

HOW TO INITIATE SERVICE REQUEST

businessONLINE

Take control of your banking needs

To experience the website better, we recommend that you turn off your browser's pop-up blocker.

If your previous login session has expired, click on the Login button below to access businessONLINE once again.

Login

Click on Login

Login

Enter the Subscriber ID

Enter Subscriber ID

Enter the User ID

Enter User ID

Submit

[Forgot Password](#)

Important Information

- ✔ Never share your Subscriber ID, User ID, Password or Security Token device with anyone
- ✔ businessONLINE access will be disabled after five consecutive, invalid login attempts

Click on 'Services' Tab

Hi MISHA MOHAN! Welcome to businessONLINE

businessONLINE is a group-wide, single instance, multi-entity digital banking platform that supports the financial needs of our customers across geographies. It delivers a full suite of cash management trade finance and liquidity management solutions to the bank's customer, ranging from small and medium sized businesses to large corporations and government institutions.

- To use businessONLINE, simply click one of the tabs shown above.

- Looking for support?

[Click here](#) to watch our online help videos

[Click here](#) to view our FAQs.

[Click here](#) to view our User guides..

- For more information on businessONLINE products,feedback and suggestions please contact your relationship manager or our service desk as below:

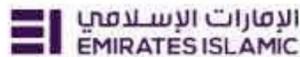
Help Desk:

Tel: +971 4 3160065

Email: ElbusinessONLINEhelp@emiratesislamic.ae

Timings: 08:00 AM to 05:00 PM (UAE time) - Monday to Saturday

- To view Data Privacy Notice [Click here](#)



What are you looking for?



Submit a request **→**

Select 'Services' Click 'View All'



Welcome, AHMED

For you (32) Pending approval (2) In process (1) Draft (0) Completed (13) Rejected (16) View all requests

	Audit / Balance Confirmation Letter 110501539805	● Pending approval 11/01/2024 15:13	Send a reminder	▼	⋮
	Audit / Balance Confirmation Letter 110469474825	● Pending approval 10/01/2024 15:46	Send a reminder	▼	⋮
	Communication Details Update	● Completed		▼	⋮

Favourites Manage

Suffix Account Opening
Account Services



What are you looking for?



Submit a request →

Submit a new request

- Audit / Balance Confirmation Letter New Letters
- IBAN / Bank Reference Letter Letters
- Communication Details Update Profile Updates
- Registered Address Update Profile Updates

[View all](#)

Track existing requests

- Pending approval (2)
- In process (1)
- Completed (13)
- Rejected (16)

[View all](#)

Search in Search Bar for the Services (IBAN, Trade License etc)

yourites

- Suffix Account Opening
- [View all](#)

For you (32) Pending approval (2) In process (1) Draft (0) Completed (13) Rejected (16)

[View all requests](#)

- Audit / Balance Confirmation Letter**
 110501539805

Pending approval
 11/01/2024 | 15:13

[Send a reminder](#)
▼
⋮
- Audit / Balance Confirmation Letter**
 110469474825

Pending approval
 10/01/2024 | 15:46

[Send a reminder](#)
▼
⋮

Profile Updates

IBAN / Bank Reference Letter

Generate a PDF letter of your officially confirmed IBAN details.

Start

Tax E-invoice

Generate a PDF report that provides a detailed breakdown of taxes charge...

Start

Cheque Inquiry

Instantly inquire about the cheques presented under your account and receive a...

Start

Letters New

Audit / Balance Confirmation Letter

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

Start

Profile Updates

Registered Address Update

Update your physical address details as per your trade license.

Start

Profile Updates

Communication Details Update

Update your preferences for communication, such as your phone number, email, and...

Start

Click on 'Start' for 'Audit / Balance Confirmation Letter'

Icons: Document with dollar sign, info, bookmark

Icons: Location pin, info, bookmark

Icons: Telephone handset, info, bookmark



What are you looking for?



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
72651407 - DEMO ACCOUNT 2 - SMARTS BUSINESS
- Selected account (0)
- Account to debit the fees

CIF details

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

Select the CIF

72651407 - DEMO ACCOUNT 2 - SMARTS BUSINESS

Select the Company's 'CIF'

Account details

Customise the details of your letter

Select the accounts to be listed in your audit confirmation letter

Select account

Select date

Close



What are you looking for?



