



Dear Stakeholders,

As the situation regarding the coronavirus (COVID-19) evolves, we are continuously monitoring development and working closely with the relevant authorities to ensure the safety and protection of all our Stakeholders.

At this time, and as a precautionary measure to support efforts to limit the spread of COVID-19, Manazel PJSC has decided to:

Close our offices at Prestige Tower and Al Reef Community Management Office until 21.03.2020. The office further closure may be subject to regular updates through formal communication.

As of today (March 15, 2020), all types of services have been assigned to the below department and/or staff:

<b>Department</b>	<b>Contact Details</b>
<b>Operations</b>	<a href="mailto:operations@manazelgroup.com">operations@manazelgroup.com</a> <ul style="list-style-type: none"> <li>• Mohamed Zewail , Mob. +97150 584 9293.</li> </ul>
<b>Collection</b>	<a href="mailto:billing@manazelspecialists.ae">billing@manazelspecialists.ae</a> <ul style="list-style-type: none"> <li>• Reef 2 : <b>Anan</b> , Mob +97150 522 9797.</li> <li>• Reef 1/PT: <b>Anis</b>, Mob +97150 397 1231.</li> <li>• Reef 1 : <b>Mohd</b>, Mob. +97150 315.</li> <li>• <b>Asef Nabil, Mob.</b> +97150 344 4924.</li> </ul>
<b>Customer Care</b>	<a href="mailto:customercare@manazelspecialists.ae">customercare@manazelspecialists.ae</a> <ul style="list-style-type: none"> <li>• <b>Junaid</b>, Mob +971502010317.</li> <li>• <b>Rawan</b>, Mob. +971502010421.</li> <li>• <b>Ahmed Ibais</b> , Mob +97156 501 7062.</li> </ul>
<b>Finance</b>	<a href="mailto:finance@manazelspecialists.ae">finance@manazelspecialists.ae</a> <ul style="list-style-type: none"> <li>• <b>Nazeer</b>, Mob +97150 662 8923.</li> </ul>
<b>Transfer</b>	<a href="mailto:Wael.AIAmawi@manazelspecialists.ae">Wael.AIAmawi@manazelspecialists.ae</a> <ul style="list-style-type: none"> <li>• Wael, Mob +97150 209 3100.</li> </ul>
<b>Al Reef Complaints</b>	<a href="mailto:alreefcomplaints@manazelspecialists.ae">alreefcomplaints@manazelspecialists.ae</a> <ul style="list-style-type: none"> <li>• <b>Junaid</b>, Mob +971502010317.</li> <li>• <b>Rawan</b>, Mob. +971502010421.</li> </ul>
<b>Capital Mall Team</b>	<a href="mailto:cmoffice.administration@capitalmall.ae">cmoffice.administration@capitalmall.ae</a> <ul style="list-style-type: none"> <li>• <b>Saman</b>, Mob +97150 209 1159.</li> </ul>
<b>Security – Al Reef1</b>	<a href="mailto:Security1.Alreef@manazelspecialists.ae">Security1.Alreef@manazelspecialists.ae</a> <ul style="list-style-type: none"> <li>• Ahmed, Mob. +97150 256 3944.</li> </ul>

As usual payments of Service fee, cooling bills, etc. can be paid by accessing our website. The link is : <https://www.manazelspecialists.com/Payments>. And all customer complaints, feedback, suggestions, etc. can be sent to [alreefcomplaints@manazelspecialists.ae](mailto:alreefcomplaints@manazelspecialists.ae)

We assure you our best service as always and thank you very much for your continued support.