

## Client Procedure (CP) for Transfer of Sponsorship

PCFC- Entity (Business Unit) Name : Department of Planning and Development – Trakhees.  
Department Name : Licensing Department.  
Section Name : Government Services.  
Document Reference Number : PCFC-TRK-LD-GS-CP-03  
Revision Number : 16  
Revision Date : November 2023  
Classification : Public

## Table of Contents

1. Purpose and Objective .....	3
2. Scope .....	3
3. Definitions and Abbreviations .....	3
4. Procedure .....	3
5. Service Completion Time.....	7
6. Service Fees* .....	8
7. Related Documents/ Forms .....	8
8. Applicable References and Regulations .....	8
9. Process Workflow .....	9

## Purpose and Objective

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements of sponsorship transfer for Trakhees clients.

## Scope

This procedure will apply to all free zone licenses clients with visas under Trakhees sponsorship or companies within Trakhees jurisdiction need to transfer their visa to Other Free Zone companies/ other Government. Or for clients who have visa under Other Free Zone companies/ other Government and need to transfer the sponsor under companies within Trakhees jurisdiction.

## Definitions and Abbreviations

- 3.1 LD - Trakhees-Licensing Department  
3.2 RP - Residence Permit

## Procedure

### 4.1 Sponsorship Transfer from Other Free Zone companies/ other Government to Trakhees OR Sponsorship Transfer within Trakhees companies

4.1.1 Client should ensure the availability of the required amount for service fees in their prepaid account prior submitting for sponsorship transfer. In case the company has an outstanding issue, the client will be required to top up the amount for bank guarantee as below,

- From 1-300 Employees, the bank guarantee will be AED. 3,000/-
- From 301-700 Employees, the bank guarantee will be AED. 1,500/-
- From 701 Employees and above, the bank guarantee will be AED. 0/-

4.1.2 Client should request for visa online by uploading the below required documents while each document should be in “JPG” type and less than 100 KP size: <https://online.trakhees.ae>

- Valid Passport copy
- Residence Visa copy, with at least 1 month validity (except Transfer within Trakhees)

- Passport size photo with white background
- Employment Contract copy, signed and stamped by the new company.
- NOC letter from Current Sponsor.
- Attested Education Certificate (Manager, Director, Engineer, Doctor, Accountant, etc. / not required if the applicant is one of the new company partners).
- Client can choose the required medical centre from the below list:

Medical Type		
Normal - AED 270	VIP Service - AED 700	
24HRS	6HRS	30MIN
Al Yalayis Medical Fitness Center	Al Yalayis Medical Fitness Center	Smart Salem -Al Wasl, City Walk
Al Rashidiya Medical Fitness Center	Al Rashidiya Medical Fitness Center	Smart Salem -DIFC, Index Tower
Al Lusaily Health Center	Dubai Land Department	Smart Salem -TECOM, Dubai Knowledge Park
Al Muhaisnah Medical Fitness Center	Al Muhaisnah Medical Fitness Center	
Hatta Hospital	Al Garhoud Medical Fitness Center	
Al Garhoud Medical Fitness Center	Bur Dubai Medical Fitness Center	
Al Nahda Occupational Health Center	Al Nahda Occupational Health Center	
Bur Dubai Medical Fitness Center	Al Quoz Mall Medical Fitness Center	
Al Quoz Mall Medical Fitness Center	Al Karama Medical Fitness center	
Al Karama Medical Fitness center		

NOTE: Application will be saved as draft after submission if there is no enough amount from the prepaid account. Client should top-up the amount then re-submit the draft application. Once successfully submitted, the amount will be reserved and will be deducted automatically once the application is accepted.

4.1.3 Once the client received the submission reference number, LD will check the required documents availability and update the system as follows:



4.1.3.1 Accept: If the submission complies with the requirements, amount will be automatically deducted from the prepaid account after accepting the application.

4.1.3.2 Reject: If the submission does not comply with the requirements, client can apply again with new submission number. The reservation of the service fee amount will be removed and customer can use this amount.

4.1.3.3 More information: If note any missing documents, LD will request for more information and advice to re-upload the missing information. Client should re-upload the requested information with the same submission number.

4.1.4 Once the submission is approved, LD will proceed for sponsorship transfer & medical appointment. However, in case of Sponsorship Transfer from Other Free Zone companies/ other Government to Trakhees\_requests, client should collect the stamp and signature from the old company on the Transfer form and proceed to the next step.

