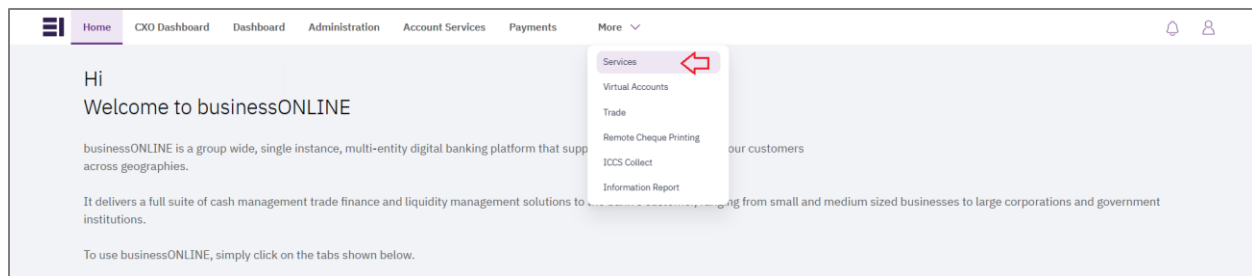


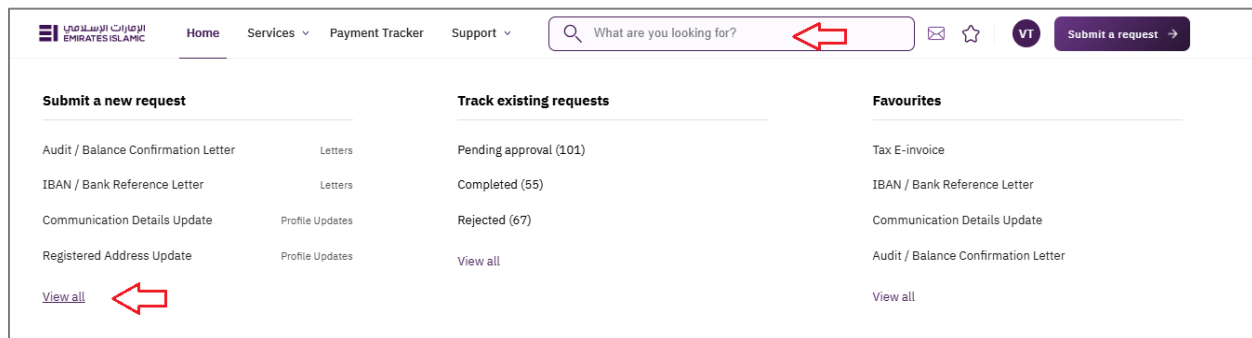
Identification Documents Update



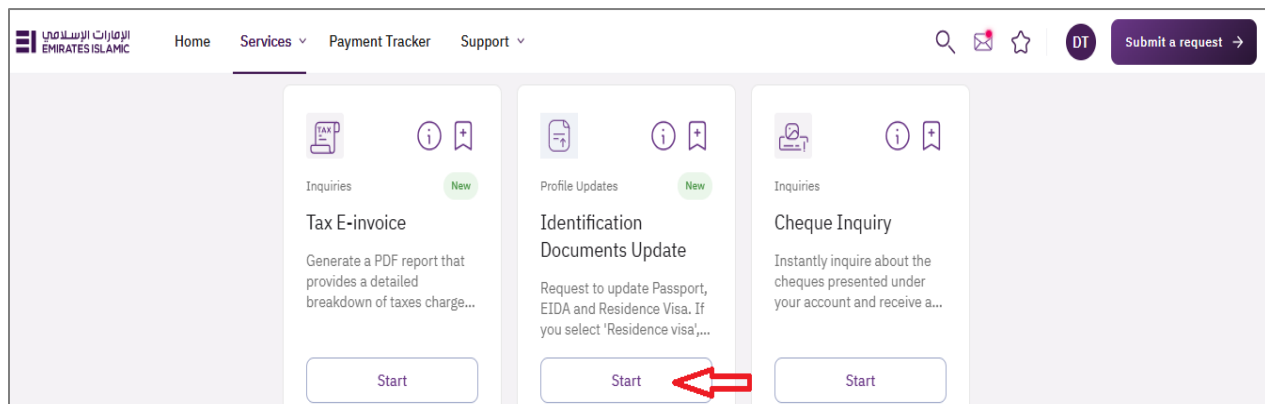
- Log in to BusinessONLINE
- Click 'Services' Tab



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

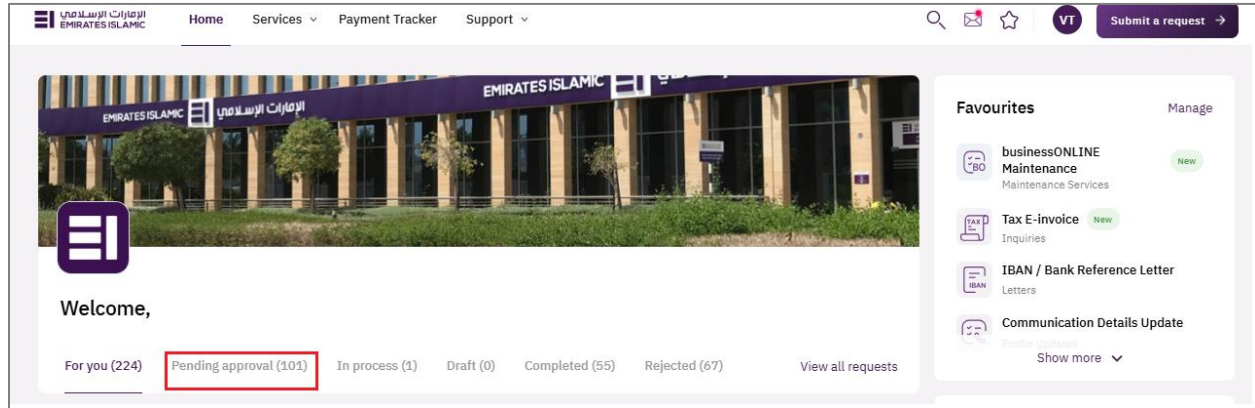


- Click on start for 'Identification Documents Update.'



- Select the company 'CIF.'
- Select the users.
- Select the document which needs to be updated from the documents dropdown (Emirates ID, Passport, Residence Visa) and click on 'Apply'
- Upload valid document copies and click on '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.'
- In case of second approval required.
- Log in with authorizer in businessONLINE.
- Click 'Services'
- Click on 'Pending approval'
- Select the service and select 'authorize.'



- Open the service tab homepage – click on 'For you' tab.
- You can view the status of the request.
- Once bank process the request, status will get updated as 'completed.'

