

## Client Procedure (CP) for Issuance New Free Zone License

PCFC- Entity (Business Unit) Name : Department of Planning and Development - Trakhees

Department Name : Licensing Department

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## 1. Purpose and Objectives

The purpose of this procedure is to facilitate information to clients regarding the procedural requirements for issuing a free zone license by Trakhees.

## 2. Scope

This procedure will apply to all Clients of free zone licenses within Trakhees' jurisdiction, and will also involve any external parties concerned with the Clients requirements.

## 3. Definitions and Abbreviations

- 3.1 Trade name with number - Trade Name includes numerical digits (e.g. China 2000 Trading). Writing numbers in letters is excluded (e.g. China one).
- 3.2 Trade Name that include Gulf - The Trade Name includes any of the word Gulf
- 3.3 Trade name that include trade mark - Part of the Trade Name is a Trade Mark
- 3.4 Trade Name with Abbreviations - The Trade Name includes an abbreviation (e.g. A.L. Trading)
- 3.5 Arabized Trade Name - Trade Name includes foreign words that cannot be translated to Arabic (e.g. Platinum).
- 3.6 Trade Name that include region - Name contains country names (e.g. America, united kingdom, china)

- 3.7 Trade Name with - Trade Name which covers wide region (East, West, North, West, firm coverage international, global)
- 3.8 External approval - Approval required from external entity required to practice some type of activities.
- 3.9 DTCM - Department of Tourism and Commerce Marketing
- 3.10 CLS - Commercial Licensing System
- 3.11 DED - Dubai Economy Department
- 3.12 GCC - Gulf Cooperation Council
- 3.13 FZCO - Free Zone Company
- 3.14 FZE - Free Zone Establishment
- 3.15 EHS - Environment, Health and Safety Department

## 4. Procedure

### 4.1 Trade Name Reservation

Clients can approach Amer Business centre in Dragon Mart 2 requesting to reserve a trade name for free zone license.

Client should consider while suggesting the trade name the below guidelines:

- Trade Name to be related to the license type
- The name should not have obscene or indecent words, and should not be offending to the general public even if it is a personal name.

- The name should not include Allaah's name nor "God" or His divine attributes, for example (al wader, al alee, al razzes, etc.).
- If the business includes the name of a person, that person must be a partner/owner in the license. (For example, a license issued for Mohammed Al Ghamdi, cannot include the name Mohammed Al Zaheri).
- Family names should not be used as a trade name unless it includes the first name. (For example, Ahmed al Ghandi cannot have "Al Ghandi Contracting", he must change it to "Ahmed al Ghandi Contracting").
- Names should be written literally and not translated. (For example, if the Arabic name is (الصقر) للمقاولات) it must be written as "al Saqer contracting".
- The name should not include the name of a country or government.
- The business name must strictly reflect the business activity.
- The name cannot include any restricted names such as global political organisations, religious sectarian organisation etc. (For example, FBI, Mafia.).
- The name should not include any of the punctuation marks, such as (., !/?).

#### 4.1.2 Manual Submission

4.1.2.1 Client should approach Amer Business Center in Dragon Mart 2 and submit the below required documents by email LD.info@pcfc.ae:

If owner is local or GCC required copy of passport
If owner is non- local required copy of passport with visa page

4.1.2.2 Customer Service will check the availability of the required documents and accordingly:

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- Accept the request and proceed with trade name reservation process.
- Reject the request in case missing of any of the required documents. Customer service should explain to customer the reason for rejecting the application.

4.1.3 Customer service then will review the suggested name (first name, if not applicable then the second name, and so on), and once the name is complying with the guideline and is available to be reserved, customer service will reserve the name, sending the payment advice to client by mail

4.1.5 Client should settle the payment.

4.1.6 Once the payment is settled, customer service then will sending the Trade name certificate to client by email.

## 4.2 Board Resolution and MOU attestation

4.2.1 The client should approach Amer Business Center in Dragon Mart 2 requesting for attestation of Board resolution. All the partners, Directors, company manager, secretary and legal representative should be available in Amer Dragon Mart 2 with their original passport for signing document.

