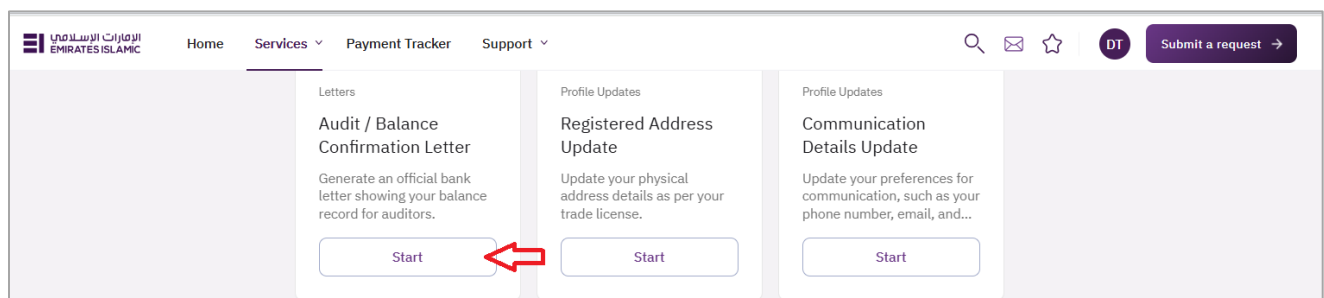
- Log in to BusinessONLINE
- Click 'Services' Tab



- In services page select 'Services' and click 'View All'.
- Alternatively, you may search in search bar for the services (IBAN, Trade License etc.)



- Click on start for Audit Confirmation Letter.



- Select the company 'CIF'.
- Select the accounts to be included in Audit Confirmation letter.
- Select the as of date required for audit confirmation letter.
- Select options add signatories / Trade license number – Note this is optional.
- Select the account for charges.
- Fill out the Recipient details.
- Click on 'Submit'

الإمارات الإسلامية EMIRATES ISLAMIC Home Services Payment Tracker Support DT Submit a request

### Letters

#### Audit / Balance Confirmation Letter

Generate an official bank letter showing your balance record for auditors.

[Learn more](#)

### Service summary

- Selected CIF  
DEMO ACCOUNT 1
- Selected account (0)
- Account to debit the fees  
DEMO ACCOUNT
- Fees & charges

### CIF details

You can generate a letter for one CIF (Customer Identifier File) at a time

Select the CIF

DEMO ACCOUNT 1

### Account details

(Select include all account option to add all accounts tagged under a CIF in the audit confirmation letter)

Include all accounts under this cif

Manually select accounts under this cif

Select date

DD/MM/YYYY

The letter details will be as of selected date, at 5:00pm

**For Private Banking (PB), Priority Banking (PRB), and Personal Banking (PSB) customers: Month End Balances are available from Jan, 2021 to Apr, 2024. Daily Balances are available since 11, May, 2024**

Add a list of signatories to the letter

Add the trade license number to the letter

Select the debit account number for charges

DEMO ACCOUNT 1

### Recipient details

Provide recipient company details

Enter your recipient company name

Recipient company name

Enter your recipient physical address

Recipient physical address

0/200 characters

Enter your recipient(s) email address(es)

Enter each email address separated with a comma (,)

0/200 characters

Save as draft Submit

- Below page will pop up along with service reference number (this need to be shared with businessONLINE team for any follow up in case the request is not completed)
- Click on 'Go to dashboard after submitting.'

