#### **DOCUMENT SUBMISSION GUIDELINES**

### 1) PASSPORT/EID

# Acceptable Format:



- The <u>entire front page</u> of the passport (photo page) must be fully visible together with the signature page.
- The front and back of the Emirates ID must be full visible.
- The name, photo, passport number, signature and expiry date must be clear and readable.
- The image should be **taken from a straight-on perspective** (not tilted or angled).

### O Unacceptable Submissions:



- **X** Partially cropped pages The full passport page must be included.
- **Blurry, shadowed, or low-resolution images** Ensure all text is legible.
- $\mathbf{X}$  Angled or bottom-perspective images The page should be

flat and aligned correctly.

> Obstructed or covered details – Avoid placing fingers or objects over any part of the passport.

#### 2) TITLE DEED/ INITIAL CONTRACT OF SALE

## Acceptable Format:



- The <u>full document</u> must be scanned and saved as a single PDF file.
- The property details, owner's name, title deed number, and all official seals/stamps must be clear and legible.
- If the document contains **multiple pages**, all pages must be included in order.
- The PDF file must not be compressed or altered to avoid loss of quality.

### **○** Unacceptable Submissions:





- Photos, screenshots, or images in JPEG/PNG format –
  Only PDF files are accepted.
- X Partially scanned or cropped pages Partially scanned or cropped pages The entire document must be submitted.
- **Blurry, shadowed, or low-resolution scans** Ensure all text is legible.
- X Submitting pages separately The full document must be combined into a single PDF file.

#### 3) DEWA

- ✓ Latest DEWA Green Bill Must be in PDF format
- ✓ Activation of Supply Confirmation Either:

A clear screenshot of the Activation of Supply confirmation email, OR

A PDF copy of the Activation of Supply email.

✓ DEWA App Information – <u>A clear screenshot of the DEWA</u> account details from the DEWA App.