4.2.2 Customer service should verify the identification of the attendees and make sure that all are presented.

4.2.3 Client will request for the required number of copies from the board resolution and MOU if needed, while one copy will be kept with Trakhees for reference.

4.2.4 Client and all concerns should sign the Board resolution (and MOU) in front of customer service.

### 4.3 Initial approval:

4.3.1 Client should approach Amer Business Center in Dragon Mart 2 requesting for initial approval for a free zone license and submitting the below required documents by [email LD.info@Pcfc.ae](mailto:LD.info@Pcfc.ae):

4.3.1.1	CCS-F02-Application for License (Free Zone)
4.3.1.2	Application for Registration for FZE (CLS-F01c) or FZCO (CLS-F01d)
4.3.1.3	In case one of the owners is a company, then need to submit NOC from the company, Company license copy and passport copies of all shareholders.
	<b>Declaration of the Beneficial Owner (LS-CF-01z)</b>
4.3.1.4	Board Resolution (CLS-F01e) FZCO OR (CLS-F01h) FZE as per legal type of registration license
	- CLS-F01j, Memorandum and Articles (CLS-F01j,) (FZE) OR CLS-F01i, (FZCO) as per legal type of registration license type
4.3.1.5	Environment Health & Safety form in case activity required EHS approval (as mentioned in the activity sheet with external approval in the website): <ul style="list-style-type: none"> <li>- For non-food related activity: Non-Food related Retail and Commercial Section/EHS requirements for acquiring Licenses (English + Arabic) (SIO-F13b).</li> <li>- For Industrial (manufacturing) activity: submit the following form in addition to the above forms, "E" Form (SIO-F13c).</li> </ul>
4.3.1.6	Valid Passport Copy of all shareholders and manager
4.3.1.7	Copy of visa page and NOC letter from the sponsor/employer for shareholders and manager (for Non-Local), If (shareholders and/or manager visit) require copy of visit visa or visa Airport entrance stamp.

4.3.1.8	In case other company is one of the shareholder, need the company license, MOU and NOC from authorising entity for free zone companies
4.3.1.9	If Open a Branch, need official Letter from the company, and MOU
4.3.1.10	Lease contract or letter from the owner or Developer.
4.3.1.11	*For operating Hotels Facility all above documents needed in additional to: - <ul style="list-style-type: none"> <li>- Letter includes No. of Beds &amp; Rooms.</li> <li>- DTCM license copy</li> <li>- Hotel "stars" evaluation from DTCM</li> </ul>

4.3.2 Customer Service will check the availability of the required documents and accordingly:

4.3.2.1. Accept the request and proceed with initial approval process.

4.3.2.2. Reject the request in case missing of any of the required documents. Customer service should explain to customer the reason for rejecting the application.

4.3.4 Customer service then will initiate the request for initial approval, generate the payment advice and sending by email to the client, in case external approvals are required, customer service will sending the letter by email to client.

4.3.5 Client should settle the payment and sending the required approvals by email

4.3.6 Once the payment is settled and external approvals are done (if any), customer service will be sending initial approval certificate to client by email.



if the client required copy of letter for the bank to open company account, customer service will sending to client by email.

if the client is no required letter for the bank to open company account will be adding remark in trade license.

4.3.7

#### 4.4 License Registration and license Issuance

##### 4.4.1 Manual Submission

4.4.1.1 Customer service will register the company and, generate and sending the payment advice by email to client.

4.4.2.3 Client should settle the payment, and sending the receipt by email for \_ license issuance.

4.4.2.4 Customer service will generate the payment for Licence issuance and sending by to client.

4.4.2.5 Client should settle the payment.

4.4.2.6 Customer service will sending below documents by email to client

- Trade License copy,
- Share Certificate copy
- Certificate of Formation copy

## 5. Service Completion Time

	Service	Completion Time
5.1	Reviewing submitted document and update the submission status	1-3 Working days

