

# Client Procedure PRO Card Services

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## Table of Contents

1. Purpose.....	2
2. Scope.....	2
3. Definitions.....	2
4. Procedure.....	2
5. Service Completion Time.....	3
6. Service Fees.....	3
7. Related Forms.....	3
8. References.....	3
9. Workflow.....	4



## 1. Purpose

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements for applying for PRO card service.

PRO card enables the person to carry out transactions on behalf of establishments or persons whom they represent.

## 2. Scope

This procedure covers all companies under Trakhees jurisdiction including free zone and federal law licenses.

## 3. Definitions

- 3.1 PRO - Public Relation Officer
- 3.2 PRO card - Is a Card issued for one person which enable him/her to carry out transactions on behalf of establishments or persons whom they represent.
- 3.3 LD - Trakhees Licensing Department.

## 4. Procedure

### 4.1 New / Renew / Amendment / Cancellation

4.1.1 Client should ensure the availability of sufficient amount in the prepaid account prior applying for PRO Card services.

4.1.2 Client can apply online and attach the below required documents:



For online application help, please refer to (Section 3.1.39) of below link:

[http://trakhees.ae/en/Documents/Online\\_Admin\\_ExternalUserManual%20-%20CLD%20web.pdf](http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf)

- Applicant passport and Visa copies (not required in case of cancellation).
- Applicant photo with white background (not required in case of cancellation).
- Clear signature of company manager in a white paper (not required in case of cancellation).
- Company manager passport and Visa copies.
- Application for Appointment of PRO (CLS-F10a) signed and stamp by the company.
- NOC letter from the company.

4.1.3 LD will review the application and accordingly LD will:

4.1.3.1 Approve: in case the submission comply with the requirements, LD will accept the request and the related fees will be deducted from the client pre-paid account.

4.1.3.2 Reject: in case the request is not complying with requirement, LD will reject the submission and state the reason for rejection.



4.1.3.3 More information: in case missing of any of the required documents or not enough money in the client pre-paid account. LD will state the missing information and client should update the requirements.

4.1.4 Upon approval, client should approach Trakhees offices and collect the card (not in the cancellation requests)

## 4.2 Reprint PRO Card

4.2.1 Client should ensure the availability of sufficient amount in the prepaid account prior requesting for PRO card reprint.

4.2.2 Client should approach Trakhees office and submit a Police Report for the lost card.

4.2.3 LD will review the application and once approved, LD will deduct the required fees from the client pre-paid account.

4.2.5 Upon payment settlement, client can collect the card from LD customer service.

## 5. Service Completion Time

	Service	Completion Time
5.1	Submission revision and update the submission status if approved, rejected or need more information (from the date of submission)	2-3 working days

## 6. Service Fees\*

No.	Service	Fees (AED)
6.1	PRO card for free zone company (new, renew, amend, cancellation, reprint)	220
6.2	PRO card for federal law company (new, renew, amend, cancellation)	1,020
6.3	PRO card for federal law company reprint	530

\*The above fees might be subjective to 5% VAT.

## 7. Related Forms

7.1 CLS-F10a Application for Appointment of PRO References

## 8. References

Trakhees Regulation and rules.



## 9. Workflow

