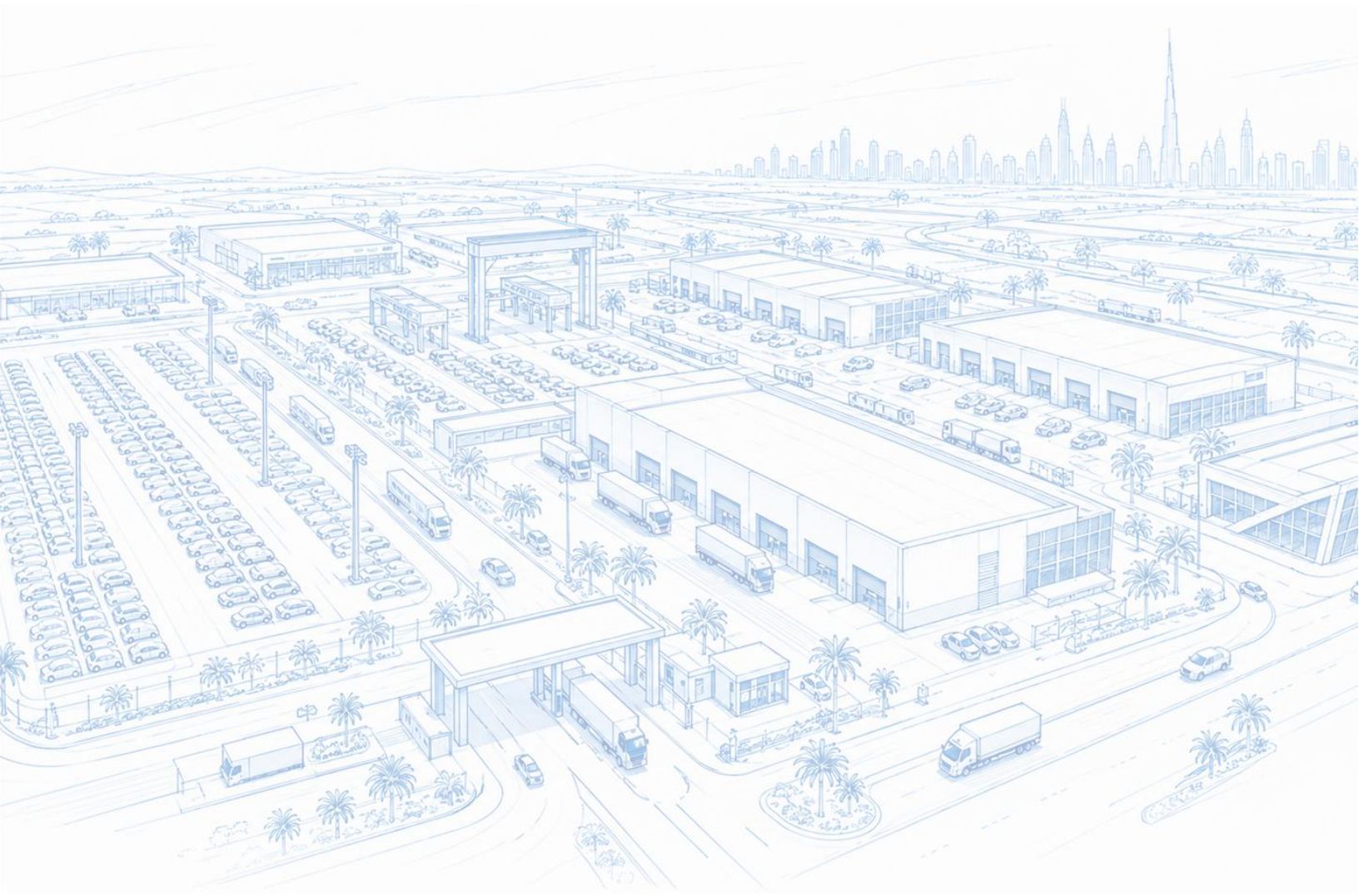
Dubai Auto Zone

Guidebook

Version 0.1 (October 2026)



Index

Index **2**

Foreword **5**

Introduction **6**

Service Guide **8**

I. Investor Services **8**

New Company Formation 8

Existing Company Expansion 12

Existing Company Downsize 14

II. Dubai Trade Portal operation **15**

i. Online registration for the Dubai Trade portal 15

ii. User Management Guidelines, Dubai Trade Customer Care 15

Creating a Sub-User 15

Modifying Sub-User Information 16

Sub-User Password Reset 16

Enable/disable a Sub-User 17

iii. Dubai Trade Trainings 17

III. Administrative Services (Dubai Trade Portal) **18**

i. Access and Identity Cards 18

Apply for a Permanent Access Card (PAC) 18

Renew Permanent Access Card (PAC) 20

Cancel Of Access Cards 22

Apply for Permanent Identity Card (PIC) 23

Renew Permanent Identity Card (PIC) 25

Apply for a Temporary Access Card (TAC) 27

Renew Temporary Access Card (TAC) 29

Apply for a Temporary Identity Card (TIC) 31

Renew Temporary Identity Card (TIC) 32

ii. Company Representative Cards 33

Apply for a Company Representative Card (CRC) 33

Renew Company Representative Card 34

iii. RTA Letter Requests 35

RTA Letter Request (excl. Heavy Vehicle Registration) 35

RTA Letter Request (Heavy Vehicle Registration & Renewal) 37

iv. Employee Services 39

Company Employment Card (CEC) Amendment 39

Employment Contract (EC) – Amend for Vacant Employee 40

Employment Contract (EC) – Salary Increase 41

Employment Contract (EC) – Salary Decrease 42

Employment Contract (EC) – Designation Amendment 43

Non-competition Undertaking for Sponsored Employees - Attestation 44

v. New Employment Visa (EV) 45
Apply for Employment Visa Entry Permit New (EV EP) 45
Visa Position Amendment 48
Employee Arrival Intimation 49
Correct Visa Entry Permit 52
Renew Employment Visa Entry Permit (EV EP) 53
Cancel Employment Visa Entry Permit Unutilized 54
vi. Residence Permit (RP) 55
Renew Employee's Residence Permit (RP) 55
Resident Permit Renewal with EC Amend 59
Transfer Employee's Resident Permit into New Passport 63
Nationality Change 64
RP Stamping for Lost Passport 65
Cancel Employee's Resident Permit (RP) 67
RP Correction (Employee's Resident Permit Correction) 69
Declare Absconder 70
Withdraw Absconder with RP Cancellation 71
Upload Exit Paper 72
vii. Medical 73
Update Medical Insurance 73
Update Employee New Passport Details 74
Employee Status Checking at DNRD (GDRFA) 75
Cancel Submitted Service Request (SRs) 76
viii. Bank Guarantee (BG) 77
Employee Bank Guarantee (BG) Waiver update 77
Withdrawal of Bank Guarantee (BG) 78
ix. Letter requests - employees 79
Letter Requests 79
x. Labor NOC (No Objection Certificate) letter requests 81
Labor NOC letter request 81
Free Zone NOC for Sister Company 82
xi. Additional visa quota 83
Additional Visa Quota 83
xii. Computer Immigration Card (CIC) 84
New CIC 84
Renew CIC 85
Amend CIC 86
Cancel CIC 87
Cash Guarantee Refund 88

IV. Registration, Licensing and Leasing (Dubai Trade portal) **89**
i. Leasing 89
Lease Renewal 89
Facility Termination 90
Lease Attestation 91
ii. Licensing 92
Renew License 92

New License for Existing Company 94
Insurance Document Update 96
License Certificate True Copy 97
New/Amend Authorization Card 98
Attestation of Authorization Card 99
Additional License Cancellation 100
License Activity Amendments 101
License Conversion – Amend Activity 102
iii. Registration Services 104
Audit Report Submission (FZE & FZCO) 104
Registration True Copy 105
Registration Letters 106
Appointment/Removal of Director(s) (FZE & FZCO) 107
Appointment/Removal of Manager (FZE, FZCO & Branch Companies) 109
Appointment/Removal of Secretary 110
Change of Financial Year (FZE & FZCO) 112
Owner Registrar Letter Request 113
Change of Company's Name 115
Parent Company Name Change 117
Company's Address Change 118
Increase/Decrease in Share Capital 119
Transfer of Shares 121
Original Document Attestation 124
Division/Consolidation of Shares 125
Company Termination 127
Company Freeze 129
Registration and License Reinstatement 131
Conversion from Branch to FZE or FZCO 132
Conversion from FZE to FZCO or FZCO to FZE 134
Re-domicile 136

V. Asset and Property Management Services 138
A. Modifications – No Objection Certificate Request 138
B. Signage Application Approval – Technical 140

Appendix 141
iv. Fee Structure Summary 141
Registration 141
License 141
Insurance Charges 141
Name Plate Charges 142
Security Deposit Charges 142
Public Health Levy (PHL) Charges 143
Computer Immigration Card (Establishment Card) 143
Administrative Services (Dubai Trade Portal) 143
Administrative Services (Non-Portal) 148

Foreword



Abdulla Al Hashmi

Global Chief Operating Officer
Parks and Economic Zones

We are pleased to present the first edition of the Dubai Auto Zone (DAZ) Service Guidebook, developed to provide both new and existing customers with a practical resource to navigate our services simply and efficiently.

At DAZ, our focus is on delivering a seamless, customer first experience at every stage of your business journey. Whether you are setting up your operations or managing your day to day business requirements, this guidebook serves as a comprehensive reference to help you access our services with clarity and ease.

As we continue to enhance our services and digital capabilities, your feedback remains invaluable in helping us deliver an even better customer experience.

Thank you for being part of the DAZ community.

We look forward to continuing to support your business and being your trusted partner in growth.

Introduction

Dubai Auto Zone (DAZ) is a dedicated automotive hub in Dubai, designed to support the growth of the regional and international automotive trade. It brings together vehicle trading, import and export, storage, logistics and automotive services within an integrated business ecosystem. With specialized facilities, a strategic location and access to regional and global markets, DAZ provides automotive businesses with an environment to establish operations, expand their reach and streamline trade activities.

DAZ office hours

7:30 to 15:30 From Monday to Thursday
7:30 to 12:00 on Friday

Call Centre available 24/7
Dubai Trade Customer Service : 600 55 55 54 or +971 600 55 55 54,
Email: customercare@dubaitrade.ae

Important Information:

- Processing time for any service request is subject to appropriate approvals from DAZ Management and other Government Regulations.
- Any manual Application Forms, Request Letters or Company No Objection Certificates (NOC) must be typed on company letterhead and signed by the authorized person with a company stamp.
- All urgent requests submitted during working hours will be processed instantly.
- Dubai Trade portal must be used for all online services.
- Requests can be submitted online only if sufficient funds are available in the portal.
- When submitting an online request, it is necessary to upload (where the facility is available) or arrange the supporting documents for courier collection if the document collection/delivery is selected as a courier.
- Document requirements and service fees are subject to change. Dubai Auto Zone (DAZ) reserves the right to ask for additional documents/fees if required.
- 5% VAT will apply to all non-regulatory services, and customers should update their Tax Registration Numbers through the Dubai Trade portal.

- Once the payment and documents are received and confirmed and the details provided in the application are correct, Dubai Auto Zone (DAZ) will acknowledge the application and proceed further.
- The request's status can be checked through the portal's service request (SR) number anytime.
- Services not available in the portal can be accessed through the Dubai Auto Zone (DAZ) Headquarter- Ras Al Khor Industrial Area 3, Dubai. https://share.google/4Omocl7GtQtWKkstQ
- To receive communications from Dubai Auto Zone (DAZ) on time and to be quickly contacted by Dubai Auto Zone (DAZ) staff, please ensure your company’s contact details are up to date.

Service Guide

I. Investor Services

New Company Formation

Description

Dubai Auto Zone (DAZ) offers several formation types that enable investors to establish their company to suit individual requirements. Every company formation requires a leased facility. Dubai Auto Zone (DAZ) offers an extensive portfolio of products that align with the company's activities and the nature of operations.

Process Steps

A. Expression of Interest:

The investor can express interest in company formation and leasing by registering an inquiry on the following channels:

> Over the phone: Dubai Trade Customer Service : 600 55 55 54 or +971 600 55 55 54

> Email: customercare@dubaitrade.ae

> In person at our Dubai Auto Zone (DAZ) headquarter: https://share.google/n365QldHCWFw8K0yD

B. Submission of Online Application:

DAZ Application Form

C. Selecting a Suitable Facility:

DAZ Facility (Direct Lease): Once the application is approved, the sales expert offers a suitable facility and invites the investor to a viewing of the available unit.

> A booking fee is paid against the sales offer to confirm a facility. The fee ensures the investor's chosen facility is reserved while the company formation process advances.

D. Company Incorporation and Key Handover:

The Customer receives the keys/access to the facility and the incorporation documents. The Customer will receive access to the Dubai Trade Customer Portal to access all Dubai Auto Zone (DAZ) services.

