

## Introducing HELLO DAMAC

Dear DAMAC Customer,

**Want to avoid waiting in queues?  
Now you can!**

Introducing **HELLO DAMAC** ([www.hellodamac.com](http://www.hellodamac.com)), our customer self-service portal, which lets you connect with us anywhere, anytime. Join our 10,000 happy customers and get a wide range of property services online in *less than 10 minutes!*

At [hellodamac.com](http://hellodamac.com) you can:



**MAKE PAYMENTS**

**UPDATE PERSONAL DETAILS**

**BOOK APPOINTMENTS**

**LIVE CHAT WITH US**

**CHECK YOUR PORTFOLIO**

**GET STATEMENT OF ACCOUNT**

**CHECK PROJECT PROGRESS**

**GIVE FEEDBACK**

**SUBMIT SERVICE REQUESTS**

**...AND MUCH MORE!**

If you have forgotten your login credentials or wish to create a new account, you can reset it online at [www.hellodamac.com](http://www.hellodamac.com) or instantly sign up.

For more information, click to watch this video [https://youtu.be/uUkK8o\\_eWYk](https://youtu.be/uUkK8o_eWYk) or refer to the enclosed User Guide.

**Welcome to the new DAMAC Experience!**

Thank you,

**DAMAC Customer Experience Team**



## USER GUIDE

Here are some quick tips to access DAMAC services online in just 10 minutes!

Watch this introduction video

www.hellodamac.com

Welcome to  
**HELLO DAMAC**  
the one-stop portal for our customers

**LOGIN**      **SIGN UP**

Enter your e-mail and password to sign in

REGISTERED E-MAIL / PARTY ID \*

PASSWORD\* Show

[Reset/Forgot password](#)      **Log in**

Click to regenerate the password instantly

**FEATURED VIDEO**

**How to make Payments to DAMAC**

**Hello DAMAC User Guide**

**Walk-In by Appointments**

Download Important Information

Login with your registered user name and password.....

(or).....

Sign up instantly!

**LOGIN**      **SIGN UP**

Enter your e-mail and password to sign in

REGISTERED E-MAIL / PARTY ID \*

PASSWORD\* Show

[Reset/Forgot password](#)      **Log in**

Click to regenerate the password instantly

Click here to reset

**LOGIN**      **SIGN UP**

Enter your personal details to create an account

E-MAIL\*  
registered with DAMAC

FIRST NAME\*  
as per passport

LAST NAME\*  
as per passport

PHONE NUMBER\*  
registered with DAMAC

PASSWORD\* i      REPEAT PASSWORD \*

By creating an account you agree to our [Privacy Terms](#)

**Sign Up**

**When you login to HELLO DAMAC, you will see a dashboard showing you a snapshot of your property portfolio.**

The dashboard provides a comprehensive overview of the user's property portfolio. Key features include:

- Overview of your portfolio:** A central dashboard showing portfolio value and project progress.
- Make payments & check payment schedule:** Access to the Payments section.
- Book/manage your appointments:** Access to the My Appointments section.
- Useful resources and information:** Access to the Useful Links section.
- Rate your experience with us:** Access to the Survey section.
- Tell us your concerns:** Access to the Complaints section.

**Raise Requests for a wide range of services**

The Service Requests menu offers a wide range of services for users to request:

- Personal Details
- Property Payments
- Transfer
- Handover
- Others

Available services include:

- Change Mobile
- Change Email
- Passport Update
- Change Name
- Change Nationality
- Joint Buyer Info
- Upload Payment Proof
- Move Excess funds
- Replace Cheque
- Transfer Unit Ownership
- Transfer Rental Pool Join Rental Pool
- Handover
- Handover Appointment
- Early Handover
- Apply for Title Deed
- Request for Mortgage
- Promotional Offers
- Apply for Visa NOC
- Purchase Parking