

Frequently Asked Questions about the Sheikh Zayed Housing Programme (SZHP) and Mubadarat Digital Onboarding

1- What is the SZHP/Mubadarat Digital Onboarding Journey?

Our all-new SZHP/Mubadarat Digital Onboarding Journey allows Emirati FAB Islamic and non-FAB Islamic customers to register their preapproved SZHP or Mubadarat home finance digitally without needing to visit a branch. It also allows customers to apply for additional home finance if required.

2- Do I need to register to the FAB NHL app to apply?

Yes. Simply download the FAB NHL app from the Apple App Store or Google Play Store and register. (<https://bit.ly/2XxjEeb>)

3- What documents are required to apply?

You only need your Emirates ID.

4- What do I need to get started?

- Download the FAB NHL app on your device.
- Register to the FAB NHL app.
- Follow the on-screen instructions.

5- What steps are required to register pre-approved home finance?

- 1) Download the FAB NHL app and tap “Let’s get started”.
- 2) Enter your mobile number.
- 3) Enter the verification code sent to your registered mobile number.
- 4) Set up a memorable PIN and confirm it.
- 5) Enter your Emirates ID number.
- 6) Tap “View Details” on the dashboard to view your preapproved home finance details.
- 7) To apply for additional home finance, enter your monthly income, choose your payment period and tap “Activate”.
- 8) Review your home financing details and tap “Continue”.
- 9) Review and sign the Key Facts Statement.
- 10) We’ve got your details. Someone will be in contact shortly to discuss the next steps.

6- What happens after I have completed the registration?

As the next step, a FAB Islamic Home Finance advisor will contact you to make an appointment and visit you at your convenience to complete the onboarding formalities.

7- Do I need to visit a branch to submit any documents?

Only if:

- The home finance advisor requests that you do so.
- The home finance agreement needs to be signed.

8- What comes after my application?

Once the application is complete, you will receive notification of your application status in a few days.