Documents Required

Required for all company formation types:

- Know Your Customer-Ultimate Beneficiary Owner Form (KYC-UBO):
    - If Shareholders are individuals, then each shareholder should submit an individual KYC-UBO form duly filled and signed by each shareholder.
- Valid Passport Copy:
    - Shareholder/s, Director, Manager, Secretary, and Power of Attorney (With UAE Residence Visa Page, if Resident of UAE).
    - No Objection Certificate (NOC) from Sponsor
- If Shareholders / Directors / Manager / Secretary are UAE Residents, then a No Objection Letter is required for the sponsor along with a Trade License Copy and Passport of the Sponsor.
- Emirates ID
- Visa Copy

Required for Branch: Local

- Copy of UAE license (if the parent company is in the UAE); or Original Certificate of Incorporation or Good Standing (notarized and attested) if the parent is outside the UAE.
- Original Memorandum and Articles of Association (returned after verification).
- Company Board Resolution calling for the Establishment of a Branch company in DAZ and guaranteeing full financial commitment.
- Power of Attorney (POA) – (notarized and attested).
- Specimen Signatures of Appointed Manager & > Power of Attorney (POA) Holder (can be attested in Dubai Auto Zone (DAZ)).
- Manager passport copy + Emirates ID

Required for Branch: Overseas

- Copy of UAE license (if the parent company is in the UAE); or Original Certificate of Incorporation or Good Standing (notarized and attested) if the parent is outside the UAE.
- Original Memorandum and Articles of Association (returned after verification).
- Company Board Resolution calling for the Establishment of a Branch company in DAZ and guaranteeing full financial commitment.
- Power of Attorney (POA) – (notarized and attested).
- Specimen Signatures of Appointed Manager & > Power of Attorney (POA) Holder (can be attested in Dubai Auto Zone (DAZ)).
- Manager passport copy + Emirates ID
- Good legal standing/ attest all documents from Foreign affairs

Required for Free Zone Company (FZCO or FZE):

- Shareholder/Directors Resolutions (notarized and attested, specimen template – for FZE - Non Individual and for FZCO) calling for:
    - Details of Shares and Share Capital (if more than 1 shareholder)
    - Appointment of Director/s, Secretary, Manager
    - Appointment of Legal Representative (if any)
    - Power of Attorney (POA)
- Memorandum & Articles of Association of the Company (specimen template for FZCO and for FZE, can be attested in DAZ)
- Specimen Signatures of Appointed Director/s, Manager, Secretary, Legal Representative & Power of Attorney (POA) Holder (can be attested in DAZ)
- Non-Individual shareholder additional requirements:
    - Original Certificates of Incorporation or Original Certificates of Good Standing of Company (notarized and attested).
    - Board resolution
    - Memorandum and Articles of Association (notarized and attested).

Facility-specific Requirements

> Plot Facilities: Project Summary and Business Plan

Environment, Health and Safety (EHS) declaration

> Depends on the activities.

Fees	***Processing Time***
Branch AED 10,000 Registration Fees For FZE AED 15,000 For FZCO AED 20,000 See table below for Licensing fees	3 working days

License	Fee (AED)	Groups	Activities	Additional Activity Fee
Trading	14,000 AED 10 + Vat for EDV charges	One	7 (up to 17)	AED 500 per additional activity
Service	14,000 AED 10 + Vat for EDV charges			

Existing Company Expansion

Description

Existing Dubai Auto Zone (DAZ) companies interested in expanding can lease additional facilities or relocate to a larger facility within DAZ.

Process Steps

A. Expression of Interest:

The Customer can contact the Dubai Auto Zone (DAZ) sales team to enquire about additional facilities through the following channels:

- Dubai Trade Portal:
  - Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
  - Navigate to "Lease", scroll to the bottom and select "Request for Additional Facility."
  - Create and submit a new request for Expansion
- Dubai Trade Customer Service : 600 55 55 54 or +971 600 55 55 54
- Email: customercare@dubaitrade.ae
- In person at our Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD

B. Selecting a Suitable Facility:

DAZ Facility (Direct Lease): Once the expansion request is received, the sales expert will offer suitable facilities available for the Customer to select.

C. Lease Agreement and Key Handover:

The lease agreement for the reserved facility of choice is generated and sent to the Customer. The Customer receives the keys/access to the facility and the finalized lease agreement.

Fees	***Processing Time***
AED 5,000 Registration Fees See table below for Licensing fees	3 working days

License	Fee (AED)	Groups	Activities	Additional Activity Fee
Trading	14,000 AED 10 + Vat for EDV charges	One	7 (up to 17)	AED 500 per additional activity
Service	14,000 AED 10 + Vat for EDV charges			

Existing Company Downsize

Description

Existing Dubai Auto Zone (DAZ) companies interested in downsizing to a smaller unit of a lower cost can contact the Customer Service Team to discuss the options available.

Process Steps

A. Expression of Interest:

The Customer can express interest in downsizing via the following channels:

- Dubai Trade Customer Service : 600 55 55 54 or +971 600 55 55 54
- Email: customercare@dubaitrade.ae
- In person at our Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD

B. Selecting a Suitable Facility:

Once the Dubai Auto Zone (DAZ) Team approves the request, it is assigned to the sales team to offer options available to the Customer.

C. Lease agreement and Key Handover:

The lease agreement for the reserved facility of choice is generated and sent to the Customer. The Customer receives the keys/access to the facility and the finalized lease agreement.

Fees (in AED)	***Processing Time***
No Charges	1 working day

II. Dubai Trade Portal operation

i. Online registration for the Dubai Trade portal

“Dubai Trade Portal” (http://www.dubaitrade.ae) is an electronic platform that enables DAZ Customers to apply for all services offered by Dubai Auto Zone (DAZ).

Once registered in DAZ, the company will receive a User ID and Password for Dubai Trade Portal activation.

ii. User Management Guidelines, Dubai Trade Customer Care

To access user management services, log in as Company Administrator with Username & Password.

Creating a Sub-User

Process Steps

- Click on the User profile after Login
- Navigate to "My Users"
- Click on "Create User"
- Fill in the information of the User.
- Go to "Select Role", where you will find the below business Roles:
    - DAZ - Approval
    - DAZ – Data Entry
    - DAZ - Enquiry
    - E-payment
- Any or all of the above roles should be selected for creating a Sub-User.
- Submit the Request.
- Once the Request is submitted, a user activation e-mail will be sent to the e-mail ID mentioned in the Request form.

> The Sub-User can select a username and password by accessing the link to activate the user.

Please note that multiple Sub-Users can be created if required.

Modifying Sub-User Information

Process Steps

> Click on the User profile after Login
> Navigate to "My Users"
> All Sub Users will be displayed
> Click on the "Action" button (three dots) to view the available actions for each user.
> Choose the 'Modify User' option to edit user details and permissions.

Sub-User Password Reset

Process Steps

> Click on the User profile after Login
> Navigate to "My Users"
> All Sub Users will be displayed
> Click on the "Action" button (three dots) to view the available actions for each user.
> Initiate the password reset process by selecting the 'Reset Password' option for the chosen user.

Enable/disable a Sub-User

Process Steps

> Click on the User profile after Login
> Navigate to "My Users"
> Upon clicking "My Users", all associated users will be displayed.
> Click on the "Action" button (three dots) to view the available actions for each user.
> Select "Enable" or "Disable" based on the suer status.
> Confirm the action by clicking 'Yes'

iii. Dubai Trade Trainings

Training & Support

Join a free Dubai Trade training session to confidently navigate services and digital workflows. Book a free training session to get started confidently – Book here.

Enroll in the Free Zone Operations Professional Programme

- Free zone vs mainland models
- Regulatory and compliance requirements
- Business setup, licenses and infrastructure
- Dubai Trade systems and platforms
- Dubai Trade systems and platforms

Build knowledge. Ensure compliance. Operate with confidence

III. Administrative Services (Dubai Trade Portal)

i. Access and Identity Cards

Apply for a Permanent Access Card (PAC)

Description of the service

This service will request a Permanent Access Card for an employee not sponsored by Dubai Auto Zone (DAZ).

Process Steps to avail the service

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to apply for a Permanent Access Card.

Documents Required to apply for the service

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> Current Sponsor Company's No Objection Certificate (NOC)
> Passport Copy with Residence Permit (RP) Page Copy
> Photograph (4.5cmX3.5cm)
> Current Sponsor Company's License copy
> Emirates ID copy

Fees	***Processing Time***
> AED 1,030 valid for one year	1 working day

Notes

- The issue of a Permanent Access Card will be counted against the total number of employees allowed to be hired in the facility.
- Permitted only for designated managerial staff and administrative positions but not for laborers.
- Permitted only for sponsored staff at a Branch of the Company existing in DAZ or one who works for a company owned by the same person.
- Permitted for a shareholder or a license holder in DAZ Company (if sponsored by a company registered in the UAE).
- Permitted for drivers who will represent the company as a Public Relations Officer (PRO).
- It does not apply to staff sponsored by construction and property companies.
- The access cardholder should have a valid residence visa of more than six months.
- The Permanent Access Card is also permitted for GCC nationals.

For GCC nationals

- Employment Contracts for non-sponsored employees will be sent by e-mail (an additional charge of AED 100 will be applicable for contract attestation)
- A signed non-sponsored contract should be uploaded with SR.

Renew Permanent Access Card (PAC)

Description

This service will submit a renewal request for a Permanent Access Card for an employee Dubai Auto Zone (DAZ) does not sponsor. This service is used to renew PACs which are due for renewal.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
- Create and submit a new request to renew a Permanent Access Card.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

- Current Sponsor Company's No Objection Certificate (NOC)
- Passport Copy with Residence Permit (RP) Page Copy
- Photograph (4.5cmX3.5cm)
- Current Sponsor Company's License copy
- Emirates ID copy

Fees	***Processing Time***
> AED 1,030 valid for one year	1 working day

Notes

- Renewal requests can be submitted within 30 days before the card's expiry or the grace period 30 days after the expiry.
- After 30 days of the expiry, the card will be cancelled automatically and not renewed. Customers can apply for a new access card.

For GCC nationals

- Employment Contracts for non-sponsored employees will be sent by e-mail (An additional charge of AED 100 will be applicable for contract attestation).
- A signed non-sponsored contract should be Uploaded with SR.

Cancel Of Access Cards

Description

This service will submit a cancel request for Access Cards for in Dubai Auto Zone (DAZ).

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to cancel a Permanent Access Card.

Documents Required

> NA

Fees	*Processing Time*
> No charges	1 working day

Notes

> After 30 days of expiry, a card will be cancelled automatically.

Apply for Permanent Identity Card (PIC)

Description

This service requests Permanent Identity Card for an employee Dubai Auto Zone (DAZ) does not sponsor. Permanent Identity Cards are issued to employees under their Parent, Spouse, or other relative. Sponsorship (Non-Company Sponsored). These cards are Identity Cards with a validity of one year, allowing the non-sponsored employee to enter DAZ to work. Visa must be Valid for a minimum of 6 months.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to apply for a Permanent Identity Card.

Documents Required

Physical documents: not required

> Employment Contract Sponsored by Relatives should be upload with SR

A. Documents to be uploaded

> Photograph (4.5cm X 3.5cm)
> Passport page -1
> Passport page -2
> Residence Permit copy
> Sponsor's No Objection Certificate (NOC), addressed to DAZ (In English or Arabic)
> Sponsor's Passport (PP) Copy
> Sponsor's Residence Permit Page Copy

Fees	***Processing Time***
> AED 1,030 valid for one year	1 working day

Notes

- Permanent Identity Card is valid for 1 year from the date of issue.
- The applicant and sponsor should have a valid residence visa.
- The Permanent Identity Card will be consumed from the allowed visa quota.
- The Permanent Identity Card is applicable only for a Dubai Residence Visa Holder.
- The Applicant should be in the UAE during the process.

Renew Permanent Identity Card (PIC)

Description

This service will submit a renewal request for a Permanent Identity Card for an employee Dubai Auto Zone (DAZ) does not sponsor. This service is used to renew PICs which are due for renewal.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae.
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to renew a Permanent Identity Card.

Documents Required

Physical documents not required :

> Employment Contract Sponsored by Relatives upload with SR

B. Documents to be uploaded

> Photograph (4.5cm X 3.5cm)
> Passport page -1
> Passport page -2
> Residence Permit copy
> Sponsor's No Objection Certificate (NOC), addressed to DAZ (In English or Arabic)
> Sponsor's Passport (PP) Copy
> Sponsor's Residence Permit Page Copy

Fees	***Processing Time***
> AED 1,030 valid for one year	1 working day

Notes

> Renewal requests can be submitted within 30 days before the card's expiry or the grace period 30 days after the expiry.

> After 30 days of the expiry, the card will be cancelled automatically. The customer can apply for a new access card.

Apply for a Temporary Access Card (TAC)

Description

This service requests a Temporary Access Card for an employee Dubai Auto Zone (DAZ) does not sponsor. These cards are gate passes with a validity of one month to a maximum of 6 months, allowing the non-sponsored employee to enter DAZ to visit your company. Temporary Access Cards are issued only to the company's sister/parent employees registered outside DAZ and temporarily operating anywhere in the UAE.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to apply for a Temporary Access Card.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> Company's No Objection Certificate (NOC) (if sponsored by a company)
> Passport Copy with visit visa / Entry Stamp / Residence Permit Page Copy
> Photograph (4.5cm X 3.5cm)
> Current Sponsor Company's License copy
> DAZ Company's License Copy

Fees	*Processing Time*
> AED 100 per month + AED 10 Electronic Fee	1 working day

Notes

- Temporary Access Card is valid for one to six months.
- Permitted only for designated managerial staff and administrative positions, but not laborers.
- It is not applicable for staff sponsored in a construction and property company.

