



شركة العين للتوزيع  
Al Ain Distribution Company

# Payment Arrangement For Customers In Financial Distress

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Contact Center **8009008**  
Website **[www.aadc.ae](http://www.aadc.ae)**

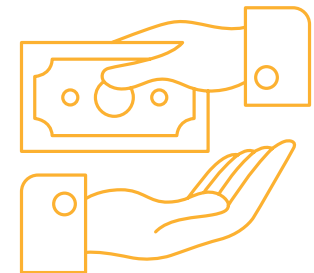
## **Service Description**

This service provides you with payment options to postpone or pay in installments the outstanding amount according to the procedure followed by AADC.



## **What are the types of payment arrangement?**

- a. AADC provides the following Payment Arrangements to Residential/non-Residential Customers in Financial distress:
  - 1) Payment by Instalment.
  - 2) Deferred Payment.
  
- b. in all cases the amount to be paid and the number of payments to discharge an overdue amount will be determined in discussion with a Customer in Financial distress.



## **Who may apply for a Payment Arrangement?**

The customers or their authorized representative may apply for a Payment Arrangement with AADC.



## **How many times are allowed for payment arrangement ?**

The customer in Financial distress may be approved for a Payment Arrangement or Deferred Payment up to two times in any -12 month period.

- AADC has the right to reject or accept any request based on the Company's terms and conditions and the result of the evaluation of each case.
- In case of non-compliance with the agreement for more than two arrangements, the account will be added to the blacklist, and will not be allowed to open new agreements.



## How to apply for a payment arrangement service ?

By visiting the customer service centers or calling the contact center 8009008

Required Documents

- Emirates ID
- Account number.
- Power of Attorney in case of authorized representative.
- Trading License ( where applicable )
- Supporting documents e.g. ( Bank liability , Court orders , letter from Zakat Fund etc.....)



### **General Terms**

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- The customer must have an active supply agreement with Al Ain Distribution Company.
- The customer must complete the payment facility request and commitment to its terms and conditions.
- The customer must be truly in financial distress
- The supply from the customer throughout the validity period of the payment arrangement agreement will not be disconnected as long as the customer commits to the agreement terms.





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# Thank You

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