

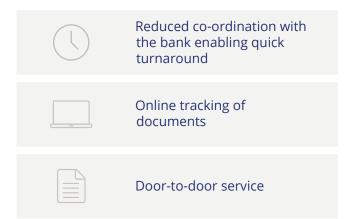


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Courier Service For Documents

Delivering doorstep banking

Give your business the advantage of managing day-to-day banking transactions from the comfort of your office premises with our Courier Service arrangement. The service collects bank documents from our clients across the UAE and delivers them to the bank's designated location.



Services tailored to your preference

Simplify your business and do away with the hassle of managing your courier services. Arrange pick-up and delivery of bank documents based on your preferences. Opt for next day delivery, same day delivery, consignment based pick-ups or bullet services, as per your convienience.



Special sealed bags for couriering envelopes



Online airway bill tracking



Option to report any discrepancy



Pick-up and drop timings

Enhance your business services with faster and flexible delivery options and extended cut-off times for Cash, Trade and Factoring documents.

Cut-off time for cash management documents

| Document type | Current cut-off (processing unit) |
|----------------------------------|--------------------------------------|
| In-house transfer letters | 12:00 pm (local) |
| Telegraphic transfer requests | 02:00 pm (international) |
| In-house cheques (transfers) | 02:00 pm |
| Outward cheques and ICCS cheques | 09:00 am (branch) |
| Cheques (PDC) | 12:00 pm |
| Cheque book request | 12:00 pm |
| Escrow documents | 02:00 pm |

Cut-off time for trade and factoring documents

| Document type | Current cut-off (processing unit) |
|------------------------------|--------------------------------------|
| Letter of credit | 02:00 pm |
| Letter of guarantee | 02:00 pm |
| Export documents | 02:00 pm |
| Bill discounting documents | 01:00 pm |
| Cheques/Invoices (factoring) | 01:00 pm |
| Any other type of document | 02:00 pm |





Frequently Asked Questions

Who are your service delivery partners?

Aramex and JMBR are our delivery partners.

What are the delivery hours of Courier Service?

Our working hours for delivery are 08:00 am to 06:00 pm from Saturday to Thursday.

What if I send a wrong document and need to replace it?

You can always request for the document to be returned, and the revised document can be submitted.

How do I request for a document delivery service?

Please contact your Relationship Manager to place a reques for document delivery service.

Apply Now:

Please contact your Relationship Manager or call the smartBUSINESS Client Service Team:

For Business Banking Customers:

Tel: +971 4 3160214 | IVR: Select option 1 Email: smartBUSINESScustomerservice@emiratesnbd.com

For Corporate Banking Customers:

Tel: +971 4 3160214 | IVR: Select option 2 Email: smartBUSINESScorporate@emiratesnbd.com