The eligibility for applying for Temporary Access Cards:

- DAZ Visit Visa (Currently DAZ Doesn't issue visit visa)
- On Arrival Visit Visa holder must have a Contract/Agreement with DAZ Company.
- Applicant sponsored by Parent /Sister Company.
- The validity of the card is subject to the validity of the Visit/Residence Visa.
- Holders of Temporary Access cards can visit for Training, Technical Work, Assemble Machines, Auditing, Consultancy etc.

Renew Temporary Access Card (TAC)

Description

This service will submit a renewal request for a Temporary Access Card for an employee Dubai Auto Zone (DAZ) does not sponsor. This service is used to renew TACs which are due for renewal.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae.

  Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service

> Create and submit a new request to renew a Temporary Access Card.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> Company's No Objection Certificate (NOC) (if sponsored by a company)
> Passport Copy with visit visa / Entry Stamp / Residence Permit Page Copy
> Photograph (4.5cm X 3.5cm)
> Current Sponsor Company's License copy
> DAZ Company's License Copy

Fees	*Processing Time*
> AED 100 per month + AED 10 Electronic Fee	1 working day

Notes

> Renewal requests can be submitted within 30 days before the card's expiry or the grace period of 30 days after the expiry.

> After 30 days of the expiry, the card will be cancelled automatically and not renewed. The customer can apply for a new access card.

Apply for a Temporary Identity Card (TIC)

Description

This service requests Temporary Identity Card for a laborer that Dubai Auto Zone (DAZ) does not sponsor. Temporary Identity Cards are issued to laborers under one of the listed Manpower Companies. These cards are Identity Cards with a validity of one month to a maximum of 3 months, allowing the laborers to work/provide service.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to apply for a Temporary Identity Card.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> Passport with Residence permit page
> One photograph
> Current sponsor's Trade license copy

Fees	*Processing Time*
> AED 100 per month + AED 10 Electronic Fee	1 working day

Notes

> This service applies only to employees under the Manpower Supply Companies registered with DAZ.
> The contract between a free zone company and a Manpower company must be valid to avail of the service.

Renew Temporary Identity Card (TIC)

Description

This service will submit a renewal request for a Temporary Identity Card for an employee Dubai Auto Zone (DAZ) does not sponsor. This service is used to renew TICs which are due for renewal.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to renew a Temporary Identity Card.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> Passport with Residence permit page
> One photograph
> Current sponsor's Trade license copy

Fees	*Processing Time*
> AED 100 per month + AED 10 Electronic Fee	1 working day

Notes

> Renewal requests can be submitted within 30 days before the card's expiry or the grace period of 30 days after the expiry.
> After 30 days of the expiry, the card will be cancelled automatically. The customer can apply for a new access card.

ii. Company Representative Cards

Apply for a Company Representative Card (CRC)

Description

This service will request a Company Representative Card for an employee who will be the Company's Representative / Public Relations Officer (PRO) in Dubai Auto Zone (DAZ).

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to apply for a Company Representative Card.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> NOC letter from Company
> One Color Photograph (4.5x3.5cm)

Fees	***Processing Time***
> AED 310 valid for one year > AED 610 valid for two years (Currently for two years not available, soon it will be applicable)	1 working day

Renew Company Representative Card

Description

This service requests to Renew the Company Representative Card for an employee who will be the company's Representative / Public Relations Officer (PRO) in Dubai Auto Zone (DAZ).

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to renew a Company Representative Card.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> One Color Photograph (4.5x3.5cm)

Fees	*Processing Time*
> AED 310 valid for one year > AED 610 valid for two year(Two year currently not available ,soon it will be applicable)	1 working day

Notes

> Renewal requests can be submitted 30 days before the card's expiry or within the grace period of 30 days after the expiry.
> After 30 days of expiry, the card will be cancelled automatically. The customer can apply for a new card.

iii. RTA Letter Requests

RTA Letter Request (excl. Heavy Vehicle Registration)

Description

This service enables users to request for Letter / No Objection Certificate (NOC) for Dubai Auto Zone (DAZ) Companies and DAZ Employees addressed to RTA (Road & Transport Authority).

Electronic Document Verification (EDV) was implemented for RTA letters. Once the letter request is 'submitted to free zone', the Letter with a digital signature will be sent to the customer's registered email, and it can be unlocked using the password, which is received via SMS.

RTA Letters available through Dubai Trade Portal:

- Boat New Registration
- Cancel Vehicle Registration
- Change Company Name
- Clearance Letter
- Driving License Letter
- Export Vehicle
- Heavy Vehicle Registration (New)
- Heavy Vehicle Registration (Renew)
- Light Vehicle Registration (New)
- Light Vehicle Registration (Renew)
- Motorcycle New Registration
- Renew Motorcycle Registration
- Open RTA File (New Companies)
- RTA Advertisement New Logo
- RTA Advertisement Renew Logo
- RTA Change Plate

- RTA Transfer Plate Number
- Tejari Cancel Registration
- Tejari New Registration
- Tejari Renew Registration
- Tejari Replace Registration
- Tourist Letter
- Trailer Registration (New)
- Trailer Registration (Renew)
- Transfer Registration

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
- Create and submit a new request for an RTA letter.

Fees	***Processing Time***
- AED 320 valid for one year	1 working days

RTA Letter Request (Heavy Vehicle Registration & Renewal)

Description

This service enables users to request for Letter / No Objection Certificate (NOC) for Dubai Auto Zone (DAZ) Companies and DAZ Employees addressed to RTA (Road & Transport Authority).

Electronic Document Verification (EDV) were implemented for RTA letters. Once the letter request is 'submitted to free zone', the Letter with a digital signature will be sent to the customer's registered email, and it can be unlocked using the password, which is received via SMS.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae.
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
- Create and submit a new request for an RTA letter.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

- Letter of Undertaking from company addressed to DAZ
- Vehicle registration documents
- Showroom paper or RTA test certificate
- The vehicle's weight must be mentioned in the documents
- Report from RTA (Vehicle Ownership Certificate)
- Employee (the Driver) residence visa copy + CEC copy (DAZ ID) + driving license copy
- Company trading license copy

Fees	***Processing Time***
> AED 320 + AED 10,000 (Applicable only for Heavy Vehicles above 7 tons) > AED 1,130 (renewal)	1 working days

iv. Employee Services

Company Employment Card (CEC) Amendment

Description

This service requests an amendment of the employee's details on the Company Employment Card (CEC). Note: There is no service to apply for a new Company Employment Card (CEC) because the New Company Employment Card is included with the New Employment Visa Application and sent after the process for New Employment Visa is completed.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to amend a Company Employment Card

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> One Color Photograph (4.5x3.5cm)

Fees	***Processing Time***
> AED 520	1 working day

Notes

> Amendment reason to be mentioned at the time of creating the Service Request (SR).

Employment Contract (EC) – Amend for Vacant Employee

Description

This Service is used to amend the employee's employment contract (salary) before arrival or visa position Amendment.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to amend an Employment Contract for Vacant Employees.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> Entry Permit copy

Fees	*Processing Time*
> AED 200	1 working day

Employment Contract (EC) – Salary Increase

Description

This service enables users to request amending the Salary / Allowance details of the employee.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to amend an Employment Contract (salary increase).

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> Three months' latest bank statement or pay slip with increased salary
> Employment Contract Amendment Form

Fees	*Processing Time*
> AED 1000	1 working day

Notes

> Time of net increase on basic salary is additionally required as Cash Guarantee (CG) / Bank Guarantee (BG) / Insurance premium.

Employment Contract (EC) – Salary Decrease

Description

This service requests decreasing the Salary / Allowance for employees.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
- Create and submit a new request to amend an Employment Contract (salary decrease).

Documents Required

Physical documents required:

Upon submitting the online Request, the Customer will receive the following documents:

- Signed auto-generated employment contract (signed and uploaded through verification SR)/undertaking.

Fees	*Processing Time*
> AED 1,100	1 working day

Notes

- Once Service Request (SR) is submitted, the customer will receive the amended contract by email.
- Employer and employee should visit DAZ Labor Section with the amended contract (received by e-mail) to sign before DAZ representatives.

Employment Contract (EC) – Designation Amendment

Description

This service enables users to request for amending the designation of the employee.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to amend an Employment Contract (designation change).

Documents Required

Documents to be uploaded:

> Employment Contract Amendment or Undertaking Form is required if the Applicant has a Bank Guarantee waiver.
> Educational Certificate attested by UAE Ministry of Foreign Affairs and UAE Embassy from the country of Origin, General Directorate of Residency & Foreigners Affairs (GDRFA) may require Arabic translation if the certificate is not in English).
> If UAE issues an educational certificate, it requires attestation from the Ministry of Education.
> Three months' latest bank statement or pay slip with increased salary (in case of salary change along with Job Title) if difference between old and new salary is AED 10,000 or more.
> Recent Color Photographs (4.5cmX3.5cm).
> Residence visa copy.

Fees	*Processing Time*
> AED 1,550	3 working days

Notes

> An amended CEC Card will be issued with the new designation.

Non-competition Undertaking for Sponsored Employees - Attestation

Description

It is to agree prohibits the employee from working for a competitor. It is a contractual restriction imposed on an employee to prevent the employee from working for competitors after terminating the employment relationship (resignation) with the previous employer.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request for approval for a Non-competition Employee contract.

Documents Required

Upon submitting the online Request, the Customer will receive the following documents:

> An auto-generated contract will be sent to the registered email.

Fees	***Processing Time***
> AED 300	1 working day

Notes

> Once Service Request (SR) is submitted, the customer will receive an auto-generated, Non-Competition contract by email.
> Employer and employee should visit the DAZ Labor Section with the contract to be signed and attested in DAZ.

v. New Employment Visa (EV)

Apply for Employment Visa Entry Permit New (EV EP)

Description

This service enables users to request a new Employment Visa for a new employee on the company's sponsorship. This request has two parts; the Entry Permit and the Residence Visa.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
- Create and submit a new request to apply for an employment visa.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

- Passport Copy
- Latest Color Photograph (4.5cm X 3.5cm)
- Passport page 2 (optional)
- For managerial/professional categories: Education Certificate (Bachelor's Degree) copy attested by UAE Ministry of Foreign Affairs

Fees	***Processing Time***
Subject to change by authorities Normal Package: > 2 years: AED 4,500 Urgent Package:	2 working day

- 2 years: AED 5,500

VIP Package
- 2 years: AED 6,123

Additional Charges:

- If the applicant is inside the country: AED 850
- Transfer of sponsorship required: AED 1,590
- An offer letter is required: AED 100
- Applicant age is above 60: AED 5,000
- The job title is Partner or Investor: AED 250

If the company is under insurance, the insurance premium will be charged as below:

Salary Band (in AED)	
RP Validity =	2 years
<4,001	138.5
4,001-8,000	210.5
8,001-12,000	270.5
12,001- 16,000	350.5
16,001-20,000	410.5
>20,000	498.5

Notes

- NOC letter from gold and diamond management must be provided with any visa request for gold and diamond companies.
- All Employment Visas require a Bank Guarantee (BG) or Cash Guarantee (CG) if they are not under Insurance.
- Minimum Passport Validity is 6 months.
- The Employment Visa Entry Permit (EV EP) is valid for 60 days from the issue date.

- The minimum Age limit for Employment Visa (EV) is 18 years.
- An additional fee of AED 5,000 will be charged if the applicant's age is above 60 years. Refundable only if GDRFA rejects the request.
- An employment Visa Entry Permit (EV EP) can only be renewed twice.
- Specific nationalities are subject to additional checking by General Directorate of Residency & Foreigners Affairs (GDRFA), which may affect processing time.
- For Sri Lankan and Indonesian nationalities: Medical Report (attested by the UAE Embassy) from the country of origin is required at the time of applying for EVEP (if applicant is outside the UAE).
- Bank Guarantee must be provided in DAZ's standard Format from a UAE Bank only.
- Cash Guarantee can be paid through an e-Payment option in Dubai Trade or by Cheque/Cash at Commercial Bank of Dubai at DAZ Counters.

Service letter to hold dependent visa:

- Follow the below process if the applicant wants to cancel the current residence visa by holding a dependent's visa:
- Apply for an Employment Visa by selecting "Yes" for "Offer letter to hold family visa required?" (Additional fee of AED 100 will be applicable).
- The Administrative department will verify and approve the request.
- Upon request approval, Service Letter will be issued and delivered to the customer through Email.
- The applicant shall approach General Directorate of Residency & Foreigners Affairs (GDRFA) to cancel the current residence permit upon obtaining the service letter.
- After cancelling the applicant's residence permit, the customer must upload the cancellation paper as an additional document in the Entry permit Service Request (SR) to process the Employment Visa request.

Visa Position Amendment

Description

Visa Position Amendment will obtain an entry stamp on the newly issued Employment Visa without exiting UAE, Subject to General Directorate of Residency & Foreigners Affairs (GDRFA) approval.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
- Create and submit a new request for a Visa position amendment.
- If the Applicant is inside the Country, there is an option to select the Visa position Amendment required "Yes" or "No" (No separate Service request is required).

Documents Required

- New Entry Permit
- Previous Residence Cancellation copy / previous entry permit
- Passport page 1
- Passport page 2 - (Optional)

Fees	*Processing Time*
> AED 920	1 working day

Employee Arrival Intimation

Description

Employee Arrival Intimation will notify Dubai Auto Zone (DAZ) to proceed with Medical and Emirates ID requirements for Visa stamping.

