

Documents Required for Tenant Cancellation

If tenant is an individual:

1. Cancellation Form (signed by tenant and landlord with cut-off date) or No Objection email with cut off date from landlord's registered email address or NOC letter with cut-off date signed by landlord
2. Cancellation request application with tentative disconnection date from tenant's registered email address or NOC letter with tentative disconnection date signed by tenant
3. Emirates ID copy (front & back)

If tenant is a company:

1. Cancellation Form ((signed and stamped by tenant and landlord with cut-off date) or No Objection email with cut-off date from landlord's registered email address or NOC letter with cut-off date signed by landlord
2. Cancellation request application with tentative disconnection date from tenant's registered email address or NOC letter with tentative disconnection date signed by tenant
3. Valid Trade License Copy
3. Trade License copy
4. Emirates ID of the Authorized Signatory as per Trade License

Requested documents can be submitted via following channels:

- Emicool office counters (DIP/DMC)
- Email customercare@emicool.com
- Upload on Emicool Portal

Security Deposit Refund: Security deposit will be refunded to the tenant either by account payee cheque or via Bank Transfer (if IBAN is updated in customer's account)

For queries, please email at customercare@emicool.com or call us at **600534440**.