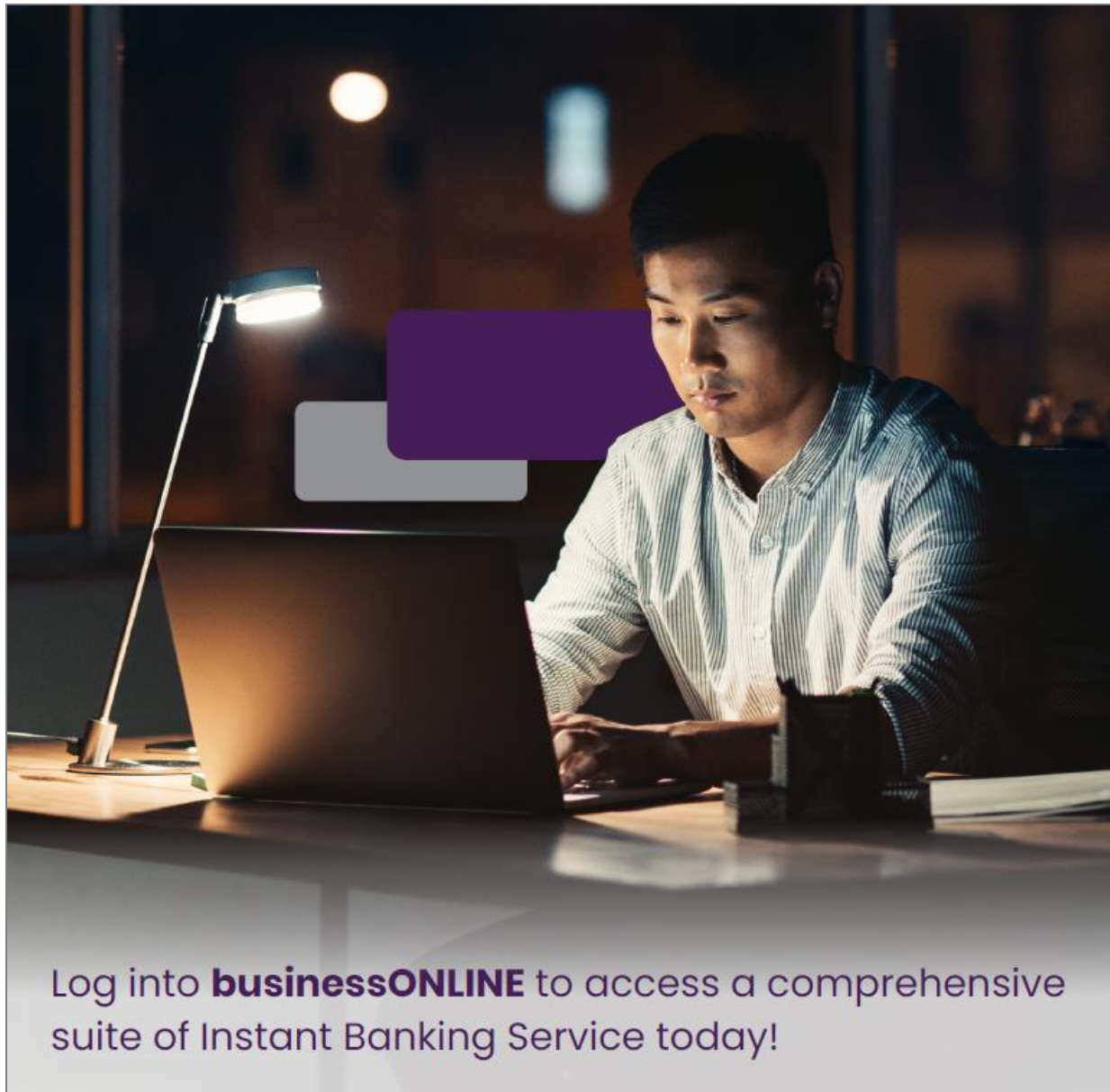
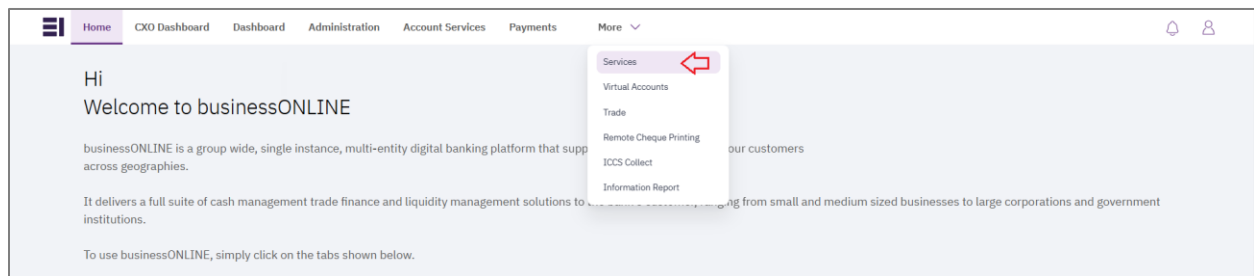


