



Tasleem Registration and Close Account User Guide

This is your step-by-step guide which will help you **register** and **close** your accounts, showing you how to use your utility service provided by Tasleem.

You will need the following documents and information while using this guide:

I am an owner

- Title deed.
- EID/or Passport.
- Security deposit (refundable when the premises is sold).
- Registration fee (non-refundable).
- Establishment fee (for the first owner buying the developer).

I am Commercial (Offices and Retail)

- Tasleem cooling services agreement. Must be completed and company stamp.
- Copy of company Trade License.
- Copy of valid Emirates ID or passport of the authorized person.
- Power of attorney.
- Copy of the tenancy contract/ownership.

I am a tenant

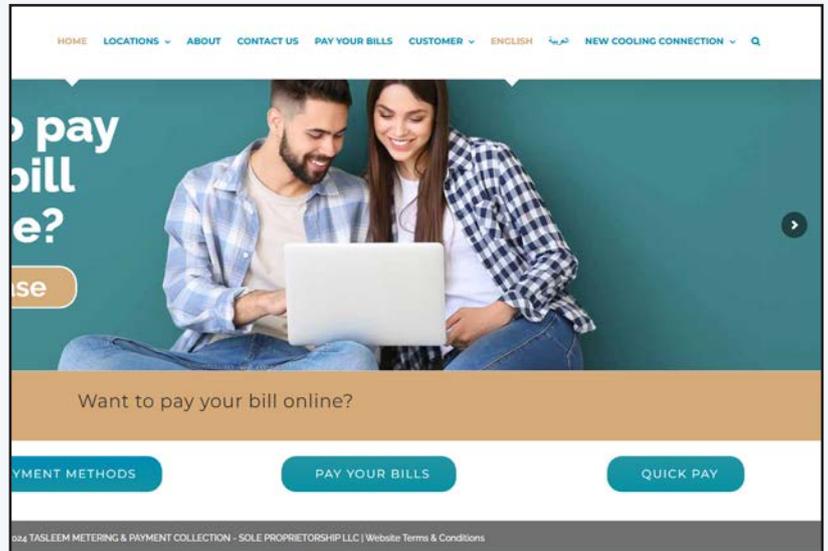
- Tenancy contract.
- EID/or Passport.
- Security deposit. (refundable after moving out from the premises).
- Registration fee. (non-refundable).

- Vat certificate.
- Security deposit (refundable after moving out from the premise (Tenant)- refundable when the premise is sold (Owner)).
- Registration fee (non-refundable).

For reconnection after hours weekdays, weekends, and public holidays a premium fee will apply. Kindly refer to the charges page.

STEP 1

Go to our website at:
<https://www.tasleem.ae>



STEP 2

Press on **New Cooling Connection**



STEP 3

Choose **Choose Account Activation**



STEP 4

Fill out the premises information:

STEP 5

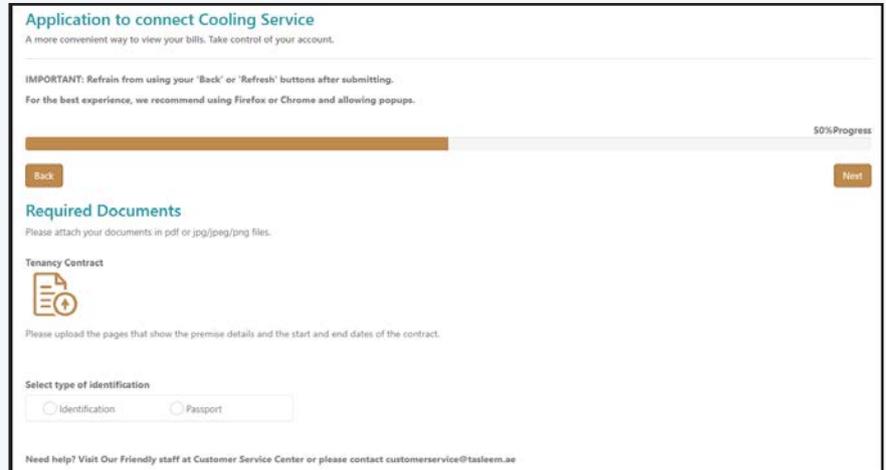
Fill up your personal information:

STEP 6

Accept the terms and conditions:

STEP 7

Upload the required documents:



Application to connect Cooling Service
A more convenient way to view your bills. Take control of your account.

IMPORTANT: Refrain from using your 'Back' or 'Refresh' buttons after submitting.
For the best experience, we recommend using Firefox or Chrome and allowing popups.

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Back Next

Required Documents
Please attach your documents in pdf or jpg/jpeg/png files.

Tenancy Contract

Please upload the pages that show the premise details and the start and end dates of the contract.

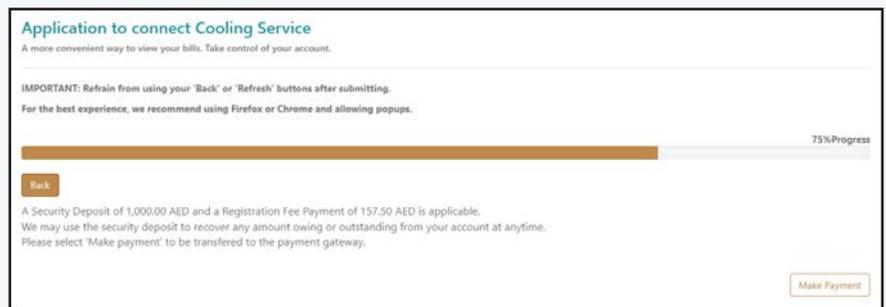
Select type of identification
 Identification Passport

Need help? Visit Our Friendly staff at Customer Service Center or please contact customerservice@tasleem.ae

STEP 8

Pay the security deposit and registration fees.