Process Steps

A. Normal and Urgent service packages

Customers can submit requests by updating the date as:

> Employee arrival date (if the employee entered UAE on a new entry permit), or

> Approval date of Visa status amendment if the applicant obtained visa status change to newly issued Employment Visa without exiting UAE.

Upon intimating the employee's arrival, the customer will receive the following documents to proceed with the medical and Emirates ID Biometric test.

> Auto-generated DHA Application Form from DHA

> Auto-generated Employment Contract (signed and uploaded through verification SR)

> Medical Appointment schedule

> Emirates ID Appointment schedule

B. VIP Service package

> If the applicant is inside the country, arrival Intimation will be updated internally by DAZ, and the Customer require a Medical / Emirates ID schedule.

> The customer will be notified to proceed with Medical and Emirates ID at the DAZ Service Center.(**DAZ doesn't have medical service center and EIDA)**

> If the applicant is outside the country, the customer should submit arrival intimation and proceed to Medical and Emirates ID upon receiving the DHA form and Employment Contract. Employment Contract must be uploaded before visiting the Medical Centre for test. (No schedule required for Medical and Emirates Identity Authority (EIDA)).

Documents required

A. Normal and Urgent service packages

> Medical Emirates Identity Authority (EIDA) Test / Emirates Identity Authority (EIDA) Registration
    - Auto-generated DHA Application Form
    - Medical Appointment schedule
    - Emirates ID Appointment schedule

Once the request is updated as 'Medically Fit', the customer must upload the below documents to proceed with Residence Stamping.

> Health Insurance Card copy
> Entry Permit copy
> Computer Immigration Card (CIC) copy
> Medical fitness results from DHA

B. VIP service package

> Medical Emirates Identity Authority (EIDA) Test / Emirates Identity Authority (EIDA) Registration
    - Auto-generated DHA Application Form
    - Medical Insurance
    - Signed New Employment Contract or Employment Contract Undertaking if he has a BG wavier to be uploaded under verification SR

In the case of a VIP Service Package, Customer has to type the Emirates ID Application Carrying Emirates ID (original or copy) is highly recommended if the applicant has been issued an Emirates ID previously.

DAZ will process the Residence permit stamping immediately upon receiving the medical fitness report, as all other required documents are already submitted to DAZ.

Notes

New Employment Contract (uploaded under Verification SR) or Undertaking Form if Applicant has a Bank Guarantee waiver. (Upon Arrival Intimation, Employment Contract or Undertaking will be sent to the registered email or can be downloaded from the portal through Menu >> Summary Information >> Reports)

Correct Visa Entry Permit

Description

This service requests a correction of the details on an Employment Visa Entry Permit (EVEP) for a new employee who will be on the company's sponsorship.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae.
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to correct the Employment Visa Entry Permit submission.

Documents Required

> Entry Permit copy
> Company request letter mentioning the correction details
> Photograph (if Photo needs correction)

Fees	*Processing Time*
> AED 783 > AED 160 If Urgent (Additional) > AED 790 if inside the country.	2 working days

Renew Employment Visa Entry Permit (EV EP)

Description

This service will request to renew the Employment Visa Entry Permit (EVEP), which has expired, for a new employee who will be on the company's sponsorship. A new entry permit has 60 days validity for the new employee to enter UAE. The entry permit must be renewed if the employee fails to enter within the validity.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae.
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to renew an employment visa.

Documents Required

> Entry Permit copy

Fees	*Processing Time*
> AED 843 > AED 790 If Inside the country > AED 160 If Urgent (Additional)	2 working days

Notes

> An Employment Visa Entry Permit (EV EP) can be renewed twice for 60 days (each renewal).

Cancel Employment Visa Entry Permit Unutilized

Description

This service will request to cancel the unutilized Entry Permit issued for a new employee.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to cancel an Employment Visa Entry Permit that has not been utilized.

Documents Required

> Entry Permit (If General Directorate of Residency and Foreigners Affairs (GDRFA) issues Entry Permit)

Fees	*Processing Time*
> AED 300	1 working days

Notes

> The request is eligible for a refund only if the Entry Permit cancellation request is submitted within 6 months of Employment Visa creation, and the refund amount will be transferred to the Company's Portal Account only.

vi. Residence Permit (RP)

Renew Employee's Residence Permit (RP)

Description

This service enables users to request to renew the Residence Permit for the Employee. Employee Residence Permit is valid for 2 years. Residence Permit renewal is subject to Medical Test Clearance. Residence Permit should be valid for at least 180 days and not more than 180 days.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to renew an employee's Residence Permit.

Documents Required

A. SR submission

> Photo
> Passport page 1
> Passport page 2 (Optional)
> Residence visa copy

Upon submitting the online Request, the Customer will receive the following documents:

> Auto-generated DHA Application from DHA (Customer need to arrange medical test appointment and EIDA application)
> Auto-generated Employment Contract (signed and uploaded under verification SR)
> Medical Appointment schedule (Not Applicable for VIP Service Package)
> Emirates ID Appointment schedule (Not Applicable for VIP Service Package)

B. Normal and Urgent service packages

> Medical Emirates Identity Authority (EIDA) Test / Emirates Identity Authority (EIDA) Registration

> Auto-generated DHA Application Form (Customer need to arrange medical test appointment and EIDA application)

- Medical Appointment schedule
- Emirates ID Appointment schedule
- Emirates Identity Authority (EIDA) Registration Form Copy

Once the request is updated as 'Medically fit', the customer must upload the below documents to proceed with Residence Stamping.

> Passport (PP) Copy

> Photo

> Employment Contract (signed and uploaded under verification SR) or Employment Contract Undertaking if the customer has a Bank guarantee (BG) wavier (Employment Contract/Undertaking will be sent to the registered email once the Service Request (SR) is submitted or can be downloaded from the portal through Menu >> Summary Information >> Reports)

> Emirates Identity Authority (EIDA) Registration Copy

C. VIP service package

> In the case of a VIP service package, the customer does not have to type the Emirates ID Application as it will be filled by DAZ staff at DAZ Service Centre. Carrying Emirates ID (original or copy) for renewal is highly recommended. (**DAZ doesn't have medical service center and EIDA ,** Customer has to arrange medical Test and EIDA)

> VIP Service package customers do not require Medical and Emirates ID appointments as they can directly approach DAZ's Service Centre with a print of the DHA application (received from DHA) and Resident Visa stamping documents mentioned below. **DAZ doesn't have medical service center and EIDA ,** Customer has to arrange medical Test and EIDA)

> Passport (PP) Copy

> Photo

- Employment Contract (signed and uploaded under Verification SR) or Employment Contract Undertaking if the customer has a Bank guarantee (BG) wavier (Employment Contract/Undertaking will be sent to the registered email once the SR is submitted or can be downloaded from the portal through Menu >> Summary Information >> Reports)
- Emirates Identity Authority (EIDA) Registration Copy

Fees	***Processing Time***
Subject to change by authorities Normal Package: > 2 years: AED 2,400 Urgent Package: > 2 years: AED 3,250 VIP Package > 2 years: AED 4,100 Additional Charges: > CEC Late fine: AED 500 > Age greater than 65 = AED 5,000	1 working day

If the company is under insurance, the insurance premium will be charged as below:

Salary Band (in AED)	
RP Validity =	2 year
<4,001	138.5
4,001-8,000	210.5
8,001-12,000	270.5
12,001- 16,000	350.5
16,001-20,000	410.5
>20,000	498.5

Notes

> Company Employment Card (CEC) Renewal charge depends on the existing card validity.

> Company Employment Card (CEC) will be renewed according to the validity of the Resident Permit.

> If passport validity is less than 6 months or expired, employee records will not reflect for RP renewal. Please update the new passport details by using the online service “Update employee new passport Details “, available under “Employee Service > Other Services”.

> An additional fee of AED 5,000 will be charged if the applicant's age is above 60 years. Refundable only if General Directorate of Residency and Foreigners Affairs (GDRFA) rejects the request.

Resident Permit Renewal with EC Amend

Description

This service enables users to request renewing the Residence Permit for the Employee and amending the Designation / Job Title and Salary / Allowance of the employee. Employee Residence Permit is valid for 2 years. Residence Permit renewal is subject to Medical Test Clearance. Residence Permit should be valid for at least 180 days and not more than 180 days. The Bank Guarantee amount must be available in the Account based on the new basic salary.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to renew an employee's Residence Permit with amendments to the Employment Contract.

Documents Required

A. Service Request (SR) submission

> Photo
> Passport page 1
> Three months latest bank statement or pay slip with the increase in salary,
> Education Certificate copy attested by UAE Ministry of Foreign Affairs, in case of designation amendment

Upon submitting the online Request, the Customer will receive the following documents:

> Auto-generated DHA Application from DHA (**DAZ doesn't have medical service center and EIDA ,** Customer has to arrange medical Test and EIDA)
> Auto-generated Employment Contract (signed and uploaded through verification SR)
> Medical Appointment schedule (Not Applicable for VIP Service Package)

> Emirates ID Appointment schedule (Not Applicable for VIP Service Package)

B. Normal and Urgent service packages

> Medical Emirates Identity Authority (EIDA) Test / Emirates Identity Authority (EIDA) Registration

> Auto-generated DHA Application Form **(DAZ doesn't have medical service center and EIDA ,** Customer has to arrange medical Test and EIDA)

- Medical Appointment schedule
- Emirates ID Appointment schedule
- Emirates Identity Authority (EIDA) Registration Form Copy

Once the request is updated as 'Medically fit', the customer must upload the below documents to proceed with Residence Stamping.

> Passport (PP) copy

> Employment Contract Form (signed and uploaded through verification SR) or Employment Contract Undertaking if he is Bank Guarantee (BG) wavier

> Three months' latest bank statement or Pay Slip with the increase in salary, in case of salary change

> Education Certificate copy attested by UAE Ministry of Foreign Affairs, in case of designation amendment

C. VIP service package

> In the case of a VIP service package, the customer does not have to type the Emirates ID Application as it will be filled out by DAZ staff at DAZ Service Centre. Carrying Emirates ID (original or copy) for renewal is highly recommended.

> **DAZ doesn't have medical service center and EIDA ,** Customer has to arrange medical Test and EIDA)

VIP Service package customers do not require Medical and Emirates ID appointments as they can directly approach DAZ's Service Centre with a print of the DHA application (received from DHA) and Resident Visa stamping documents mentioned below)

(DAZ doesn't have medical service center and EIDA , Customer has to arrange medical Test and EIDA)

- Passport (PP) Copy
- Employment Contract Form or Employment Contract Undertaking if he has a Bank Guarantee (BG) wavier
- Three months' latest bank statement or pay slip with the increase in salary, in case of salary change
- Education Certificate copy attested by UAE Ministry of Foreign Affairs, in case of designation amendment

Fees	***Processing Time***
Normal Package: > 2 years: AED 3,580 + Salary change: AED 200 + Profession changes (Including CEC Amend): AED 560 Urgent Package: > 2 years: AED 4,016 + Salary change: AED 200 + Profession changes (Including CEC Amend): AED 560 VIP Package > 2 years: AED 4,866 + Salary change :AED 200 + Profession changes (Including CEC Amend): AED 560 Additional Charges: > CEC Late fine: AED 500 > Age greater than 60 = AED 5,000	1 working day

If the company is under insurance, the insurance premium will be charged as below:

Salary Band (in AED)	
RP Validity =	2 year
<4,001	138.5
4,001-8,000	210.5
8,001-12,000	270.5
12,001- 16,000	350.5
16,001-20,000	410.5
>20,000	498.5

Notes

- Company Employment Card (CEC) will be renewed with the new Job Title.
- Company Employment Card (CEC) Renewal charge depends on the existing card validity.
- If passport validity is less than 6 months or expired, employee records will not reflect for RP renewal. Please update the new passport details by using the online service “Update employee new passport Details “, available under “Employee Service > Other Services.”
- An additional fee of AED 5,000 will be charged if the applicant's age is above 60 years. Refundable only if request rejected by General Directorate of Residency and Foreigners Affairs (GDRFA).

Transfer Employee's Resident Permit into New Passport

Description

This service requests transferring a Residence Permit from an old passport to a new passport. This service is required if the passport is renewed.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to transfer an employee's Residence Permit into a new passport.

Documents Required

> Photo
> Residence Visa copy
> Old Passport copy 1
> Old Passport copy 2 (Optional)
> New Passport copy 1
> New Passport copy 2 (Optional)

Fees	*Processing Time*
> AED 860	1 working days

Nationality Change

Description

This service requests changing an employee's nationality in the Residence Permit (RP).

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to ‘Service Catalogue’, select ‘Economic Zones’, and then search for the service
> Create and submit a new request to change an employee’s nationality in the Residence Permit.

Documents Required

> New Passport - Page 1
> New Passport - Page 2 (optional)
> Old Passport
> Residence Permit
> Recent Color Photographs (4.5cmX3.5cm)
> Police Report

Fees	*Processing Time*
> AED 950	1 working days

RP Stamping for Lost Passport

Description

This service will re-stamp the Residence Permit (RP) of an employee on the company's sponsorship who has lost his passport. The request must be created after the new passport has been issued.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to re-stamp the Residence Permit on a new passport.

