

Easy Cancellation

Tenant



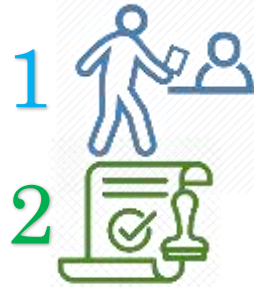
Final Bill Documents Requirement

1. All applicants are required to download and fill in the application for Alpha Services form available under <https://alphautilities.co.ae/Downloads.aspx>
2. Tenancy Agreement & Ejari
3. A copy of passport Main page & Visa Page
4. A copy of your Emirates ID (Back & Front)
5. Receipt of Security Deposit Paid
6. Title Deed
7. No Objection Letter\Email from the owner clearly mentioning the cut off date and the same needs to be issued in favor of Alpha.

Final Bill Form



In the instance the documents are incomplete or fails the vetting the applicant will receive an email asking for the same. All applications if not completed with in 72 hours will be nulled.



Applicant emails all required documents to [easycancellation@alphautilities.co.ae](mailto:easy cancellation@alphautilities.co.ae)

Team Alpha Utilities will vet the documents and revert back to the customer within 24 working hours on the senders email

3 If all documents are complete the applicant will receive an email informing them of successful application.

4 The applicant will be informed of the outstanding amount up until the mentioned NOC date. In the same email applicant will be given the option to have the outstanding adjusted against their security deposit or pay their outstanding and apply for a full refund accordingly. Post adjustment if there is any amount remaining from security deposit the same will be processed as refund application and customer will be notified of the final amount processed .

5 In the instance the applicant chooses to pay the outstanding rather than having the same adjusted against the security deposit the customer will be given the option to pay via one time payment link or by visiting the walk in center. The payment link will reflect the exact amount of outstanding that needs to be paid. Once the outstanding is paid by easy payment or payment at the walk in center, the application will be processed for refund of full security deposit.

6 Once the payment\adjustment has been processed the applicant will receive a final email confirming the closure of account along with Final bill & Clearance. Please note it may take up to 21 working days for refund cheque to be ready for collection and the same will be notified via email & SMS on your registered contact details

Application Rejected