Submit a request

72651407 - DEMO ACCOUNT 2 - SMARTS BUSINESS

Service summary

- Selected CIF
72651407 - DEMO ACCOUNT 2 - SMARTS BUSINESS
- Selected account (0)
- Account to debit the fees
3707265140701 (AED) - DEMO ACCOUNT 2 - SMARTS BUSINESS - DEMO ACCOUNT 2
- Fees & charges

Account details

(Do not select any account, if all accounts under a CIF needs to be included in the audit confirmation letter)

- Include all accounts under this cif
- Manually select accounts under this cif

Select the Accounts to be included in 'Audit Confirmation Letter'

Select date

DD/MM/YYYY

Select the 'As of date required' for 'Audit Confirmation Letter'

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

- Add a list of signatories to the letter
- Add the trade license number to the letter

Select the debit account number for charges

- Selected account (0)
- Account to debit the fees
 - 3707265140701 (AED) - DEMO ACCOUNT 2 - SMARTS BUSINESS - DEMO ACCOUNT 2
- Fees & charges **▼**

- 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

- Add a list of signatories to the letter
- Add the trade license number to the letter

Select the debit account number for charges

3707265140701 (AED) - DEMO ACCOUNT 2 - SMARTS BUSINESS - DEMO ACCO... **×**

Select 'Options'
Add 'Signatories / Trade License Number'
(Note: This is optional)

Recipient details

Provide recipient company details

Selected account (0)

Account to debit the fees

3707265140701 (AED) - DEMO ACCOUNT
2 - SMARTS BUSINESS - DEMO ACCOUNT
2

Fees & charges **▼**

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

Add a list of signatories to the letter

Add the trade license number to the letter

Select the debit account number for charges

3707265140701 (AED) - DEMO ACCOUNT 2 - SMARTS BUSINESS - DEMO ACCO...



Select the Account for charges

Recipient details

Provide recipient company details

Fill out the Recipient details

Recipient details

Provide recipient company details

Enter your recipient company name

Enter your recipient physical address

0/200 characters

Enter your recipient(s) email address(es)

0/200 characters

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 (,)

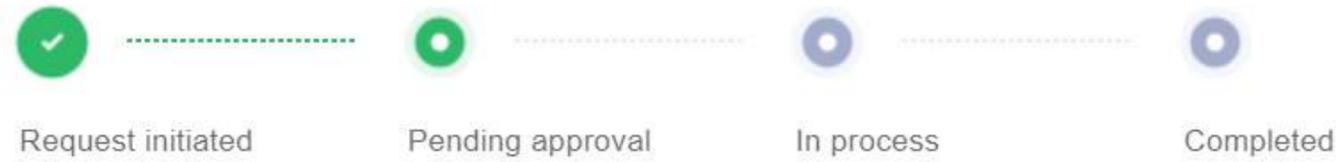
0/200 characters

Save as draft

Submit

Click on 'Submit'

Your request has been submitted!



Service summary

Service reference number	110501539805
Service request	Audit / Balance Confirmation Letter
Selected date	11/01/2024
Selected CIF	72651407 - DEMO ACCOUNT 2 - SMARTS BUSINESS
Account to debit the fees	3707265140701 (AED) - DEMO ACCOUNT 2 - SMARTS BUSINESS - DEMO ACCOUNT 2

Close

Letters

Audit / Balance Confirmation Letter

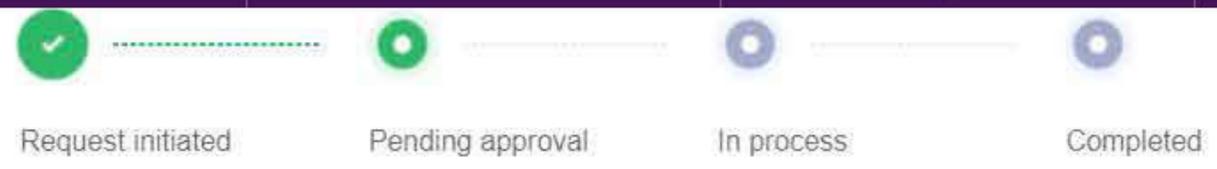
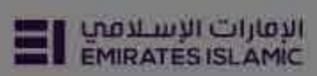
Generate an official bank letter showing your balance record for auditors.

