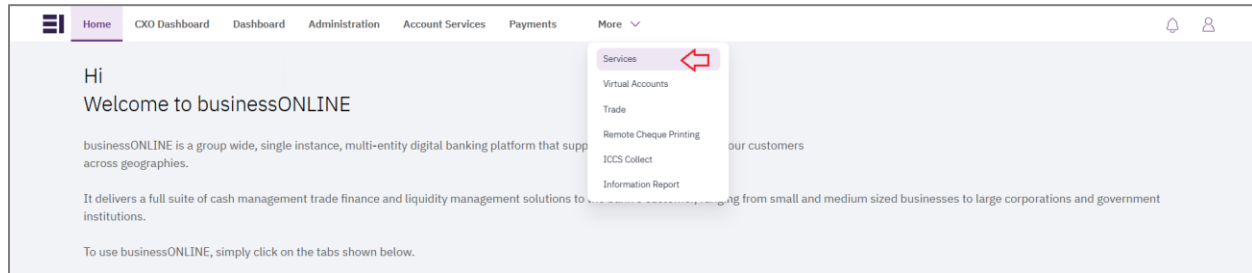


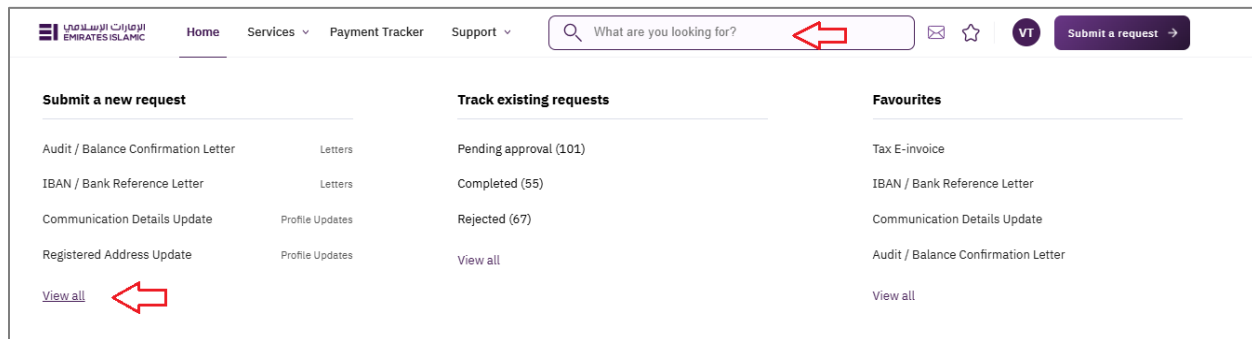
**Communication Details Update**



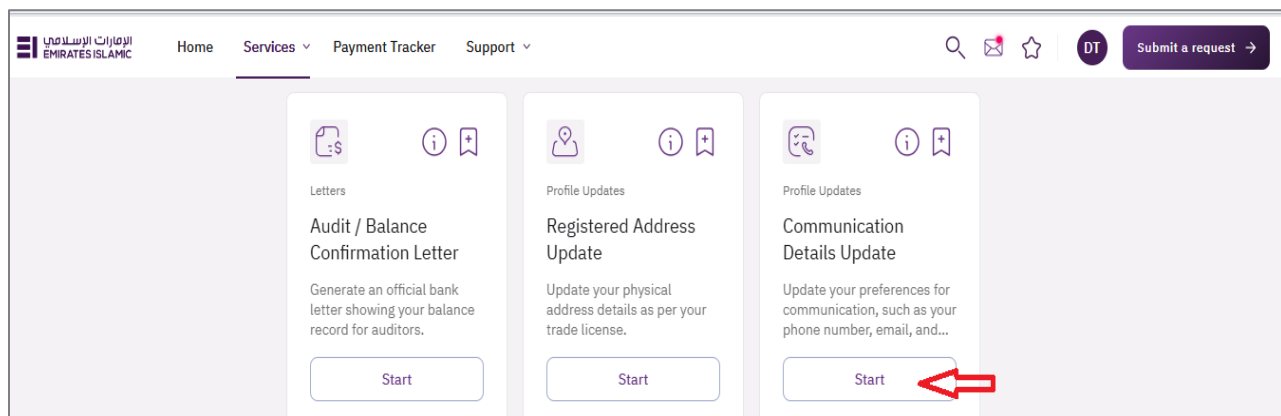
- Log in to BusinessONLINE
- Click 'Services' Tab



- 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 'Communication details update.'