5.2	Issuing Trade Name certification (from the date of settlement the payment)	1-2 Working days
5.3	Initiating initial approval request (from the time of document submission till issuing payment advice)	1-5 Working days
5.4	Issuing initial approval certificate (from the date of payment settlement)	1-2 Working days
5.5	License Registration (from the time of submission till payment issuance)	1-3 Working days
5.6	License issuance	1-3 Working days
5.7	Attest the board resolution and MOU	Upon payment settlement

## 6. Service Fees\*

No.	Process	Fees (AED)
6.1	Trade Name Reservation:	
	- Normal Trade Name	600
	- Additional Fees will be added to the payment if the trade name includes special features as below:	
	▪ Includes Arabized Name	1,000
	▪ Includes Foreign Name	2,000
	▪ Includes Region	1,000
	▪ Includes firm coverage	1,000

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	<ul style="list-style-type: none"> <li>▪ includes abbreviation</li> <li>▪ includes Dubai, UAE, Gulf</li> <li>▪ includes Number</li> <li>▪ Includes Trade Mark</li> </ul> <p>Note: In case of local branches, only the normal trade name fees will be collected and no additional fees will be added for special features.</p>	<p>2,000</p> <p>2,000</p> <p>2,000</p> <p>1,000</p>
6.3	Initial Approval	120
6.4	Registration Company	<p>15,000 only one time for FZCO</p> <p>10,000 only one time for FZE</p> <p>5,000 only one time for Branches</p>
6.5	License Issuance	
6.5.1	Project within Dragon Mart 1&2:	
	6.5.1.1 Type of License:	
	- Commercial license	8,000
	- Professional License.	9,000
	7.5.1.2 In case Inspection Department approval is required (as per the activity type)	1,000
		500/ activity

	6.5.1.3 In case number of activities exceeds the allowed number of activities (while allowed number of activities for commercial license are 7 and for professional license are 5)	
6.5.2	Project other than Dragon Mart 1&2:	
	6.5.2.1 Type of License	
	- Commercial,	600
	- Professional	550
	- Industrial	600
	6.5.2.2 Service agent fee	700
	6.5.2.3 Service improvement fee	300
	6.5.2.4 Shareholder Accommodation Fee	
	- If the shareholder live outside Dubai,	1,000
	- If the shareholder live in Dubai and submit Dewa Bill,	0
	- If the shareholder live in Dubai and didn't submit Dewa Bill,	5% of the lease amount
	6.5.2.5 Manager Accommodation Fee	
	- If manager is one of the shareholder	0
	- If manager is not one of the shareholder	

	<ul style="list-style-type: none"> <li>▪ If the manager live outside Dubai/ has shared tenancy,</li> <li>▪ If the manager live in Dubai and submit Dewa Bill,</li> <li>▪ If the manager live in Dubai and didn't submit Dewa Bill,</li> </ul>	<p>1,000</p> <p>0</p> <p>5% of the lease amount</p>
	6.5.2.6 If the license is for hotel.	1,000 * No. of Beds for 5 Star Hotels
		600 * No. of Beds for 4 Star Hotels
		500 * No. of Beds for 3 or 2 Star Hotels
	6.5.2.7 If the facility type is Hotel Apartment	500 * No. of Beds for Normal Hotel apartment
		AED 750 * No. of Beds for Luxurious Hotel apartment
	6.5.2.7 Market Fees (not for hotels)	calculated as 7.5% of the shop lease amount

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

## 7. Related Documents and Forms

### 7.1 CLS-F01a- Name Reservation Application Form

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7.2 CCS-F02-Application for License (Free Zone).

