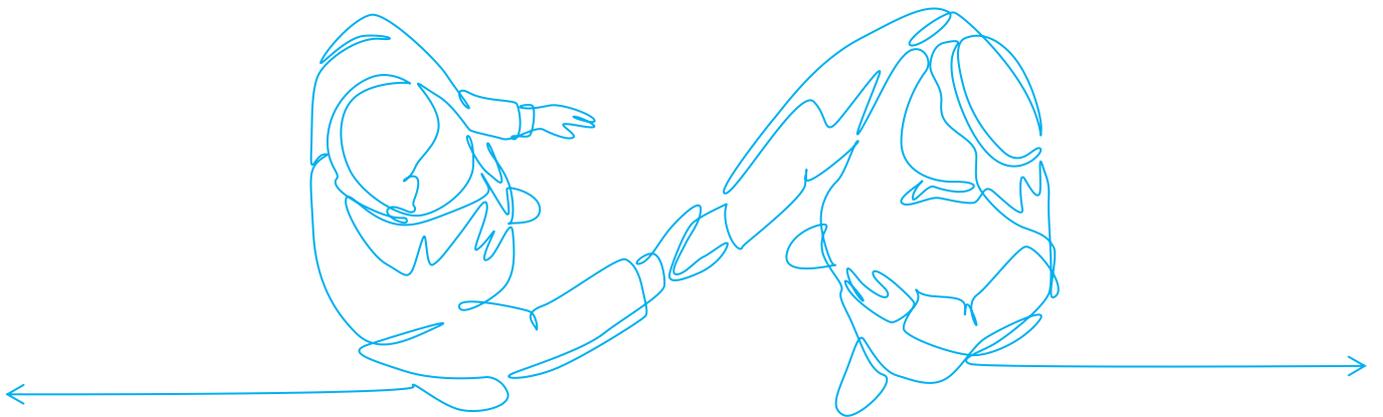


Guide to Account Closure Procedure Abu Dhabi





For Tenants:

To close your Tasleem account, log in to the **Tasleem mobile app or website** and complete the **Close Account Application**, providing:

1. **Closure Date** – Your service termination date.
2. **Move-Out Proof** – A clearance letter from **TAQA Distribution** or confirmation of move out date from your property owner.
3. **Bank Details** – To enable the refund of your security deposit. If you have an international bank account outside the UAE, please contact customer service to complete an electronic fund transfer.

Early Termination: If you end your lease before its expiry:

- **Property owner confirmation** of your move-out is required
- **TAQA Distribution letter** is optional
- **Bank details** must be provided for the deposit refund. If you have an international bank account outside the UAE, please contact customer service to complete an electronic fund transfer.

Steps to Close the Account:

1. Submit the **Close Account Application** online.
2. Upload required documents.
3. Tasleem processes the request and closes the account on your nominated date.
4. Receive the **final invoice** and settle any monies owed.
5. A **confirmation email and clearance letter** will be sent on the same day following final settlement.
6. Security deposit refund within 10 business days (if applicable).

For Property Owners (Ownership Transfer):

When a property is sold, the **new owner** must register with Tasleem, and the **previous owner** must close their account to ensure accurate billing. Tasleem will send **reminder emails to both parties** to facilitate this process. Required documents include:

- **Memorandum of Understanding (MOU)** – Signed agreement between buyer and seller.
- **New Owner Registration** – New owner should complete the registration with Tasleem.
- **Confirmation Emails** – Both parties must confirm the transfer date, otherwise the date in the MOU will be used to close the old owner account and activate the new owner account.
- **Identification and Payment** – The new owner must provide their Emirates ID or passport, and pay the security deposit and registration fees.
- **Title Deed** – Proof of ownership.



Final Review and Account Closure:

- **Tasleem Customer Service** will verify documents, and **the final invoice** will be issued.
- **All outstanding dues must be fully settled by the current occupier before the account can be closed. A clearance letter will be issued upon successful settlement and verification.**
- If any information is missing, customers will be contacted; once completed, accounts are closed within **3-4 business days**, and customers receive a **clearance letter**.

Support and Complaints:

- For registration issues, contact **800 TASLEEM (8275336)**, email customerservice@tasleem.ae, or visit the website.
- In the unlikely event a complaint is not resolved, customers are able to escalate the matter to the **Department of Energy (DoE)** via customercare@doe.gov.ae.

Note: There are **no fees** for account closure or clearance. Special assistance is available for customers with exceptional circumstances.