Documents Required

A. If the Applicant is outside the country

The applicant needs to get a visa status report from the UAE embassy with which they can enter UAE. Once in the country, the applicant should upload the below documents for re-stamping of visa on the new passport:

After Arrival

> Police Report from the Country of Origin (attested by UAE Ministry of Foreign Affairs or UAE Embassy)
> New PP Copy
> Old PP Copy with RP Page Copy
> Latest Color Photographs (4.5cm x 3.5cm)

B. If the Applicant is inside the country

> Portal request
> Police Report
> Old Passport (PP) Copy with Residence Permit (RP) Page Copy
> New Passport (PP) Copy

> Color Photograph

Fees	***Processing Time***
> AED 930	3 working days

Notes

> If the embassy requests a No Objection Certificate – they can apply for a service letter online, which can be presented to the Embassy.

> The visa must be cancelled if the employee enters using a different visa.

> If they cannot acquire a visa status report from the UAE embassy or cannot be provided, the visa will be cancelled without a passport.

Cancel Employee's Resident Permit (RP)

Description

This service requests the cancellation of the Residence Permit of an employee under your company sponsorship after an employee has resigned or been terminated from the company and the person's passport is available with the company. If the Visa is not yet stamped in the passport but has already been used, then you must cancel the Visa by entering the Employment Visa SR Number in the Service Request Number field. All dependents Visa's must be cancelled or kept on hold directly with Immigration before Employee RP cancellation, and the applicant has 30 days grace period to exit the country (If the RP was valid for more than 30 days).

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
- Create and submit a new request to cancel an employee's Residence Permit.

Documents Required

- Residence visa copy
- Passport page 1
- Copy of End of Service Letter
- Original passport is required if the applicant is outside the UAE and valid Residence Permit (RP) if exit date is less than 60 days
- The applicant needs to get a visa status report from the UAE Embassy

Fees	***Processing Time***
Normal > Inside the country: AED 475.75 > Outside country: AED 1000	1 working days

Notes

- The employee and company's authorized person must sign the End of Service Entitlement Form.
- The applicant has 30 days grace period to exit the country or apply for a new visa after Residence Permit (RP) cancellation if the RP was valid at the time of cancellation.
- Dependents' Visas should be cancelled before cancelling Applicant's Residence Visa.
- After Residence Permit (RP) is cancelled, Cancellation Form should be submitted again to DAZ through the service "Upload Exit Paper" with an Airport Exit Stamp or Visa Position Amendment Stamp to clear the company's records and refund the Bank Guarantee.
- To hold a dependent visa, the customer must process it directly with General Directorate of Residency and Foreigners Affairs (GDRFA) before submitting an online request for Residence Permit cancellation.

RP Correction (Employee's Resident Permit Correction)

Description

This service requests correcting the details on a Residence Permit (RP) for an employee on the company's sponsorship. The request charges will depend on whether the correction is due to the customer's mistake.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to submit a correction for an employee's Residence Permit.

Documents Required

> Company's Request Letter explaining the correction
> Passport Copy
> Residence Permit copy
> Photo

Fees	*Processing Time*
> AED 820	1 working days

Declare Absconder

Description

This service will request to declare that an employee under your company sponsorship has absconded from the company.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae.
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to declare an absconder.

Documents Required

> Declaration of Absconder Form
> Request Letter from company attached with (Resignation or Termination letter)
> No objection Letter for deduction of AED 2,500 from the portal Account
> General Directorate of Residency and Foreigners Affairs (GDRFA) Report
> Passport & Visa Page
> Company Employment Card (CEC) Card Copy

Fees	*Processing Time*
> AED 1,600	1 working days

Withdraw Absconder with RP Cancellation

Description

This service requests the cancellation of the Residence Permit of an employee under your company sponsorship after an employee was declared an absconder. If the Visa is not yet stamped in the passport but has already been used, you must submit the request using the Employment Visa SR Number in the Service Request Number field.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae.
- Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service
- Create and submit a request to withdraw an absconder request.

Documents Required

- Request Letter from the company
- General Directorate of Residency and Foreigners Affairs (GDRFA) Report
- Passport & Visa Page
- Company Employment Card (CEC) Card Copy

Fees	*Processing Time*
> AED 1,600	1 working days

Upload Exit Paper

Description

This service enables users to request submitting the exit paper of the employee whose visa has been cancelled. If this request is not completed, the Bank Guarantee will not be refunded, and the Quota blocked for the employee will not be released. The only document accepted besides the Exit Paper is the New Residence Permit stamped in the old Employees passport.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
> Create and submit a new request to upload the exit documentation.

Documents Required

> Exit Document /New Resident Permit (RP) Stamped Copy / Visa Position Amendment form/ General Directorate of Residency and Foreigners Affairs (GDRFA) status report.

Fees	*Processing Time*
> No Charges	1 working days

vii. Medical

Update Medical Insurance

Description

This service will apply for medical insurance for employees working in the company.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to update an employee's medical insurance information.

Documents Required

All documents must be uploaded through the Dubai Trade Portal; no physical documents are required.

> Medical Insurance Certificate copy

Fees	***Processing Time***
> No Charges	1 working days

Notes

Customers can submit either Group or Individual insurance using the service.

Update Employee New Passport Details

Description

This service will update an employee's new passport details.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to update an employee's passport details.

Documents Required

> Old passport copy
> New passport copy

Fees	*Processing Time*
> No Charges	1 working days

Employee Status Checking at DNRD (GDRFA)

Description

This service enables users to check the status of an employee at GDRFA (General Directorate of Residency and Foreign Affairs), if whether the person is in the country or not.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to check the status of an employee with General Directorate of Residency and Foreign Affairs (GDRFA).

Documents Required

> Passport (PP) copy
> Residence Permit (RP) copy

Fees	*Processing Time*
> AED 290	1 working days

Cancel Submitted Service Request (SRs)

Description

This service requests the cancellation of any admin Service Request (SR) created by the Dubai Auto Zone (DAZ) Company.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to cancel a submitted Service Request (SR).

Fees	*Processing Time*
> No Charges	1 working days

Notes

For processed employment visa requests (before arrival, visa position amendment, or Requests Rejected by DNRD), EP cancellation Unutilized service must be applied.

viii. Bank Guarantee (BG)

Employee Bank Guarantee (BG) Waiver update

Description

This service enables users to request and update the Employee with Bank Guarantee Waiver from Dubai Auto Zone (DAZ) .

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service
> Create and submit a new request to request and Employee bank guarantee waiver.

Service to change the Bank Guarantee flag of the existing employee (Subject to DAZ's approval).

> If "Bank Guarantee Waived" is "YES", the customer will receive Employment Contract Undertaking by e-mail.
> If "Bank Guarantee Waived" is "NO", the customer will receive Employment Contract Form by e-mail.

Documents Required

> Company request letter (to be signed by an authorized signatory of the company other than the applicant if the applicant is not a shareholder).
> 2 sets of signed Auto-generated employment contract (signed and uploaded through verification SR)/ undertaking.

Fees	***Processing Time***
> AED 300	1 working days

Withdrawal of Bank Guarantee (BG)

Description

This service requests the withdrawal of the bank guarantee paper for the company's employees.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service
> Create and submit a new request to withdraw a bank guarantee paper.

Documents Required

Documents to upload to the Dubai Trade portal:

> Bank Guarantee (BG) paper copy
> Clearance letter (Issued by DAZ)

Fees	*Processing Time*
> No Charges	2 working days

Notes

> Upon submission of the above, DAZ will issue a No Objection Certificate (NOC) addressed to the Bank. The courier will deliver NOC with Original Bank Guarantee. The customer must submit DAZ's NOC letter to the Bank to liquidate the fund.
> The amount of BG release will equal the amount mentioned in the Bank Guarantee (BG) Letter only. No partial amount is refundable.

ix. Letter requests - employees

Letter Requests

Description

This service enables users to request a Letter or NOC (No Objection Certificate) for their employees from Dubai Auto Zone (DAZ).

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request for the required letters.

Fees	***Processing Time***
> AED 170	1 working days

Notes

Letter requests available in the portal
All letters available in English and Arabic

> Letter to Immigration Authorities – Public Relations Officer (PRO) Card
> Letter to Immigration Authorities – Public Relations Officer (PRO) Card Renewal
> Letter to Police – Company Employment Card (CEC) Lost Outside UAE
> Company Letter to External Agency
> Letter to Abu Dhabi Security Passes Office
> Letter to Consulate or Embassy
> Letter to Consulate or Embassy of SCHENGEN countries
> Letter to Police on Lost Documents
> Letter to UAE Port Authorities for Pass Clearance
> NOC Letter for Port Immigration – Barge

- NOC Letter for Port Passes
- NOC Letter to Obtain Police Clearance – Employee
- NOC Letter to Police - Damaged Passport
- NOC for Employee P.O. Box
- NOC to establish a company in Dubai for individuals (Fees AED 500/)
- Salary Certificate to Bank
- Salary Certificate to Consulate or Embassy
- Salary Certificate to Government Agency
- Salary Certificate to University
- Service Certificate
- NOC for Customs Representative Card.

Electronic Document Verification (EDV) has been implemented for the below letters. Once the letter request is 'submitted to the free zone', the Letter with a digital signature will be sent to the customer's registered email, and it can be unlocked using the password, which is received through SMS.

- Letter to Police – Company Employment Card (CEC) Lost Outside UAE
- Letter to Police on Lost Documents
- NOC Letter to Obtain Police Clearance – Employee
- NOC Letter to Police - Damaged Passport
- Letter to Consulate or Embassy of SCHENGEN countries
- Salary Certificate to Bank
- Salary Certificate to Consulate or Embassy
- Letter to Consulate or Embassy - English
- Letter to Consulate or Embassy
- Service Certificate
- Salary Certificate to Government Agency (Only for Immigration)
- NOC for Customs Representative Card

x. Labor NOC (No Objection Certificate) letter requests

Labor NOC letter request

Description

This service enables the Company to request a Letter or NOC (No Objection Certificate) for their employees from Dubai Auto Zone (DAZ) addressed to Labor Department.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service.
> Create and submit a new request for the required letters.

Documents Required

Documents to be uploaded (No physical documents required)

> Workman Compensation
> License of invited company
> Agreement or Contract
> Letter of Undertaking stating that company is taking full responsibility of the employee (During working Outside Free Zone) from Free Zone company.

Fees	***Processing Time***
> AED 10 for one month > AED 510 for two months > AED 1,010 for Three months	1 working days

Free Zone NOC for Sister Company

Description

NOC (No Objection Certificate) to Operate within Dubai Auto Zone (DAZ) companies (sister companies only).

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service.
> Create and submit a new request to operate within a sister DAZ company.

Documents Required

Documents to be uploaded (No physical documents required)

> Workman Compensation
> Agreement or Contract
> Letter of Undertaking from Free Zone sister company

Fees	***Processing Time***
> AED 10 for one month > AED 510 for two months > AED 1,010 for Three months	1 working days

xi. Additional visa quota

Additional Visa Quota

Description

This service requests an Additional Visa Quota for the company.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request for additional visa quotas.

Documents Required

Documents to be uploaded (No physical documents required)

> Company letter

Fees	***Processing Time***
> No Charges	1 working days

xii. Computer Immigration Card (CIC)

New CIC

Description

This service requests New Computer Immigration Card for the company registered with Dubai Auto Zone (DAZ) . The validity of the Card is 1 Year and must be renewed yearly from Renew CIC service. A Computer Immigration Card is required to apply for any application with immigration.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request for a Computer Immigration Card.

Documents Required

Documents to be uploaded (No physical documents required)

> Trade license copy

Fees	***Processing Time***
> AED 2,202	1 working days

Renew CIC

Description

This service requests the renewal of the Computer Immigration Card of the company registered with Dubai Auto Zone (DAZ). The validity of the Card is 1 Year and must be renewed yearly. A valid Computer Immigration Card is required to apply for any application with immigration.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
- Create and submit a new request to renew a Computer Immigration Card.

Documents Required

Documents to be uploaded (No physical documents required)

- Trade license copy

Fees	*Processing Time*
> AED 1,990	1 working days

Notes

Renewed CIC can be downloaded from the SR under DAZ created documents.

Amend CIC

Description

This service requests an amendment of the Computer Immigration Card of the company registered with Dubai Auto Zone (DAZ). The validity of the Card is 1 Year and must be renewed yearly from Renew CIC service. A valid Computer Immigration Card is required to apply for any application with immigration.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
- Create and submit a new request to amend a Computer Immigration Card.

Documents Required

Documents to be uploaded (No physical documents required)

- Company name change certificate
    - Change of Name for PLC
    - Change of Name for FZCO
    - Change of Name for FZE

Fees	*Processing Time*
> AED 503	1 working days

Notes

Amend CIC can be downloaded from the SR under DAZ created documents.

Cancel CIC

Description

This service requests the cancellation of the Computer Immigration Card of the company registered with Dubai Auto Zone (DAZ). A valid Computer Immigration Card is required to apply for any application with immigration. Visa must be canceled and Exit document should be uploaded before applying for this service.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
- Create and submit a new request to cancel a Computer Immigration Card.

Documents Required

Documents to be uploaded (No physical documents required)

- Computer Immigration Card (CIC) copy.

Fees	*Processing Time*
> AED 192.5	1 working days

Cash Guarantee Refund

Description

This service is for Cash Guarantee amount withdrawal available in the balance of the company's account.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request for Cash Guarantee refund.

Documents Required

Company's all outstanding issues must be cleared before Cash Guarantee (CG) refund request.

