

List of verification documents

In case of expired ID:

- National ID card, Passport, or Military ID Card.

In case of change in residential address:

- National ID Card, Passport, or Military ID Card
- Utility bill (electricity/water/gas/telephone) dated within four months.

Where the customer cannot provide any of the above documents, on exceptional cases the following are subject to bank approval:

- Employment contract if clearly mentioned that accommodation is provided by employer
- Tenancy contract issued or notarized by a governmental or public entity for Non-residents
- Letter/email from the employer/university confirming the customer's residential address dated within four months for Non-residents
- Local Authority or Government Department letter confirming the residential address
- Trade license for business owner if confirming the customer's residential address for Non-residents
- Utility bill Prepaid or post-paid (dated within four months) issued by a well-known institution or new Urban Communities Organizations (for ex. Madinty, Rehab, Zayed, Orascom)
- Valid Driving or car license for non-residents.

In case of change in employment:

- National ID Card, Passport, or Military ID Card
- HR letter stamped & signed with a verified signature on a company's logo paper
- Salary transfer to HSBC account
- Taxation Card (for self-employed)
- Commercial Register (for self-employed)
- Business license (for self-employed)
- Letter/email from the university confirming student is currently registered (for students).

Where the customer cannot provide any of the above documents, on exceptional cases the following are subject to bank approval:

- HR letter on a company's logo missing stamp or verified signature to be supported by Staff ID / Company Access Card
- Staff ID only if stamped with official el Nesr stamp
- Recent Salary slip (dated within four months) stamped by the Company to be supported by Staff ID / Company Access Card
- Employment Contract (dated within four months)