

Client Procedure (CP) for Federal Law Licenses Renewal

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1. Purpose

The purpose of this procedure is to facilitate information to clients regarding the procedural requirements for renewal a federal law license by Trakhees.

2. Scope

This procedure will apply to all Clients of federal law licenses within Trakhees' jurisdiction.

3. Definitions

- 3.1 External approval - Approval required from external entity to practice some type of activities.
- 3.2 NOC - No Objection Letter
- 3.3 LD - Trakhees- Licensing Department

4. Procedure

4.1 Client should apply for renewal of a federal law license online going to LD services > License services > choose Trakhees LLC License renewal choice.

4.2 Client should add the license number and then the license information will be displayed in the screen.

4.3 Client should upload the below required documents attached to the online portal online.trakhees.ae:

4.3.1.	Copy of shop Ejari (in case the shop operate inside a hotel, need to upload NOC form hotel and the Hotel Ejari)	Mandatory
4.3.2.	In case the license is expired and exceeded grace period and customer want to wave the late fees, customer need to submit clearance letter/ or last Dewa bill proving that the shop was not operating. Then late fees will be waived from date of letter or Dewa bill,	Optional and if available
4.3.3.	House tenancy contract with Dewa bill copy where housing fee are covered in that bill and not zero (for non-local managers, owners/shareholders, staff and labours.)	Optional and if available

4.4 Client then press submit and will get a submission success message with reference number for follow up purposes.

4.5 LD will check the availability of the required documents and accordingly:

4.5.1 Accept: If the submissions comply with requirements and submission will proceed with the renewal license process.

4.5.2 Reject: If the submissions do not comply with requirements. Applicant can apply again with new submission number.

4.5.3 More information: If note any missing document or in case external approvals are required (depend on the license activity) then LD will advise to re-upload the missing information and will provide the follow up receipt for obtaining external approvals once required. Applicant should re-upload the requested information with the same submission number.

4.6 Once the application is accepted, LD will process the renewal of the requested license and generate the payment advice which will be available online for the client settlement

4.7 Client should settle the payment.

4.8 Once payment is settled, LD will complete the issuance of the renewed license and upload copy of the licensee online.

Note:

For manual submission, customer can approach Amer offices located in Dragon Mart2 and should apply by sending the digital documents to the common Email: dm2amerded@gmail.com

5. Service Completion Time

	Service	Completion Time
5.1	Update the status of the application (accept/reject/more info.) and availability of payment advice in the system (from the date of submission)	3 Working days
5.2	Issuance of the renewed license (from the date of payment settlement)	2 Working days

6. Service Fees*

	Service	Fees (AED)
6.1	6.1.1 License fee as below: - Commercial license - Professional Licensing	600 550
	6.1.2 License printing fees is	50
	6.1.3 Fees for Administration service	50
	6.1.4 Company Name Signs	350

	<p>6.1.5 Market fees</p>	<ul style="list-style-type: none"> • calculated as 5 % of the shop lease amount • Calculated as 5 % of the School and calculated (10,000 AED for each class, 5,000 AED for each office and 2 AED for each Sqf of playground. • calculated as 15 % of the bank lease amount
	<p>6.1.6 Accommodation Fees (for non-local managers, owners/shareholders, staff and labours): calculated as below:</p> <ul style="list-style-type: none"> • For people live inside Dubai and submit DEWA bill • For all other cases 	<p>0.0 Depends on the employee category.</p>
	<p>6.1.7 General Trading fees (only in case general trading activity)</p>	<p>3,000</p>
	<p>6.1.7 Trade Name Special Features fees as below:</p> <ul style="list-style-type: none"> - if Includes Arabized Name (Trade Name includes foreign words that cannot be translated to Arabic (e.g. Platinum).) - Includes Foreign Name - Includes Region (Name contains country names (e.g. America, United Kingdom, china) - Includes firm coverage (Name which covers wide region (East, West, North, West, international, global)) - Includes abbreviation (Trade Name includes an abbreviation (e.g. A.L. Trading) - Includes Dubai, UAE, Gulf - Includes Number (Trade Name includes numerical digits (e.g. China 2000 Trading). Writing numbers in letters is excluded (e.g. China one) - Includes Trade Mark (Part of the Trade Name is a Trade Mark) 	<p>1000 2,000 1,000 1,000 2,000 2,000 2,000 1,000</p>

7. Related Forms

7.1 N/A

8. References

8.1 Licensing Department regulations

9. Workflow