7.3 CLS-F01c -Application for registration FZE

7.4 CLS-F01d -Application for registration FZCO

7.5 CLS-F01e- Board Resolution FZCO

7.6 CLS-F01h - Board Resolution FZE

7.7 CLS-F01i, Memorandum and Articles FZCO

7.8 CLS-F01j, Memorandum and Articles FZE

7.7 SIO-F13b- Non-Food related EHS requirements for acquiring Licenses (English + Arabic).

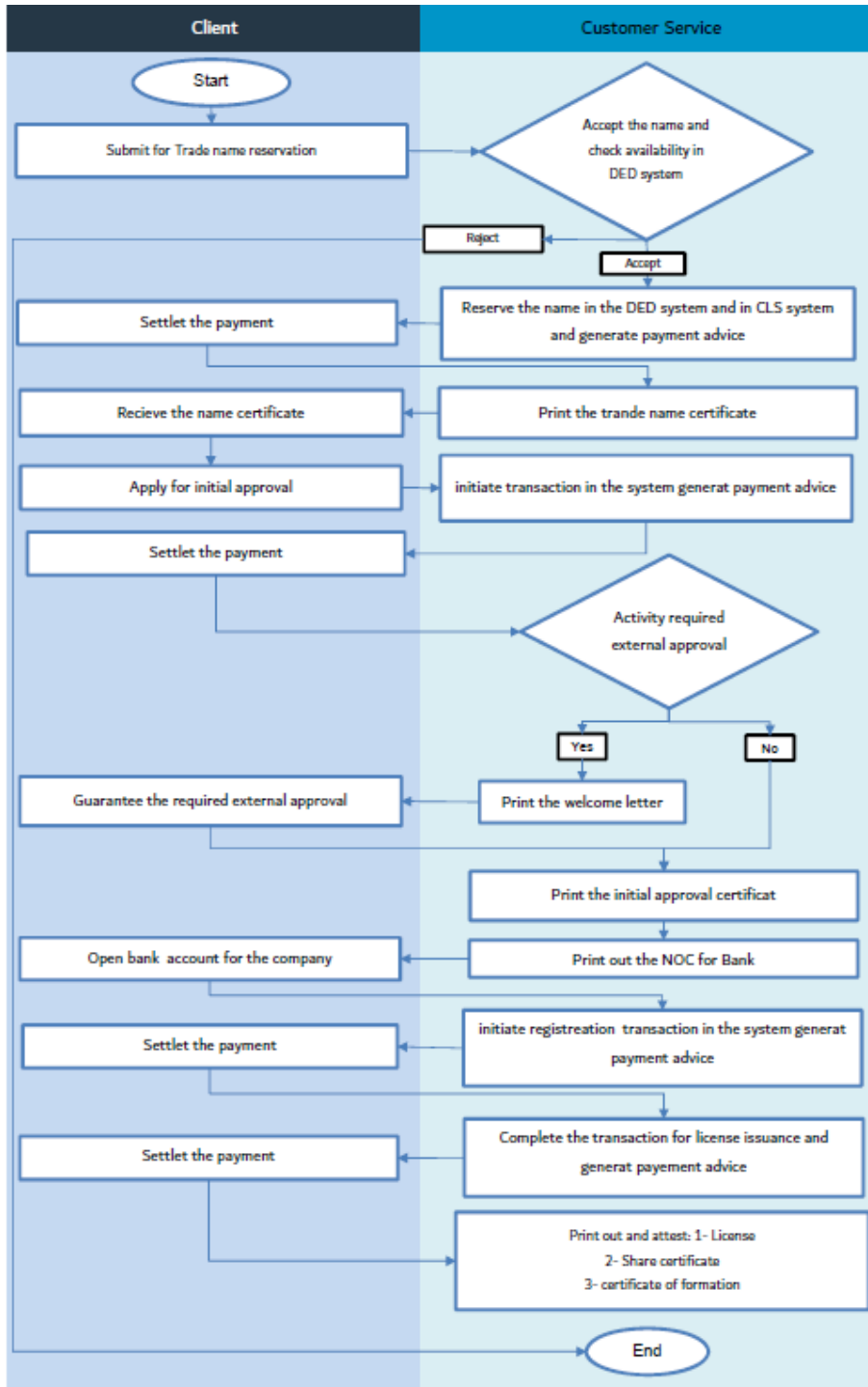
7.8 SIO-F13c “E” Form.

7.9 Declaration of the Beneficial Owner (LS-CF-01z)

## 8. Applicable References and Regulations

8.1 Trakhees- Licensing Department Regulations

## 9. Process Workflow



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