> Company's Request Letter
> Cash Guarantee (CG) Original Receipt
> Company's Bank Statement with IBAN copy

Fees	*Processing Time*
> No Charges	1 working days

Notes

> The amount of Cash Guarantee (CG) release will equal the amount mentioned in the Cash Guarantee's (CG) Original Receipt only.
> The refund will only be transferred to the Company's Account and not to Personal Accounts.

IV. Registration, Licensing and Leasing (Dubai Trade portal)

i. Leasing

Lease Renewal

Description

This service will request to renew the expiring Dubai Auto Zone (DAZ) Lease of the Company. The Lease must be valid to renew the Company's DAZ License. The Lease Renewal Service Request (SR) Number is automatically created once the Lease is due for renewal; if the customer requires any changes to the existing Lease, they must contact DAZ prior.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request to renew the Company's Lease.

Documents Required

> Lease Rental payment confirmation.

Fees	***Processing Time***
> As per Lease Agreement	1 working days

Facility Termination

Description

This service will facilitate the Customer to Terminate their additional facilities lease. The Customer may not apply for facility termination if only one facility remains.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request for Facility Termination.

Documents Required

> Final bill and receipt payment from DEWA (Applicable for Showroom, Warehouse and Plots)

Fees	*Processing Time*
> Maintenance costs are payable as assessed by the DAZ End-of-Lease team	1 working days

Notes

> The tenant is liable to pay the pro-rata rental up to the date of maintenance work completion of the leased unit(s).

Lease Attestation

Description

This service is to facilitate the Customer to request their attested copy of the lease agreement due to loss or damage of their original lease agreement.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
> Create and submit a new request for Lease Attestation.

Documents Required

> Lease Agreement Copy.

Fees	***Processing Time***
> AED 200 + AED 20 A Knowledge and Innovation Dirham fee (KDID)	1 working day

ii. Licensing

Renew License

Description

This service enables users to request renewal of the expiring Dubai Auto Zone (DAZ) Company License. The License must be renewed yearly and can be renewed for up to a maximum of 1 years (Only for customers holding plot leases), complying with all the requirements from DAZ.

Process Steps

> Customers can log in to Dubai Trade Portal via www.dubaitrade.ae

> Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.

> Create and submit a new request for License Renewal.

Documents Required

A. Branch of Overseas Registered Company

- Good Legal Standing Certificate of the Mother Company notarized and attested.
- Incumbency Certificate and Passport copies of the Board members.

B. Branch of UAE Registered Company

- Copy of a valid UAE Registered Company License.
- Incumbency Certificate or License page with partner List and Passport copy of the board members.

C. Free Zone Establishment (FZE) or Free Zone Company (FZCO)

- Copy of a valid UAE Registered Company License.
- Partners and managers passport copy/ Visa copy/ EID
- Personal Information form

Fees	***Processing Time***
See table below	1 working days

License	Fee (AED)	Groups	Activities	Additional Activity Fee
Trading	12,000	One	7 (up to 17)	AED 500 per additional activity
Service	12,000			

- AED 500 + Knowledge and Innovation Dirham fee (KDID)/ Month fine for delay in renewing an expired license.
- AED 10 + VAT for EDV charges

Notes

- Trade License can be renewed within three months before the expiry.
- No Objection Certificate (NOC) Letter must be provided from RTA at the time of license renewal for service license (Applicable for vehicle rental activities).
- A rent payment of 1 years has to be paid.

New License for Existing Company

Description

This service enables Existing Companies to request a New Dubai Auto Zone (DAZ) Company License.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
- Create and submit a request for a New License.

Documents Required

- **Branch of Overseas Registered Company**
- Good Legal Standing Certificate of the Mother Company notarized and attested.
- Incumbency Certificate and Passport copies of the Board members.

- **Branch of UAE Registered Company**
- Copy of a valid UAE Registered Company License.
- Incumbency Certificate or License page with partner List and Passport copy of the board members.

- **Free Zone Establishment (FZE) or Free Zone Company (FZCO)**
- Copy of a valid UAE Registered Company License.
- CID Approval

Fees	***Processing Time***
See table below	3 working days

License	Fee (AED)	Groups	Activities	Additional Activity Fee
Trading	14,000 + AED 10 EDV + VAT	One	7 (up to 17)	AED 500 per additional activity
Service	14,000 + AED 10 EDV + VAT			

Notes

› Form to be signed by the License holder.

Insurance Document Update

Description

This service applies to Companies that need to update the status of their required insurance policies. These are:

- Workmen's compensation
- Third-party liability
- Fire & peril (required for plot facilities)

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
- Create and submit a new request to update the Insurance policy status.

Documents Required

- Upload insurance Certificate.

Fees	*Processing Time*
No charges	1 working days

Notes

- Workmen's Compensation Policy (for DAZ-sponsored employees only).
- Third-Party Liability (Applicable for Offices, Plots, Warehouses, Showrooms and Workstations).
- Fire Insurance for all risk-related activities.

License Certificate True Copy

Description

This service will enable the Customer to get an authenticated copy of their License.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "License Attestation - Approval" service.
- Create and submit a new request to receive an authenticated copy of the License by email.

Documents Required

- Request online

Fees	*Processing Time*
❭ AED 200 + AED 20 Knowledge and Innovation Dirham fee (KDID)– One month ❭ AED 600 + AED 20 Knowledge and Innovation Dirham fee (KDID)– Three month	1 working days

Notes

- The attested document will be sent to the Company's registered email.

New/Amend Authorization Card

Description

This process will facilitate the Customer to apply for an Authorization Card to list their Company's Authorized personnel for the authentication of signatures approved by Dubai Auto Zone (DAZ) for their internal & external business-related activities.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "License Attestation - Approval" service.
- Create and submit a new request to create or amend an Authorization Card.

Documents Required

- Authorization Card Form

Fees	*Processing Time*
AED 100 + AED 20 Knowledge and Innovation Dirham fee (KDID)	1 working days

Notes

- The document will be sent to the Company's registered email.
- There are no physical Documents collected in case of Amendment.

Attestation of Authorization Card

Description

This process will facilitate the Customer to apply for an Authorization Card attested to list their Company's Authorized personnel for the authentication of signatures approved by Dubai Auto Zone (DAZ) for their internal & external business-related activities.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "License Attestation - Approval" service.
- Create and submit a new request for an attested copy of the Authorization Card.

Fees	*Processing Time*
⟩ AED 200 + AED 20 A Knowledge and Innovation Dirham fee (KDID) – One month ⟩ AED 600 + AED 20 A Knowledge and Innovation Dirham fee (KDID)– Three month	1 working days

Notes

- The attested document will be sent to the Company's registered email.

Additional License Cancellation

Description

This service allows the Customer to cancel their License. The Customer may not apply for this service if only one License remains.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
- Create and submit a new request to cancel an existing License.

Fees	***Processing Time***
AED 1,500	1 working days

Notes

- The license Cancellation Certificate will be emailed to the customer after completing the process.

License Activity Amendments

Description

This service will facilitate the Customer to add an activity or change/remove an activity from their active existing License.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
- Create and submit a new request to amend an existing License.

Fees	*Processing Time*
❭ AED 5,000 + license fee if during the license validity ❭ For Trading and Service	3 working days

Notes

- EHS approval is not required for Office or Workstation facilities.
- The amended License will be emailed to the customer after completing the process.
- Amendment during license validity will have the full license fee to be paid.

License Conversion – Amend Activity

Description

This service will facilitate the Customer to change the license type. The Conversion types can include:

- Trading ←→ Service
- Service ←→ Trading

Process Steps

- Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service

Documents Required

- No Objection Certificate (NOC)s from relevant authorities are required based on License activities.

Fees	*Processing Time*
AED 500 amendment fee For Trading And Service	3 working days

License	Fee (AED)	Groups	Activities	Additional Activity Fee
Trading	14,000 + AED 20 Knowledge and Innovation Dirham fee (KDID)+ VAT	One	7 (up to 17)	AED 500 per additional activity
Service	14,000 + AED 20 Knowledge and Innovation Dirham fee (KDID)+ VAT			

iii. Registration Services

Audit Report Submission (FZE & FZCO)

Description

FZE and FZCO establishments must provide an updated audit report to the Authority annually. Each Company must pass a resolution appointing the auditor who will prepare the audit report of the free zone company/establishment.

Process Steps

- Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service

Documents Required

- Summary Sheet must be stamped & signed by the Auditor
- Audit Report signed by FZE/FZCO Manager & Company Stamp

Fees	***Processing Time***
X	3 working days (+1 day if outside DAZ)

Notes

- The audit report should be issued only by the auditor who has a Dubai Economic Department license.
- The period of the Financial Year should not be less than 6 Months and more than 18 Months.

Registration True Copy

Description

An existing FZE or FZCO may request for attesting its registration documents issued by DAZ as true copies. Registration documents applicable for attestation include:

- Certificate of incorporation
- Certificate of change of company name
- MOA of the FZE or FZCO
- Share certificates

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Attestations – Approval" service.
- Visit DAZ HQ to collect the attested documents.

Documents Required

- Copy of the documents requiring attestation.

Fees	*Processing Time*
❭ AED 200 + AED 20 Knowledge and Innovation Dirham fee (KDID)– One month ❭ AED 600 + AED 20 Knowledge and Innovation Dirham fee (KDID)– Three month	3 working days

Registration Letters

Description

The registration letters available upon request are:

- Certificate of Good Standing
- Company Name Change
- Company Type Conversion
- Tax Exemption Letter
- NOC to Establish a Company with a 49% Share
- NOC to Open a Representative Office
- NOC to own property for Land Department
- List of company officers - DMSS (List of Director(s), Manager, Secretary, shareholder with or without the number of shares)
- Affidavit for loss letter (loss of Formation Certificate, Change of Name Certificate, Share Certificate & Memorandum and Article of Association)

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service.
- Create and submit a new request for the required letters.

Fees	***Processing Time***
- AED 200 – per letters + KDID - AED 3,000 – Certificate of Good Standing (+5% VAT) + KDID - AED 10 EDV	1 working days

Note: No approval required from DAZ team

Appointment/Removal of Director(s) (FZE & FZCO)

Description

Customers may change the Company's Director. The following requests can be carried out:

- Appoint a new Director
- Remove an existing Director
- Update the details of an existing Director

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Amendments - Approval" service
- Create and Submit a new request.

Documents Required

- Passport Copy
- Resolution regarding Appointment/ Removal of Director(s) written on FZE's/FZCO's letterhead
- Form for corporate action of Appointment/ Removal of Director(s)
    a. Appointment of Director for FZCO
    b. Appointment of Director for FZE
    c. Removal of Director for FZCO
    d. Removal of Director for FZE

Fees	***Processing Time***
AED 1,000 + AED 20 Knowledge and Innovation Dirham fee (KDID) – Appointment of Director (each)	1 working day Subject to compliance/ CID clearance

⟩ AED 1,000 + AED 20 Knowledge and Innovation Dirham fee (KDID)– Removal of Director (each) ⟩ AED 200 + AED 20 Knowledge and Innovation Dirham fee (KDID)- Update details of the director (each)	

Notes

⟩ The Registrar reserves the right to call for any extra documents if necessary.

Appointment/Removal of Manager (FZE, FZCO & Branch Companies)

Description

The Customer may change the Manager of the Company.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Amendments - Approval" service
- Create and Submit a new request.

Documents Required

- Passport Copy
- Visa Copy (sponsored by DAZ)
- Specimen Signature
- New Authorization Card
- Resolution regarding Appointment/ Removal of Manager written on FZE's/FZCO's letterhead
- Form for corporate action of Appointment/ Removal of Manager
    a. Appointment of Manager for FZCO
    b. Appointment of Manager for FZE
    c. Removal of Manager for FZCO
    d. Removal of Manager for FZE

Fees	*Processing Time*
- AED 1,000 + AED 20 Knowledge and Innovation Dirham fee (KDID)– Change manager - AED 120 – Specimen signature attested by DAZ	1 working day Subject to compliance/ CID clearance

Appointment/Removal of Secretary

Description

The Customer may change the Secretary of the Company.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Amendments - Approval" service
- Create and submit a new request.

Documents Required

- Passport Copy
- Resolution regarding Appointment/ Removal of Secretary written on FZE's/FZCO's letterhead.
- Form for corporate action of Appointment/ Removal of Secretary
    a. Appointment of Secretary for FZCO
    b. Appointment of Secretary for FZE
    c. Appointment of Secretary for PLC
    d. Removal of Secretary for FZCO
    e. Removal of Secretary for FZE
    f. Removal of Secretary for PLC

Fees	***Processing Time***
〉 AED 1,000 + AED 20 Knowledge and Innovation Dirham fee (KDID)– Change manager 〉 AED 120 – Specimen signature attested by DAZ	1 working day Subject to compliance/ CID clearance

Notes

〉 The Registrar reserves the right to call for any extra documents if necessary.

Change of Financial Year (FZE & FZCO)

Description

The Customer may request to change the reporting financial year for the Company.

Process Steps

- Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service

Documents Required

- Owner's Declaration/Board Resolution regarding Change of Financial Year written on FZE's/FZCO's letterhead
    a. Change of Financial Year - For FZEs
    b. Change of Financial Year - For FZCOs

Fees	*Processing Time*
No charges	1 working days

Notes

- The period of the Financial Year should not be less than 6 Months and more than 18 Months.
- The Registrar reserves the right to call for any extra documents if necessary.