- Select the company 'CIF.'
- Input Email Details
- Input Phone details and preferred communication number.
- You can edit Address details if required.

The screenshot shows the 'Update your preferences for communication' page. The page is divided into several sections:

- Header:** Includes the Emirates Islamic logo, navigation links (Home, Services, Payment Tracker, Support), and utility icons (search, mail, star, DT, and a 'Submit a request' button).
- Introductory Text:** 'Update your preferences for communication, such as your phone number, email, and address.' with a 'Learn more' link.
- Service summary:** A list of settings to be updated:
  - Selected CIF: DEMO ACCOUNT 1
  - Preferred email
  - Preferred phone
  - Preferred address
- Select the CIF:** A dropdown menu currently showing 'DEMO ACCOUNT 1'.
- Email details:**
  - Section: 'Update your communication email'
  - Two empty text input fields for email addresses, each with a red trash icon.
  - Section: 'Select your preferred communication email'
  - One empty dropdown menu for selecting a preferred email.
- Phone details:**
  - Section: 'Update your mobile number and/or your landline number'
  - Section: 'Mobile number' (You can add up to 3 mobile numbers)
    - Two input fields for mobile numbers, each with a country code dropdown (currently '+971') and a red trash icon.
    - Link: '+ Add a new mobile number'
  - Section: 'Landline number' (You can add up to 2 landline numbers)
    - Two input fields for landline numbers, each with a country code dropdown (currently '+971') and a red trash icon.
  - Section: 'Select your preferred communication number'
  - One empty dropdown menu for selecting a preferred number.

- Fill out the preferred communication address.
- Select the agreed check box.
- Click on 'Submit'

**Address details**  
Update your address for your bank communication purposes

**Registered address**  
To change your registered address, please submit a Registered Address Update service request

**Communication address**

Select your preferred communication address

Communication Address

I agree that my old details will be updated with the new submitted details

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!

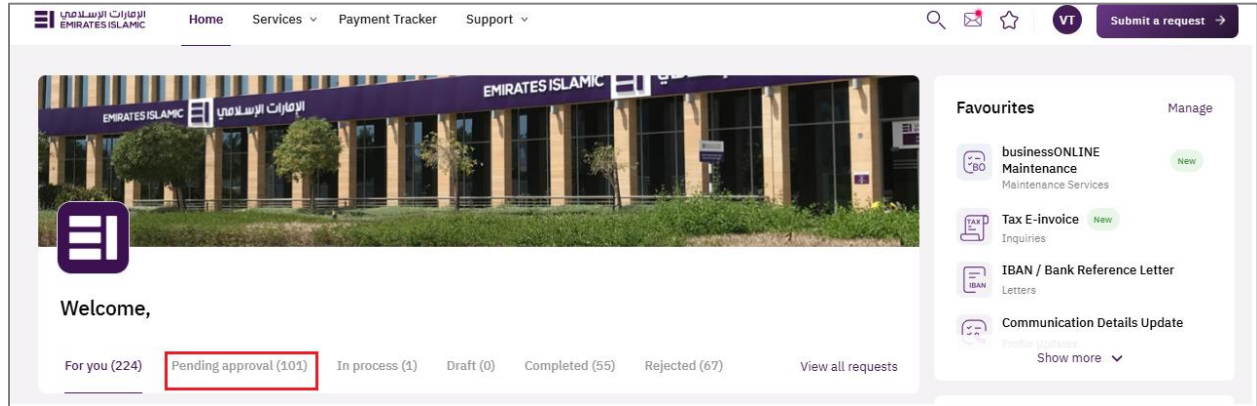
Request initiated    Pending approval    In process    Completed

