



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 29.03.2020**. The office further closure may be subject to regular updates through formal communication.

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</b> Ibais , 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.