Owner Registrar Letter Request

Description

The registration letters available upon request are:

- Formation Details
- Register of Address
- Register of Auditors
- Register of Banker
- Register of Branches
- Register of Director/Manager/Secretary
- Register of Financial Year
- Register of Names
- Register of Security Interests
- Register of Share Capital
- Register of Distributions
- Share Certificate Reprint FZCO
- Share Certificate Reprint FZE
- Share Charge Register
- Share Register- With Capital
- Share Register- Without Capital
- Winding Up Report Details

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service -ODR Reports.
- Select the module registration to view the list of ODR reports.

Fees	***Processing Time***
〉 NA	1 working days

Change of Company's Name

Description

The Customer may change the existing company name with a new name.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Amendments - Approval" service
- Select 'Change Operating Name for Company' to submit a Name Change request and submit original documents by courier.

Documents Required

A. FZE & FZCO

- Resolution regarding Change of Company's Name written on FZE's/FZCO's.
- Form for corporate action of change for Company's name
    a. Change of Name for FZCO
    b. Change of Name for FZE
- Original Certificate of Formation, if available
- Original Share Certificate(s) (in case of share capital deposited)
- Amendment to Memorandum Of Association (MOA) signed by the shareholders

B. Branch Companies of Overseas registered companies

- A Board Resolution changing the Company's operating name must be undertaken to honor any liability on the existing name. (notarized and attested by the UAE Embassy) (Overseas registered Company)

C. Branch Companies of Locally registered companies

- Board Resolution should be notarized and attested (Locally registered Company)

Fees	***Processing Time***
〉 AED 500 – Certificate of Changing Company's Name 〉 AED 200 – New Share Certificate (in case of share capital deposited). 〉 AED 2,120 – Advertisements + AED 20 Knowledge and Innovation Dirham fee (KDID) (+5% VAT) 〉 AED 400 + AED 20 Knowledge and Innovation Dirham fee (KDID) – For each Amendment of MOA	21 working days

Notes

〉 The Registrar reserves the right to call for any extra documents if necessary.

Parent Company Name Change

Description

The Customer may update the parent company name.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Amendments - Approval" service
- Select 'Change Operating Name for Company' to submit Name Change request and proceed with submission of original documents by courier.

Documents Required

- A certificate indicating the change from the Company's Register provided by the Overseas Mother Company should be notarized by foreign affairs and attested by the UAE Embassy. (Branch Overseas registered)
- The UAE Branch should provide an active mother company license, Original and copy of MOA notarized and attested. (Branch locally registered).

Fees	*Processing Time*
AED 2,120 advertisement (+5% VAT) + KDID	3-5 working days

Notes

- The Registrar reserves the right to call for any extra documents if necessary.

Company's Address Change

Description

This service will enable the Customer to request updating the new location's address in the Company's License.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Amendments - Approval" service
- Select 'Change Registered Address' to update the Company's address.

Documents Required

- Board Resolution Stating the Change in Address (Notarized and attested) (Branch Overseas registered)

Fees	*Processing Time*
AED 500 + AED 20 Knowledge and Innovation Dirham fee (KDID)	1 working days

Increase/Decrease in Share Capital

Description

Each Company, with share capital, has authorized and issued shares which can determine ownership, transfer ownership from one party to another and be amended based on changes to the Company circumstances.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Amendments - Approval" service
- Select 'Increase/Decrease Share Capital' to submit the required documentation to increase or decrease the Company's Share Capital.

Documents Required

- Personal Information Sheet with the passport and visa copy for each partner.
- Request Letter on the FZ Company Letter head mentioned the Details required.
- Board Resolution regarding Increase of the Share capital in Free Zone Company and must type on the FZ Company Letter head.
- Board Resolution regarding the acceptance of ownership of the share and must type on the FZ Company Letter head.
- Undertaking from all the partners (New & Existing) and must type on the FZ Company Letter head.
- New Specimen Signature for the new Shareholder.
- NOC Sponsor letter for the new Shareholder.
- Authorization card (New).
- Original Share Certificates and Trade license (if existed) to be submitted.

Fees	***Processing Time***
⟩ AED 100,020/- for appoint a new Shareholder. X2 ⟩ AED 2,020/- for Increase of the Share capital. ⟩ AED 220/- for Bank letter (Increase of share capital) ⟩ AED 220/- for Share Certificate. X 2 ⟩ AED 120/- for Specimen Signature X2	6-7 working days

Notes

⟩ The Registrar reserves the right to call for any extra documents if necessary.

⟩ All the signatures should be done in the presence of DAZ

Transfer of Shares

Description

Each Company, with share capital, has authorized and issued shares which can determine ownership, transfer ownership from one party to another and be amended based on changes to the Company circumstances.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Amendments - Approval" service
- Select 'Share Transfer' to submit the required documentation to Transfer Shares.

Documents Required

- Personal Information Sheet with the passport and visa copy for each partner.
- Request Letter on the FZ Company Letter head.
- Board Resolution regarding transfer of shares in Free Zone Company and must type on the FZ Company Letter head.
- Board Resolution regarding the acceptance of ownership of the share and must type
  on the FZ Company Letter head.
- Board Resolution Regarding – Appointment of FZ Director/ Secretary & Manager and must type on the FZ Company Letter head.
- Board Resolution Regarding – Resignation /Change in particulars of FZ Director/ Secretary & Manager and must type on the FZ Company Letter head.
- Undertaking from all the partners (new & old) and must type on the FZ Company Letter head.

- New Specimen Signature for the new Shareholder.
- Authorization card (New).
- New MOA (2) Copies.
- Original Share Certificates, MOA (if existed) to be submitted.

Fees	***Processing Time***
• AED 100,020/- for Appoint a new Shareholder. • AED 10,020/- for Termination of a Shareholder. • AED 2246/- for Newspaper advertisement fee. • AED 420/- for MOA attestation charges • AED 220/- for Attestation • AED 120/- for Authorization Card • AED 120/- for Specimen Signature • AED 220/- for Share Certificate. • AED 1020/- for Manager name change • AED 1020/- for Appointment of New Director. • AED 1020/- for Appointment of New Secretary. • AED 1020/- for Resigning of Old Director. • AED 1020/- for Resigning of Old Secretary.	6-7 working days

Notes

- The Registrar reserves the right to call for any extra documents if necessary.
- The signatures will be done in the presence of DAZ team

Original Document Attestation

Description

An existing FZE or FZCO may request for attesting Dubai Auto Zone (DAZ) -issued documentation as true copies.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Attestations – Approval" service.
- Create and Submit the new request.

Documents Required

- Documents must be attested, stamped and printed on FZE's/FZCO's letterhead

Fees	*Processing Time*
❭ AED 200 + AED 20 A Knowledge and Innovation Dirham fee (KDID) – One month ❭ AED 600 + AED 20 A Knowledge and Innovation Dirham fee (KDID)– Three month	1 working days

Notes

- The Registrar reserves the right to call for any extra documents if necessary.
- The attested document will be sent to the Company's registered email.

Division/Consolidation of Shares

Description

The Customer may divide or consolidate the value of Shares issued by the Company without changing the Company's total share capital.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for "Registration Amendments - Approval" service
- Select 'Change number of Share and Value' to submit the required documentation to divide/consolidate the Shares issued by the Company.

Documents Required

- The form for corporate action for Division/Consolidation of share(s) written on FZE's/FZCO's Letterhead
    a. Division of Shares for FZCO
    b. Division of Shares for FZE
    c. Consolidation of Shares for FZCO
    d. Consolidation of Shares for FZE
- Amended MOA signed by the shareholders
- Original Share Certificate(s) (in case of share capital deposited).

Fees	***Processing Time***
❭ AED 200 + KDID – per new Share Certificate (if share capital is deposited) ❭ AED 200 + KDID – per MOA amendment	3-5 working days

⟩ AED 200 + KDID – per owner	

Notes

⟩ The Registrar reserves the right to call for any extra documents if necessary.

Company Termination

Description

Through this service a Dubai Auto Zone (DAZ) Customer may terminate the Company.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for the service
- Select 'Create New Request' to submit the required documentation to Terminate the Company.

Documents Required

- Copy of Dubai Trade License of the Liquidator appointed.
- The customer should fill out Lease Termination Form and hand over the keys.
- The customer should obtain clearance on all outstanding dues from the DAZ Finance Department.
- The customer should provide DAZ with a Roads and Transport Authority (RTA) Clearance.
- Customers should clear all Visas from the Admin Dept.
- The customer should provide DAZ Clearance of the final bill and receipt payment from DEWA (If Warehouse & Plot)
- The customer will obtain a Clearance from the Dubai Customs.
- The customer will obtain an ETISALAT Clearance
- The customer will obtain a Bank Clearance

A. For FZE / FZCO:

- Original Certificate of Formation
- Original Share Certificate(s) in case of share capital deposited

- Resolution regarding the appointment of Liquidator (must be printed on FZE's/FZCO's letterhead
    a. Appointment of Liquidator for FZCO
    b. Appointment of Liquidator for FZE
    c. Appointment of Liquidator for PLC
- Liquidation Report

B. For Branch:

- Resolution from the Mother Company notarized and attested.

Fees	***Processing Time***
- AED 7,000 – de-registration for FZE & FZCO - AED 2,120 + AED 20 KDID – advertisement (+ 5% VAT)	21 working days

Notes

- The Registrar reserves the right to call for any extra documents if necessary.
- After de registration, reach out to the Administration department for the termination of CIC.

Company Freeze

Description

Customer may freeze their License in Dubai Auto Zone (DAZ).

Process Steps

- Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service.
- The Customer must make an appointment with the DAZ Lease & License team to submit the required documentation
- The Lease & License team will notify the Customer when the freeze letter is ready for collection

Documents Required

- Owner's Declaration regarding freezing the License for 1 year must be on the Company's letterhead. The customer should provide the appropriate reason for freezing, subject to Management approval.
- Undertaking letter.
- The customer should complete Lease Termination Form and hand over the keys
- The customer should obtain clearance on all outstanding dues from the DAZ Finance Department
- The customer should provide DAZ with a Roads and Transport Authority (RTA) Clearance
- Customers should clear all Visas from the Admin Dept
- The customer should provide DAZ Clearance of the final bill and receipt payment from DEWA (If Warehouse & Plot)
- The customer will obtain a Customs Clearance from the Customs Department
- The customer will obtain an ETISALAT Clearance
- The customer will obtain a bank Clearance

Fees	***Processing Time***
⟩ AED 3,000 – license fee charge ⟩ AED 1,000 – reactivate license status after one year	5-7 working days

Notes

⟩ This request should be submitted before the license expiry or within the grace period of 30 days after the license expiry

⟩ The Registrar reserves the right to call for any extra documents if necessary

Registration and License Reinstatement

Description

This service will enable the reinstatement of a Customer who has been terminated voluntarily or by the Dubai Auto Zone (DAZ) Authority based on the decision from DAZ Management.

Process Steps

- Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service.
- The Customer must make an appointment with the DAZ Lease team to submit a request for reinstatement
- The Lease team will notify the Customer of any fees or additional documentation required to proceed with the registration and license reinstatement
- Once all requirements are met, the Lease & License team will issue the required registration and licensing document to the Customer

Documents Required

- Request letter signed by the authorized person

Fees	*Processing Time*
AED 5,000 re-instatement	3 working days

Notes

- The Registrar reserves the right to call for any extra documents if necessary.

Conversion from Branch to FZE or FZCO

Description

A company of any legal type registered as a Branch in Dubai Auto Zone (DAZ) may convert to FZE or FZCO.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for Conversion - Changing Company Legal Type service
- Select 'Create New Request' to submit the request.

Documents Required

- Resolution for conversion from the Mother Company clearly stating the fact of conversion (Notarized and Attested)
    a. Board Resolution FZE - Non-Individual
    b. Board Resolution FZCO
    c. Board Resolution Branch Formation
- Resolution from New Shareholders
- Ultimate Beneficial Owner Form
- Proof of address or bank letter
- FZE/FZCO Registration Application
- Passport copy of Board member (Directors / Manager/ Secretary)
- Bank Letter confirming the deposit of Paid-Up Capital (in case of share capital deposited)
- Memorandum and Article of Association signed by the shareholders
- Requirements for the New Shareholder(s):

A. Individual Applicant:

- Founder's Details (CV)
- Applicant's Specimen Signature

- Passport (PP) Copy

B. Non-Individual Applicant

- Certificate of Registration/Formation notarized and attested by the UAE Embassy
- Certificate of Good Standing notarized and attested by the UAE Embassy
- Memorandum and Articles of Association must be notarized and attested by the UAE Embassy
- Board Resolution calling for an investment in the existing Company must be notarized and attested by the UAE Embassy
- Power of Attorney (POA) notarized and attested by the UAE Embassy
- Passport copy of Power of Attorney (POA) holder and his Specimen Signature

Fees	***Processing Time***
❭ AED 15,000 – FZE registration ❭ AED 20,000 FZCO registration ❭ AED 2,120 + AED 20 Knowledge and Innovation Dirham fee (KDID)– Advertisement (+5% VAT) ❭ AED 100 + AED 20 Knowledge and Innovation Dirham fee (KDID)– specimen signature (each) ❭ AED 500 – name plate change (applicable for office, workstation only) ❭ AED 200 – per MOA ❭ AED 200 – per Share Certificate (in case share capital is deposited)	21 working days

Notes

- The Registrar reserves the right to call for any extra documents if necessary.