### Your request has been submitted!

Request initiated    Pending approval    In process    Completed

**Service summary**

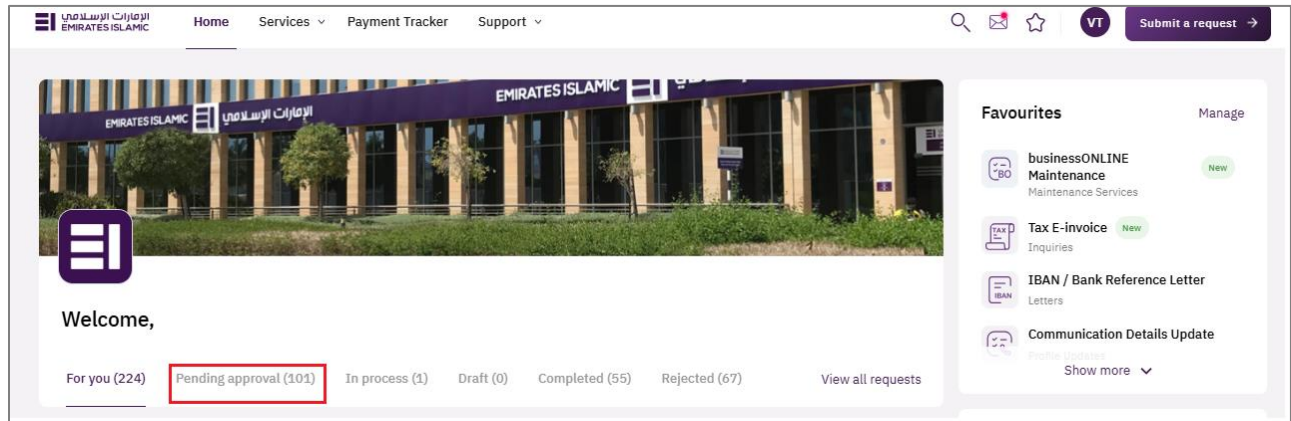
Service reference number	218942200324
Service request	Audit / Balance Confirmation Letter
Selected date	06/12/2024
Selected CIF	DEMO ACCOUNT 1
Account to debit the fees	DEMO ACCOUNT 1
Submission date	06/12/2024   15:59

**i**

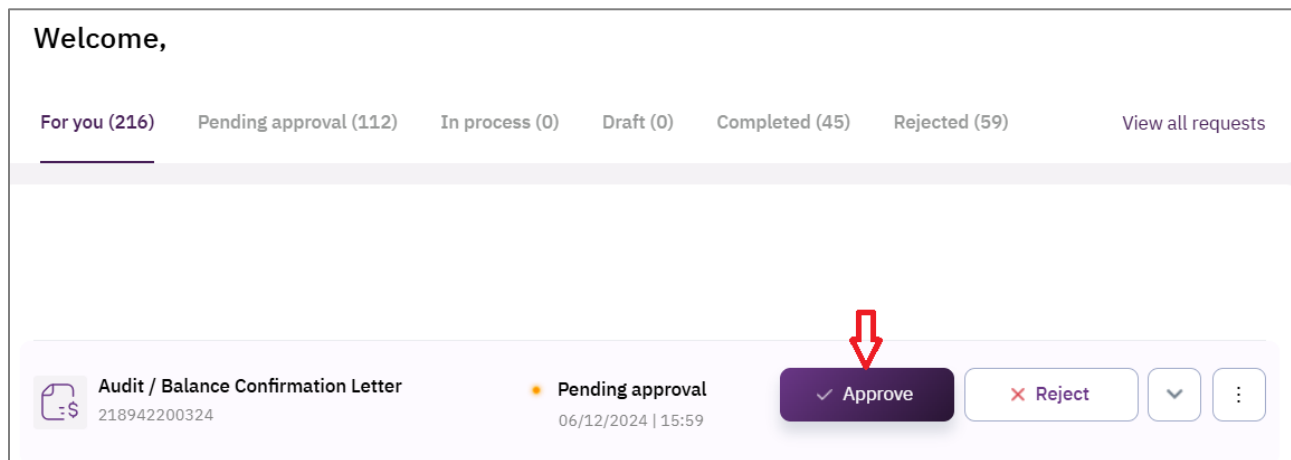
- Request that are raised today will be processed on the next day (T+1)
- Request that are raised for past date (T-1 and before) will be processed on the same day
- Request that are raised for future date (D), will be processed on D+1

Go back to dashboard

- In case of second approval required.
- Log in with authorizer in businessONLINE.
- Click 'Services'
- Click on 'Pending approval'
- Select the service and select 'Approve.'