**Service summary**

Service reference number	218926607704
Service request	Communication Details Update
Submission date	06/12/2024   10:42
Selected CIF	DEMO ACCOUNT 1
Preferred email	
Preferred phone	
Preferred address	

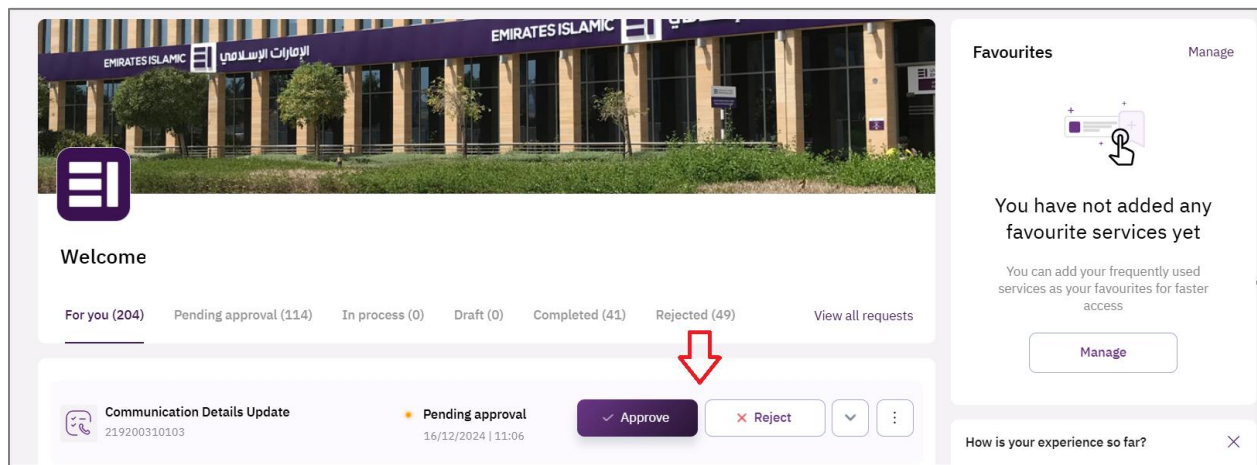
Go back to dashboard

- 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 home page. The navigation bar includes 'Home', 'Services', 'Payment Tracker', and 'Support'. A search icon, a star icon, and a 'VT' icon are also present. A 'Submit a request' button is in the top right. The main content area features a banner image of the Emirates Islamic building. Below the banner is a 'Welcome,' message and a status bar with tabs: 'For you (224)', 'Pending approval (101)', 'In process (1)', 'Draft (0)', 'Completed (55)', and 'Rejected (67)'. The 'Pending approval (101)' tab is highlighted with a red box. To the right is a 'Favourites' section with a 'Manage' link and a list of services: 'businessONLINE Maintenance', 'Tax E-invoice', 'IBAN / Bank Reference Letter', and 'Communication Details Update'.

- In home page, For You tab you can track the status.
- Status will be updated in Service tab once bank process the request.



The screenshot shows the businessONLINE home page with the 'Pending approval (114)' tab selected. The status bar shows 'For you (204)', 'Pending approval (114)', 'In process (0)', 'Draft (0)', 'Completed (41)', and 'Rejected (49)'. A red arrow points to the 'Approve' button on a request card for 'Communication Details Update' (ID: 219200310103) with a status of 'Pending approval' (16/12/2024 | 11:06). The card also has a 'Reject' button and a dropdown menu. To the right is a 'Favourites' section with a 'Manage' link and a message: 'You have not added any favourite services yet'. Below this message is a 'Manage' button and a feedback prompt: 'How is your experience so far?' with a close icon.