

Client Procedure (CP) for Free Zone Establishment 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.....	4
9. Workflow.....	4



1. Purpose

The purpose of this procedure is to provide clear steps requesting for establishment card services.

Establishment card are cards allow a company to recruit staff from abroad and apply employment visas.

2. Scope

This procedure is to cover all clients holding free zone license within Trakhees jurisdiction and will also involve any external parties concerned. The procedure will include the new, renew, amendment and cancellation of establishment cards services.

3. Definitions

3.1 Establishment Card - A Card issued to allow a company to recruit staff from abroad and apply for foreign investors, partners and employment visas

3.2 LD - Trakhees-Licensing Department

4. Procedure

4.1 Client can request for Establishment card services online going to CLD Services > Establishment Card and then choose the type of service requested (new, renew, amend or termination) from the left side menu.

4.2 Client should update the license details, upload the below required documents and then press submit.

Service	Required Documents
New Establishment card	<ul style="list-style-type: none">- Residence Visa Copy (company manager)- Passport Copy (company manager)- License Copy
Renew Establishment card	<ul style="list-style-type: none">- Residency Visa Copy (company manager)- Passport copy (company manager)- License Copy- Old Establishment Card copy.
Establishment card Amendment	<ul style="list-style-type: none">- Residence Visa Copy (company manager)- Passport Copy (company manager)- Old establishment card- The amended Copy of the License
Establishment card Cancellation	<ul style="list-style-type: none">- Residency Visa Copy (company manager)- Passport copy (company manager)- License Copy- Establishment Card copy.

4.3 Upon submission completion the client will get a submission success message with reference number.



4.4 LD will verify the attached documents and update the system as follow:

4.4.1 Approved: If the submissions comply with requirements, LD will accept the submission and generate payment advice to be settled by the client.

4.4.2 Rejected: If the submissions not comply with requirements, client should apply again with new submission number.

4.4.3 More information: In case of missing document/s, LD will reject the submission and advice the client to upload the document/s in the same submission.

4.5 Client should settle the payment,

4.6 Upon the payment settlement, LD will process the request with immigration.

4.7 Once the service is done:

4.7.1 For new and amendment requests, the card copy will be available online for client usage. Client can collect the original card and an acknowledgement report should be obtain by LD upon delivering the card to the client.

4.7.2 For renewal request, the card copy will be available online for client usage.

4.7.3 For cancellation request, the transaction will be closed.

5. Service Completion Time

	Service	Completion Time
5.1	Reviewing the submitted request and generating payment advice (from the date of submission)	1 Working Day
5.2	Issue/ cancel Establishment Card (from the date of payment settlement)	3 Working Days

6. Service Fees*

	Service	Service Fees (AED)
6.1	New Establishment card	1,620
6.2	Renew Establishment card	1,740
6.3	Establishment card Amendment	360
6.4	Establishment card Cancellation	310

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

* 10 AED Innovation fees and 10 AED for knowledge fees are to be added for each service.

7. Related Forms

N/A



8. References

8.1 Immigration rule and regulations.

8.2 Quota Guidelines.

8.3 Licensing department rules and regulations

9. Workflow