[? Learn more](#)

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)

SMARTS BUSINESS

- Selected account (0)
- Account to debit the fees



Service summary

Service reference number 110980807172

Service request Audit / Balance Confirmation Letter

Selected date 29/01/2024

Selected CIF 72651407 - DEMO ACCOUNT 2 - SMARTS BUSINESS

Account to debit the fees 3707265140701 (AED) - DEMO ACCOUNT 2 - SMARTS BUSINESS - DEMO ACCOUNT 2

Submission date 29/01/2024 | 15:19

Go back to dashboard

Click on 'Go to Dashboard after submitting'

Letters

Audit / Balance Confirmation Letter

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

Learn more

Service summary

Selected CIF
72651407 - DEMO ACCOUNT 2 - SMARTS BUSINESS

Selected account (0)

Account to debit the fees
3707265140701 (AED) - DEMO ACCOUNT 2 - SMARTS BUSINESS - DEMO ACCOUNT 2

Select date



What are you looking for?



Submit a request



Welcome, AHMED

For you (32) Pending approval (2) Requested (16) View all requests

In case a second approval is required, Log in with Authorizer in businessONLINE, Click on 'Pending approval'

	Audit / Balance Confirmation Letter 110501539805	● Pending approval 11/01/2024 15:13	Send a reminder	▼	⋮
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	Audit / Balance Confirmation Letter	● Pending approval	Send a reminder	▼	⋮
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Favourites Manage

Suffix Account Opening
Account Services

Welcome, AHMED

For you (103) | **Pending approval (9)** | In process (1) | Draft (0) | Completed (42) | Rejected (51)

[View all requests](#)

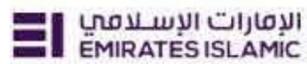
You have not added any favourite services yet

You can add your frequently used services as your favourites for faster access

Manage

 Audit / Balance Confirmation Letter 110980807172	● Pending approval 29/01/2024 15:19	<input checked="" type="button" value="Approve"/> <input type="button" value="Reject"/>	<input type="button" value="v"/> <input type="button" value="⋮"/>
 Trade License Update 110562112000	● Pending approval 14/01/2024 07:55	Submitted on 14/01/2024 07:55	<input type="button" value="v"/> <input type="button" value="⋮"/>
 IBAN / Bank Reference Letter 110562129674	● Pending approval 14/01/2024 07:53	Submitted on 14/01/2024 07:53	<input type="button" value="v"/> <input type="button" value="⋮"/>
 Audit / Balance Confirmation Letter 110501539805	● Pending approval 11/01/2024 15:13	Submitted on 11/01/2024 15:13	<input type="button" value="v"/> <input type="button" value="⋮"/>
 Audit / Balance Confirmation Letter 110469474825	● Pending approval 10/01/2024 15:46	Submitted on 10/01/2024 15:46	<input type="button" value="v"/> <input type="button" value="⋮"/>

Select the Service to 'Authorize'



What are you looking for?



Submit a request



Welcome, AHMED

Click on 'Completed'

For you (33) Pending approval (3) In process (1) Draft (0) **Completed (13)** Rejected (16) View all requests

Communication Details Update 19971345291 Completed 21/12/2023 | 13:05

IBAN / Bank Reference Letter 19187581852 Completed 13/11/2023 | 21:55 Download

Suffix Account Opening 19187824926 Completed 13/11/2023 | 21:53

Communication Details Update 19188017038 Completed 13/11/2023 | 21:53



What are you looking for?



Submit a request



Welcome, AHMED

For you (33) Pending approval (3) In process (1) Draft (0) **Completed (13)** Rejected (16) View all requests

Communication Details Update 19971345291 **Completed** 21/12/2023 | 13:05

IBAN / Bank Reference Letter 19187581852 **Completed** 13/11/2023 | 21:55 **Download**

Suffix Account Opening 19187824926 **Completed** 13/11/2023 | 21:53

Communication Details Update 19188017038 **Completed** 13/11/2023 | 21:53

Click on 'Download' to get the Letter