Conversion from FZE to FZCO or FZCO to FZE

Description

A company of any legal type registered in Dubai Auto Zone (DAZ) as FZE or FZCO may convert from/to either registration type.

Process Steps

- Customers can log in to Dubai Trade Portal via www.dubaitrade.ae
- Navigate to 'Service Catalogue', select 'Economic Zones', and then search for Conversion - Changing Company Legal Type service
- Select 'Create New Request' to submit the request.

Documents Required

- Owner's Declaration/Board Resolution and De-registration of Existing Company
- Resolution from new Share Holders
- Ultimate Beneficial Owner Form
- Proof of address or bank letter
- Original Certificate of Formation
- Original Share Certificate(s) (in case of share capital deposited)
- Passport copy of Board member (Directors / Manager/ Secretary)
- Bank Letter or Audited Financial Statement confirming the existing Paid Up Capital (in case of share capital deposited)
- Memorandum and Articles of Association signed by the shareholders
- Requirements for the New Shareholder(s):

A. Individual Applicant:

- Founder's Details (CV)
- Applicant's Specimen Signature
- Passport (PP) Copy

B. Non-Individual Applicant

- Certificate of Registration/Formation notarized and attested by the UAE Embassy
- Certificate of Good Standing notarized and attested by the UAE Embassy
- Memorandum and Articles of Association notarized and attested by the UAE Embassy
- Board Resolution calling for an investment in the existing Company must be notarized and attested by the UAE Embassy
- Power of Attorney (POA) notarized and attested by the UAE Embassy
- Passport copy of Power of Attorney (POA) holder and his Specimen Signature

Fees	***Processing Time***
⟩ AED 7,000 – de-registration ⟩ AED 15,000 – FZE registrations ⟩ AED 20,000 – FZCO registrations ⟩ AED 2,120 + AED 20 Knowledge and Innovation Dirham fee (KDID)– Advertisement (+5% VAT) ⟩ AED 500 – name plate (applicable for office, workstation only) ⟩ AED 100 + AED 20 Knowledge and Innovation Dirham fee (KDID)- specimen signature (each) ⟩ AED 200 – per MOA ⟩ AED 200 – per Share Certificate (in case share capital is deposited)	21 working days

Notes

- The Registrar reserves the right to call for any extra documents if necessary.

Re-domicile

Description

The Customer may transfer the Company's registration from Dubai Auto Zone (DAZ) to a different Authority.

Process Steps

- The Customer must make an appointment with the DAZ Lease & License team to submit the required documentation
- Visit Dubai Auto Zone (DAZ) Headquarter: https://share.google/n365QldHCWFw8K0yD to apply for the service.

Documents Required

- Shareholder Resolution requesting for Re-domiciliation.
- Preliminary approval from the new free zone regarding accepting the Re-domicile. Once received, DAZ will issue a Preliminary approval letter - No Objection Certificate (NOC)
- Confirmation from the new Registrar when the Company is Registered, accordingly DAZ will start the redomicile process; below clearances required:
    a. Customers should complete Lease Termination form and hand over the keys
    b. The Customer should obtain clearance on all outstanding dues from the DAZ Finance Department
    c. The customer should provide DAZ with a Roads and Transport Authority (RTA) Clearance
    d. Customers should clear all Visas from the Admin Department
    e. The Customer should provide DAZ Clearance of the Final bill and receipt payment from DEWA (If Warehouse and plot)
    f. The Customer will obtain a Customs Clearance from the Customs Department
    g. The Customer will obtain an ETISALAT Clearance accordingly. When all the above is cleared, DAZ issues a Confirmation letter regarding the company transfer

h. Bank clearance

Fees	***Processing Time***
⟩ AED 200 – preliminary approval letter (NOC) to redomicile ⟩ AED 7,000 – de-registration ⟩ AED 2,120 + AED 20 Knowledge and Innovation Dirham fee (KDID)– Advertisement (+5% VAT) ⟩ AED 200 – Confirmation letter	21 working days

Notes

⟩ The Registrar reserves the right to call for any extra documents if necessary.

V. Asset and Property Management Services

A. Modifications – No Objection Certificate Request

DESCRIPTION

This request is to apply for No Objection Certificates (NOCs) for changes or upgrades to be carried out within and outside the leased unit.

PROCESS STEPS

- Customers can process No Objection Certificate (NOC) requests via the following mediums:
- Via **Dubai Trade Portal** (www.dubaitrade.ae) using their account details,
- Go to "**Asset and Property Management**."
- **Select the type of NOC** required.
- Fill out the form, provide the required documents and submit.

Reach out to the team,
Via phone – 800-8668
Via email – **apm.helpdesk@dpworld.com**

DOCUMENTS REQUIRED

- For Modifications:
  - Building or Modification Permit
  - Approved Drawings
  - Site Photographs (for outdoor – include outer limits or edge of boundary wall)

- Modification NOC for Plot Facilities:
  - Lease drawing or affection plan issued by TRAKHEES
  - Proposed Layout drawings (architectural only)

- CED approved as-built drawings for the existing facilities (architectural only)

FEES	PROCESSING TIME
No Charges	5 working days

Notes

- Customers can directly apply for the No Objection Certificate (NOC) via the Dubai Trade Portal. However, if a contractor or consultant needs to apply on the Customer's behalf, the Customer can create a sub-user ID for them.
- The sub-user ID allows contractors or consultants to submit applications and manage the necessary documentation.
- When submitting the files online and via email, please ensure to limit the file size to 20MB.

B. Signage Application Approval – Technical

DESCRIPTION

Customers can process No Objection Certificate (NOC) requests via the following mediums:

PROCESS STEPS

Via **Dubai Trade Portal** (www.dubaitrade.ae) using their account details,

- Go to "**Asset and Property Management**."
- Select "**Apply NOC for Signage**"
- Fill out the form, provide the required documents and submit
- To contact
    - apm.noc@dpworld.com
    - 800-8668

FEES	PROCESSING TIME
Applicable for Signage of No Objection Certificate (NOC)	5 working days

Appendix

iv. Fee Structure Summary

Registration

Type of Registration	Frequency	Amount in AED.
Branch	One Time	10,000.00
Free Zone Establishment (FZE) One Shareholder	One Time	15,000.00
Free Zone Company (FZCO) Multiple Shareholder	One Time	20,000.00

License

Type of License	Frequency	Amount in AED.
Trade License Fees-(7 activities from automotive group)	Annual	14,000.00
Service License Fees-(7 activities from automotive group)	Annual	14,000.00

Renewal is AED 12,000

Insurance Charges

Facility	Frequency	Amount in AED.
Workstation – Per Unit	Annual	100.00
Office - Per Unit	Annual	100.00
Warehouse / Light Industrial Unit-Per Unit, approx.555 sq. meter	Annual	300.00
Showroom - Per Unit	Annual	300.00

Retail Unit - Per Unit	Annual	100.00

Name Plate Charges

Facility	Frequency	Amount in AED.
Workstation	Annual	500.00
Office	Annual	500.00
Retail Unit (Only applicable if Retail Unit is in Lease Office Building)	Annual	500.00

Security Deposit Charges

Facility	Frequency	Amount in AED.
Workstation	One Time	5% of Annual Rent
Office	One Time	5% of Annual Rent
Warehouse / LIU	One Time	5% of Annual Rent
Showroom – Per Unit	One Time	5% of Annual Rent
Retail Unit	One Time	5% of Annual Rent

Public Health Levy (PHL) Charges

Facility	Frequency	Amount in AED.
Warehouse / LIU	Annual	2% of Annual Rent
Showroom – Per Unit	Annual	2% of Annual Rent
Retail Unit	Annual	2% of Annual Rent
Plot	Annual	2% of Annual Rent
Onsite Residence (OSR)	Annual	2% of Annual Rent

- Maximum AED 10,000 annually

Computer Immigration Card (Establishment Card)

Applicable only if Company wants General Directorate of Residency and Foreign Affairs (GDRFA) service.

Facility	Frequency	Amount in AED.
All Types of Companies	Annual	2,000.00

Administrative Services (Dubai Trade Portal)

Service	Fee
New Permanent Access Card (1Year) Two year currently not available soon it will be applicable	AED 1,030

Renew Permanent Access Card (1Year \ Two year currently not available soon it will be applicable)	AED 1030
Cancel Permanent Access Card	-
New Permanent Identity Card	AED 1,030 per year
Renew Permanent Identity Card	AED 1,030per year
Cancel Permanent Identity Card	-
New Temporary Access Card	AED 110 per month
Renew Temporary Access Card	AED 110 per month
Cancel Temporary Access Card	-
New Temporary Identity Card	AED 110 per month
Renew Temporary Identity Card	AED 110 per month
Attest Employment Contract For Consulate	AED 100
Company Representative Cards (1Year) (Two year currently not available soon it will be applicable)	AED 330 per year
Renew Company Representative Cards (1Year \ 2 years \) Two year currently not available soon it will be applicable	AED 330 per year
Driving License Letters	AED 170
Converting Driving License	AED 200
Amend Company Employment Card	AED 520
Duplicate Company Employment Card	AED 520
Renew Company Employment Card	AED 400
Salary Amendment	AED 1020
Designation Amendment	AED 1520
Employment Contract Attestation	AED 100
Apply For Employment Visa Entry Permit New	Normal package: Outside Country: AED 2,923 Inside the country: AED 3,723 Urgent Package: Outside Country: AED 3,513 Inside the country: AED 4,313 VIP Package: Outside Country: AED 4,813 Inside the country: AED 6,463

Visa Position Amendment	AED 840 AED 50 GDRFA
Correct Employment Visa Entry Permit	AED 763 Normal AED 923 Urgent
Cancel Employment Visa Entry Permit Unutilized	AED 253
Apply For a Pink Copy of Employment Visa Entry Permit	AED 180
Renew Employee's Resident Permit	Normal package: AED 1,850 + CEC Renewal Charges Urgent Package: AED 2,280 + CEC Renewal Charges VIP Package: AED 3,590 + CEC Renewal Charges
Resident Permit Renewal With Job Title Change	RP Renewal with EC Amend (Salary only) Normal package: AED 2,050 + CEC Renewal Charges Urgent Package: AED 2,480 + CEC Renewal Charges VIP Package: AED 3,790 + CEC Renewal Charges RP Renewal with EC Amend (Salary + Job Title) Normal package: AED 2,610 + CEC Renewal Charges Urgent Package: AED 3,040 + CEC Renewal Charges VIP Package: AED 4,350 + CEC Renewal Charges

	RP Renewal with EC Amend (Job Title only) Normal package: AED 2,410 + CEC Renewal Charges Urgent Package: AED 2,840 + CEC Renewal Charges VIP Package: AED 4,150 + CEC Renewal Charges.
Transfer Employee's Resident Permit Into New Passport	AED 910
Nationality Change	AED 910
Cancel Employee's Resident Permit (Applicant inside UAE)	AED 300 Normal AED 440 Urgent
Cancel Resident Permit When an applicant is outside UAE with Passport	AED 300 Normal AED 440 Urgent
Cancel Resident Permit When an applicant has been outside UAE for more than six months or Resident Permit Expired without a passport.	AED 600
Correct Employee's Resident Permit in Passport	AED 445
RP Stamping For Lost Passport	AED 910
Declare Absconder	AED 1,600
Withdraw Absconder with RP Cancellation	AED 1,600 AED 590 Without Passport AED 290 Normal – with passport AED 430 Urgent – with passport
Upload Exit Paper	No Charge
Update Employee New Passport Details	No Charge
Employee Status Check at DNRD (GDRFA)	AED 230
Release Transfer from Government to DAZ	Normal package: AED 3,190 Urgent Package: AED 3,620 VIP Package: AED 4,930
Release Transfer From DAZ to Government Sector	AED 200
Apply for Dewa Service	AED 200

Apply for Etisalat Internet Service	AED 100
Apply for Etisalat Telephone Service	AED 100
Apply for Post Office Box	AED 100
Apply for Vehicle Registration	AED 200 Light Vehicle AED 200 + AED 1000 (for Heavy Vehicles if it is above seven tones)
Renew Vehicle Registration	AED 200 Light Vehicle AED 1,120 Heavy Vehicle
Transfer Vehicle Registration	AED 200
Cancel Vehicle Registration	AED 200
Duplicate Vehicle Registration	AED 200
Apply for Tejari Number Plate	AED 200
Renew Tejari Number Plate	AED 200
Cancel Tejari Number Plate	AED 200
Apply for Export Number Plate	AED 200
Open File	AED 200
Multiple Entry Visit Visa	AED 3200 AED 185 Travel Insurance AED 50 GDRFA
Visit Visa Entry Permit Short Term	AED 1,040 AED 50 GDRFA
Visit Visa Entry Permit Long Term	AED 2,090 AED 50 GDRFA
Correct Visit Visa Entry Permit	AED 870 Short Term AED 1,520 Long Term
Occupational Health Card	AED 220
Medical Re-Schedule	AED 100
Employee BG Waiver Update	AED 300
Labor Letter Requests	AED 500
VV Cancellation Unutilized	AED 193

Administrative Services (Non-Portal)

Service	Fee
Cancel Employee's Resident Permit with Internal Ban	AED 800 Normal AED 940 Urgent