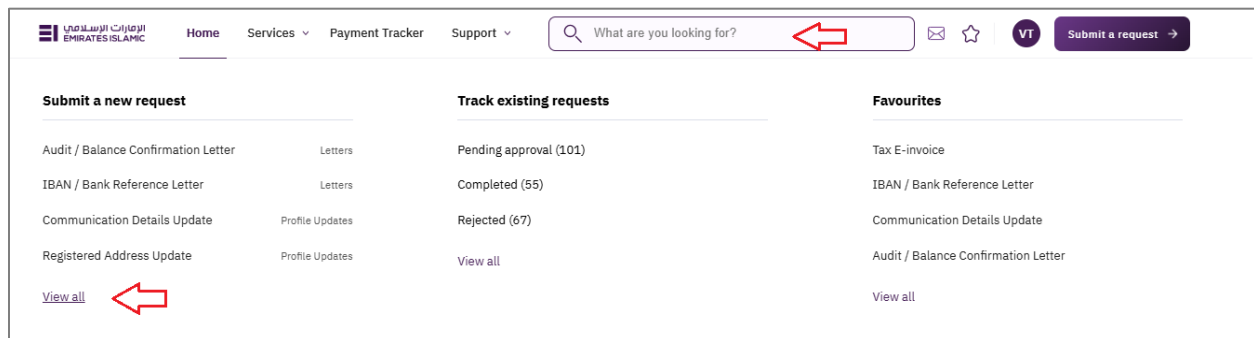
IBAN / Bank Reference Letter



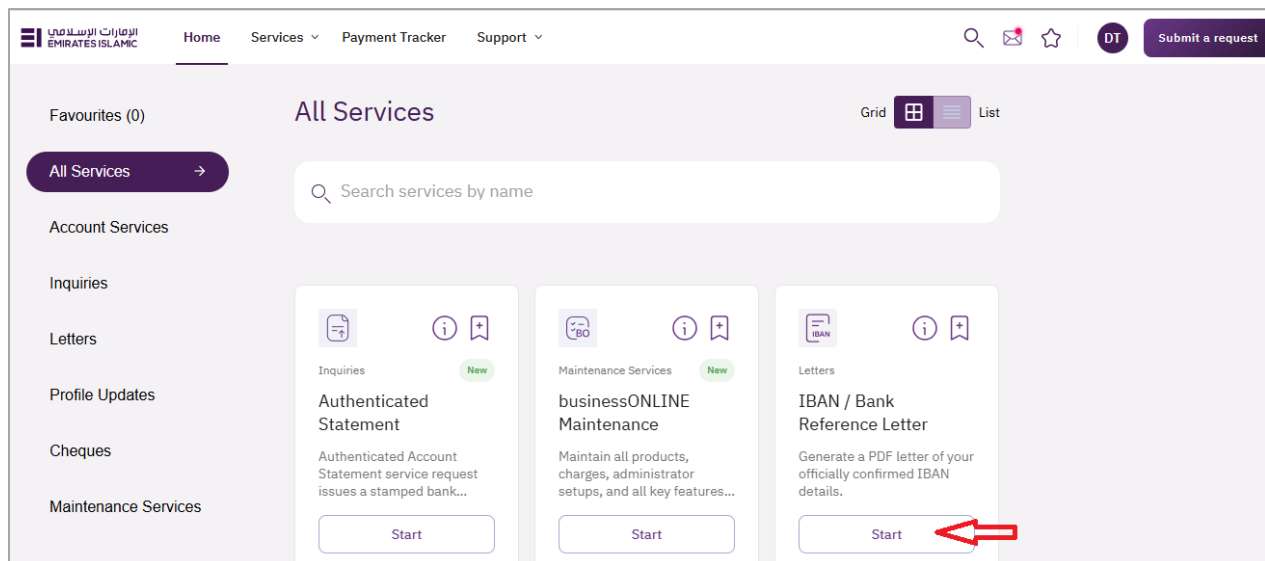
- Log in to BusinessONLINE
- Click 'Services' Tab



- 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 'IBAN / Bank Reference Letter.'



- Select the company 'CIF,
- Select the accounts to be included in IBAN letter.
- Select the account for charges.

The screenshot shows the 'Letters' section of the Emirates Islamic website. The main heading is 'IBAN / Bank Reference Letter'. Below it, there is a description: 'Generate a PDF letter of your officially confirmed IBAN details.' and a 'Learn more' link. To the right, under 'CIF details', there is an information icon and text: 'You can generate a letter for one CIF (Customer Identifier File) at a time'. Below this is a dropdown menu labeled 'Select the CIF' with 'DEMO ACCOUNT 1' selected. A red arrow points to this dropdown. In the bottom right of this section, there is another dropdown menu labeled 'Select the account(s) to be included in the letter' with 'Select account' selected. A red arrow points to this dropdown. On the left side, there is a 'Service summary' section with a list of steps: 'Selected CIF' (checked), 'Selected account (0)', 'Virtual Accounts details (0)', and 'Account to debit the fees' (checked). Below the 'Selected CIF' step, 'DEMO ACCOUNT 1' is listed. At the top of the page, there is a navigation bar with 'Home', 'Services', 'Payment Tracker', and 'Support'.