If you using Apple mobile application ensure that your pop up is unblocked



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Back

A Security Deposit of 1,000.00 AED and a Registration Fee Payment of 157.50 AED is applicable.
We may use the security deposit to recover any amount owing or outstanding from your account at anytime.
Please select 'Make payment' to be transferred to the payment gateway.

Make Payment

The reconnection will be in the next business day, if you wish to reconnect on the same day, please contact 800Tasleem between 09:00 AM and 04:30 PM.

For reconnection after operational hours (Weekday after 4:30 PM, weekends and Public Holiday there will be a premium fee of 500 + Vat)

STEP 1

Visit our website:

<https://www.tasleem.ae>

Or use our mobile app:



STEP 2

Press on **Pay Your Bills**

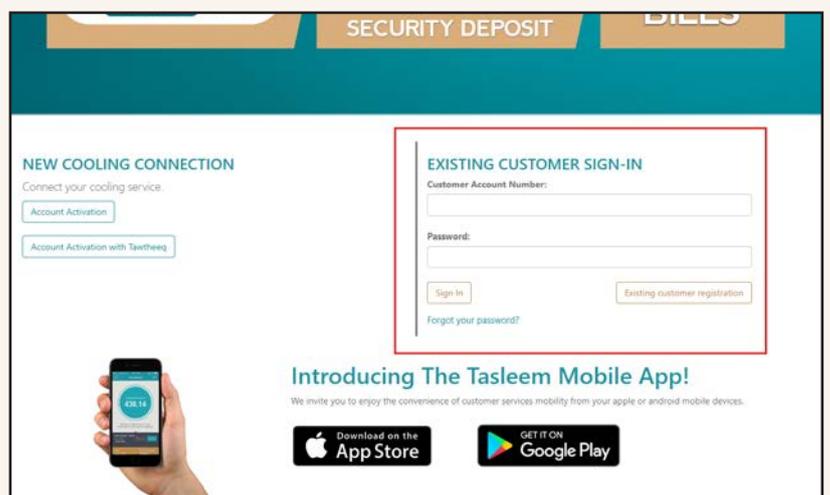
STEP 3

! You must pay any overdue before you can apply for your close account application



STEP 4

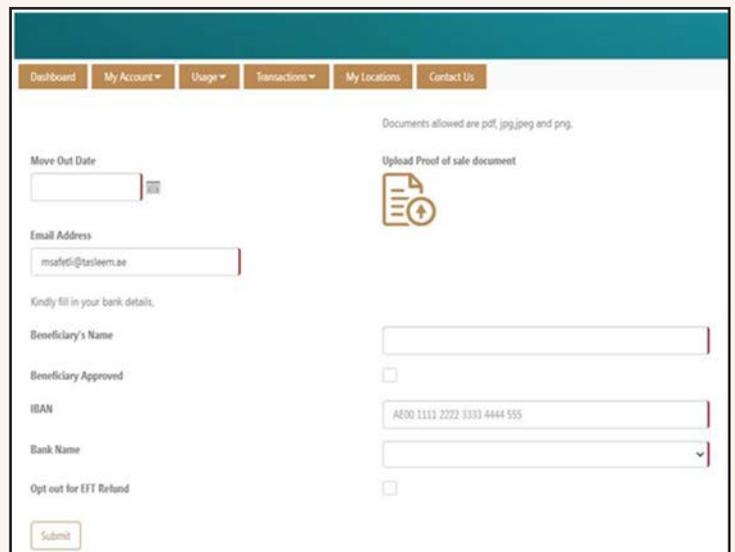
Sign In to your account



STEP 5Choose **Close Account****STEP 6****Enter the required data:**

- Fill out the Move Out Date (Vacating Date).
- Upload the requested supporting documents such as the *ADDC clearance letter* or *DEWA clearance* or *Owner Confirmation email*.
- Fill out the bank details for the security deposit refund, if any.
- Then, click on the **Submit** button.

The security deposit will be refunded after 10 working days from closing the account.



The screenshot shows a web form for closing an account. At the top, there is a navigation bar with links: Dashboard, My Account, Usage, Transactions, My Locations, and Contact Us. Below the navigation bar, the form contains the following fields and options:

- Move Out Date:** A text input field with a calendar icon.
- Email Address:** A text input field containing the email address "msafe@tasleem.ae".
- Upload Proof of sale document:** A section with a note "Documents allowed are pdf, jpg, jpeg and png." and a file upload icon.
- Kindly fill in your bank details:** A heading for the bank information section.
- Beneficiary's Name:** A text input field.
- Beneficiary Approved:** A checkbox.
- IBAN:** A text input field containing the IBAN "AE00 1111 2222 3333 4444 555".
- Bank Name:** A dropdown menu.
- Opt out for EFT Refund:** A checkbox.
- Submit:** A button at the bottom of the form.