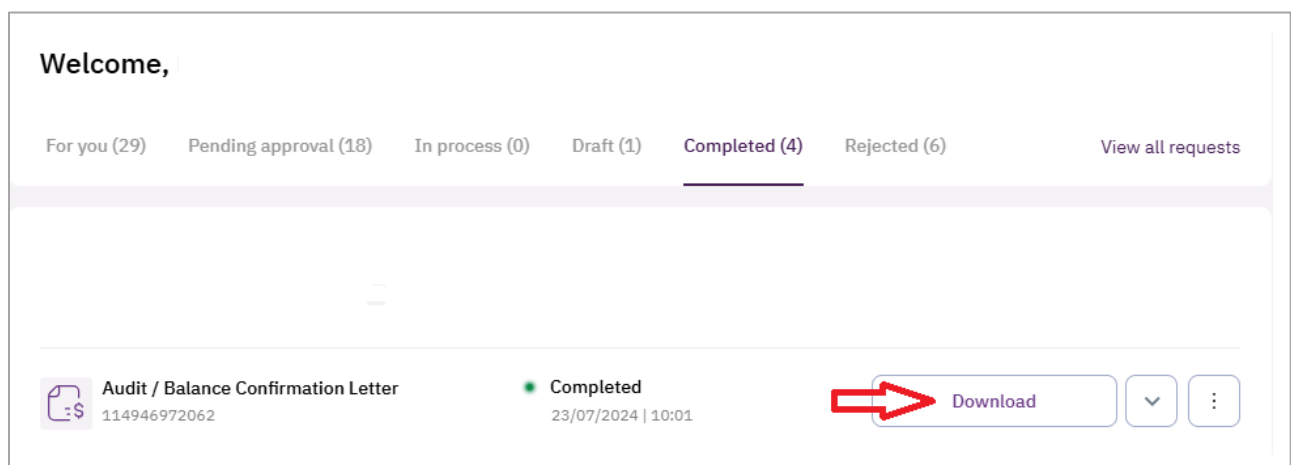


The screenshot shows the businessONLINE homepage. At the top, there is a navigation bar with 'Home', 'Services', 'Payment Tracker', and 'Support'. A search icon, a notification bell, a star, and a 'VT' button are also present. A 'Submit a request' button is in the top right. Below the navigation is a banner image of an Emirates Islamic building. A 'Welcome,' message is followed by a status bar: 'For you (224)', 'Pending approval (101)' (highlighted with a red box), 'In process (1)', 'Draft (0)', 'Completed (55)', and 'Rejected (67)'. A 'View all requests' link is on the right. A 'Favourites' sidebar on the right lists: 'businessONLINE Maintenance' (Maintenance Services, New), 'Tax E-invoice' (Inquiries, New), 'IBAN / Bank Reference Letter' (Letters), and 'Communication Details Update' (Profile updates, Show more).



The screenshot shows a request card in the 'Pending approval' state. The card title is 'Audit / Balance Confirmation Letter' with ID '218942200324'. The status is 'Pending approval' with a yellow dot, dated '06/12/2024 | 15:59'. The card has four action buttons: a purple 'Approve' button with a checkmark (highlighted with a red arrow pointing down), a white 'Reject' button with a red 'X', a dropdown arrow, and a three-dot menu icon.

- Once request completed, open the service tab homepage – click on 'completed' tab.
- Click on 'Download' to get the letter.



The screenshot shows a request card in the 'Completed' state. The card title is 'Audit / Balance Confirmation Letter' with ID '114946972062'. The status is 'Completed' with a green dot, dated '23/07/2024 | 10:01'. The card has four action buttons: a white 'Download' button with a red arrow pointing right, a dropdown arrow, and a three-dot menu icon.