- Fill out the address details.
- Click on 'Submit'

The screenshot shows the 'Addressee details' form. The heading is 'Addressee details' and the sub-heading is 'Let us know to whom we shall address this letter'. There are three input fields for the address: 'Addressee name' (containing 'DEMO ACCOUNT 1'), 'Addressee physical address' (with sub-fields for 'Apartment No. / building name', 'Street / district', and 'P.O. Box / phone number'), and 'Charging Account details' (with sub-field 'Account to debit fees from' containing 'DEMO ACCOUNT 1'). Red arrows point to each of these input fields. At the bottom, there are two buttons: 'Save as draft' and 'Submit'. A red arrow points to the 'Submit' button.

- 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  | 219081271487                 |
| Service request           | IBAN / Bank Reference Letter |
| Submission date           | 11/12/2024   16:41           |
| Selected CIF              | DEMO ACCOUNT 1               |
| Account to debit the fees | DEMO ACCOUNT 1               |
| Addressee name            | DEMO ACCOUNT 1               |
| Selected account (1)      | DEMO ACCOUNT 1               |
| Address details           |                              |

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.'

Home Services Payment Tracker Support

EMIRATES ISLAMIC

Welcome,

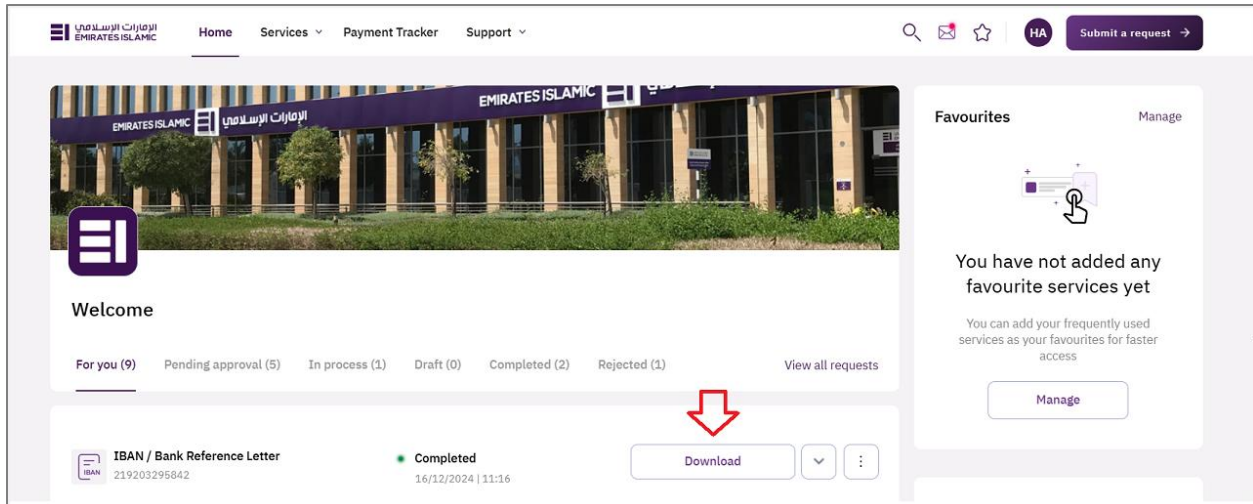
For you (224) Pending approval (101) In process (1) Draft (0) Completed (55) Rejected (67) View all requests

Favourites

- businessONLINE Maintenance
- Tax E-invoice
- IBAN / Bank Reference Letter
- Communication Details Update

IBAN / Bank Reference Letter      Pending approval      218733994517      28/11/2024 | 16:15        

- Once request completed
- Open the service tab homepage – click on 'completed' tab.
- Click on 'download' to get the letter.



The screenshot shows the user's dashboard with a navigation bar at the top containing 'Home', 'Services', 'Payment Tracker', and 'Support'. A 'Submit a request' button is visible in the top right. The main content area features a 'Welcome' message and a horizontal menu with tabs: 'For you (9)', 'Pending approval (5)', 'In process (1)', 'Draft (0)', 'Completed (2)', and 'Rejected (1)'. A red arrow points to the 'Completed' tab. Below this, a card displays the request details: 'IBAN / Bank Reference Letter' with ID '219203295842', status 'Completed', and timestamp '16/12/2024 | 11:16'. A red arrow points to the 'Download' button in this card. On the right side, there is a 'Favourites' section with a 'Manage' button and a message stating 'You have not added any favourite services yet'.