

FAQs for Prime, Preferred, Prestige & Platinum Packages

Q1. What are the names & features of the new packages introduced by Emirates NBD?

Emirates NBD has revamped its package offering for SME banking. Currently we are offering 4 different variants. The basic features are mentioned below:

Prime: Minimum Account Balance Requirement: AED 50K, Fall below MAB fee: AED 250, Account Maintenance Fee: AED 150

Preferred: Minimum Account Balance Requirement: AED 200K, Fall below MAB fee: AED 300, Account Maintenance Fee: NIL

Prestige: Minimum Account Balance Requirement: AED 500K, Fall below MAB fee: AED 750, Account Maintenance Fee: NIL

Platinum: Minimum Account Balance Requirement: AED 3.5Mn, Fall below MAB fee: AED 1500, Account Maintenance Fee: NIL

Q2. How are the above packages different from what Emirates NBD currently offers?

With the revamp of its packages, Emirates NBD Business Banking has made its Online Banking Platform (full access) free for all its users. Additionally, Emirates NBD offered only 3 types of packages for Business Banking customers and now they will offer 4 types of packages with different Minimum Monthly Average Balance requirements.

Q3. What is the monthly Account Maintenance Fees?

Emirates NBD now offers free online banking for its customers. The Preferred, Prestige & Platinum packages do not have an Account Maintenance fee.

Account maintenance fee of AED 150 is applicable on a monthly basis irrespective of the average balance maintained in the Prime Package only.

Q4. Will I have access to all day to day banking services and products including transaction banking services?

Emirates NBD offers trade, wealth and FX services to its Customers. We have a team of dedicated Trade Specialists and Wealth & FX Advisors to meet all your banking needs.

Q5. Where can I know about the fees and charges applicable?

Detailed list of Schedule of Fees and Charges are available [here](#)

Q6. How to subscribe to businessONLINE?

Customers will be offered a free subscription to businessONLINE package with full services. To learn more [click here](#).

Q7. Are the subscribers of these packages eligible for a Relationship Manager?

RM tagging is based on the average balances and revenue from the account. A periodic analysis is done internally to determine the accounts eligible for RM tagging. However, subscribers of Prestige & Platinum packages will be eligible for RM's.

Q8. What channels of banking are available with this package?

You can continue to avail banking services via any of our Emirates NBD Branches, businessONLINE and our dedicated 24/7 contact center 600 54 0009.

Q9. I want to avail Emirates NBD Trade, Wealth & FX services, whom should I contact?

You may contact your Relationship Manager or visit any of our Emirates NBD branches to get instant service. Alternatively, you may email us at businessbanking@emiratesnbd.com and we will get in touch with you for the same.

Q10. What documents are required to open an account:

Below mentioned documents are required to open an account:

- > Passport (with UAE residency visa)
- > Memorandum of association*
- > Proof of Address*
- > Trade license*
- > Partner's documents*
- > Emirates ID
- > Board of Resolution*
- > Ownership structure*
- > Power of Attorney*

*Subject to trade license issuing authority T&C's

For any further queries, please visit one our branches or contact our dedicated 24/7 contact center at 600 54 0009