



Press Release

Deyaar Launches E-services Portal to Enhance Overall Customer Experience

Initiative Highlights Company's Substantial Investments in Delivering User-friendly Services for Growing Clientele

Dubai-UAE: 22 December, 2015 - Deyaar Development PJSC, a customer-focused, trusted and valued developer with in-depth market intelligence and property management expertise, today launched its e-services portal to improve the overall customer service experience.

Deyaar's move to the digital space will lower the burden on physical branches and the turnaround time for an agent to attend to client enquiries.

Accessible from any internet-linked device, the e-services portal provides customers with access to their online statement of accounts, as well as the convenience of online credit card payments, option to pay utility bills, maintenance fees and service charges and the ability to request various services for units and/or common areas. Additionally, owners will have online access to their property and community information, receive important information relevant to their community, keep abreast of latest events and communicate with board members and Deyaar's Owner's Association Management.

Saeed Mohammed Al Qatami, CEO of Deyaar, said: "With Deyaar's prime real estate developments attracting a huge influx of customer attention, we consider it our priority to enhance the overall customer experience and level of satisfaction. Our significant investments in launching the e-services portal reflect our commitment to consistently offer value-added enhancements that make life easier for our valuable customers while also helping us safeguard shareholders' trust."

"This move to a paperless based communication portal will also cut costs and create a positive impact on the environment," he added.

The extension of the portal will see more customer-centric processes taken online, enabling customers to submit applications for unit registration, registration renewal, property transfer, issuance of sales related documents, transfer authorization certificates and customer information forms. Additionally, tenants will have the ability to submit online requests for the service and maintenance of their facilities.

Since its inception, Deyaar has proven its commitment to innovation and creativity, and the e-services reflect the company's interest in endorsing global trends of new technology utilization across diverse business operations.



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