4.1.5 Client should go for the medical tests as in the appointment form, medical results will be sent to client by DHA. Then the client should submit the stamped and signed Transfer Form (for Sponsorship Transfer from Other Free Zone companies/ other Government to Trakhees request) and Employment Contract (TKS-LD-GS-CF1a) through email to [Trakhees.Government@pcfc.ae](mailto:Trakhees.Government@pcfc.ae) for RP stamping before the expiration date of the residence permit.

4.1.6 After submission of documents in the email LD will proceed the RP Stamping and update the system once completed.

4.1.7 Client will receive the Dubai Insurance Certificate number through client's registered email.

Note:

- Allow minmum Basis salary is 700 AED

NOTE: Client will receive an Electronic Employment ID through registered email, which can be viewed using below electronic wallet applications:

- "Apple Wallet" for Apple Devices
- "Pass Wallet or Wallet Passes" for Android Devices in Play Store Application

## 4.2 Sponsorship Transfer from Trakhees to Other Free Zone companies/ other Government

4.2.1 Client should ensure the availability of the required amount of service fees in their prepaid account prior submitting the request for cancellation in case of Transfer from Trakhees to another authority.

4.2.2 Client should apply online for cancellation in case of Transfer from Trakhees to another authority and upload the following documents. <https://online.trakhees.ae>

- End of Service Entitlement and Cancellation (TKS-LD-GS-CF02a)
- Signed and Stamped Transfer Form from the New Sponsor

Note: Application will be saved as draft after submission if there is no enough amount from the prepaid account. Client should top-up the amount then re-submit the draft application. Once successfully submitted, the amount will be reserved and will be deducted automatically once the application is accepted.

4.2.3 Once the client received the submission reference number, LD will check the required documents availability and update the system as follows:

4.2.3.1 Accept: If the submission complies with the requirements, amount will be automatically deducted from the prepaid account after accepting the application.

4.2.3.2 Reject: If the submission does not comply with the requirements, client can apply again with new submission number. The reservation of the service fee amount will be removed and customer can use this amount

4.2.3.3 More information: If note any missing documents, LD will request for more information and advice to re-upload the missing information. Client should re-upload the requested information with the same submission number.

4.2.4 Trakhees will review the request and upon approval, LD Manager will sign and stamp the form and close the transaction in the system. Client will receive the attested Transfer Form through registered email.

## Service Completion Time

	Service	Completion Time
5.1	Submission review and update the submission status in the system (from the date of online submission)  For normal request  For urgent request	  3 Working days  2 Working days
5.2	Availability of Immigration Transfer form (from the date of approving the submission).	On the same day
5.3	Availability of the medical appointment form (from the date of approving the submission)	On the same day
5.4	Availability of RP (from the date customer submits signed Employment Contract and Transfer Form)  For normal request  For urgent request	  3 Working days  2 Working days
5.5	Review the request ,sign and stamp the transfer form in case of Transfer from Trakhees to another Authority  For normal request  For urgent request	  3 Working days  2 Working days

## Service Fees\*

Service		Total Fees (AED)	
6.1	Transfer from government sector or other authorities to Trakhees (Non Labour/Dubai) for 1 year	with DIC	2162
		without DIC	1983.50
6.2	Transfer from government sector or other authorities to Trakhees (Non Labour/Dubai) for 2 years	with DIC	2319.75
		without DIC	2083.50
6.3	Transfer within Trakhees companies (for 1 year)	with DIC	2524.50
		without DIC	2346.50
6.4	Transfer within Trakhees companies (for 2 years)	with DIC	2682.25
		without DIC	2446
6.5	Transfer from Trakhees to another Authority	332.63	
6.6	Medical Appointment (Normal 24HRS)	270	
6.7	Medical Appointment VIP (6HRS)	700	
	Medical Appointment VIP (30MIN)		

\*\* Medical Appointment fee is included from the package mentioned above for transfer within Trakhees companies and transfer from government sector or other authority to Trakhees under normal fees. However, in case the applicant chooses VIP fees, the variance amount of medical fees will be added accordingly.

## Related Documents/ Forms

7.1 TKS-LD-GS-CF01a, Employment Contract.

7.2 TKS-LD-GS-CF02a End of Service Entitlement and Cancellation.

## Applicable References and Regulations

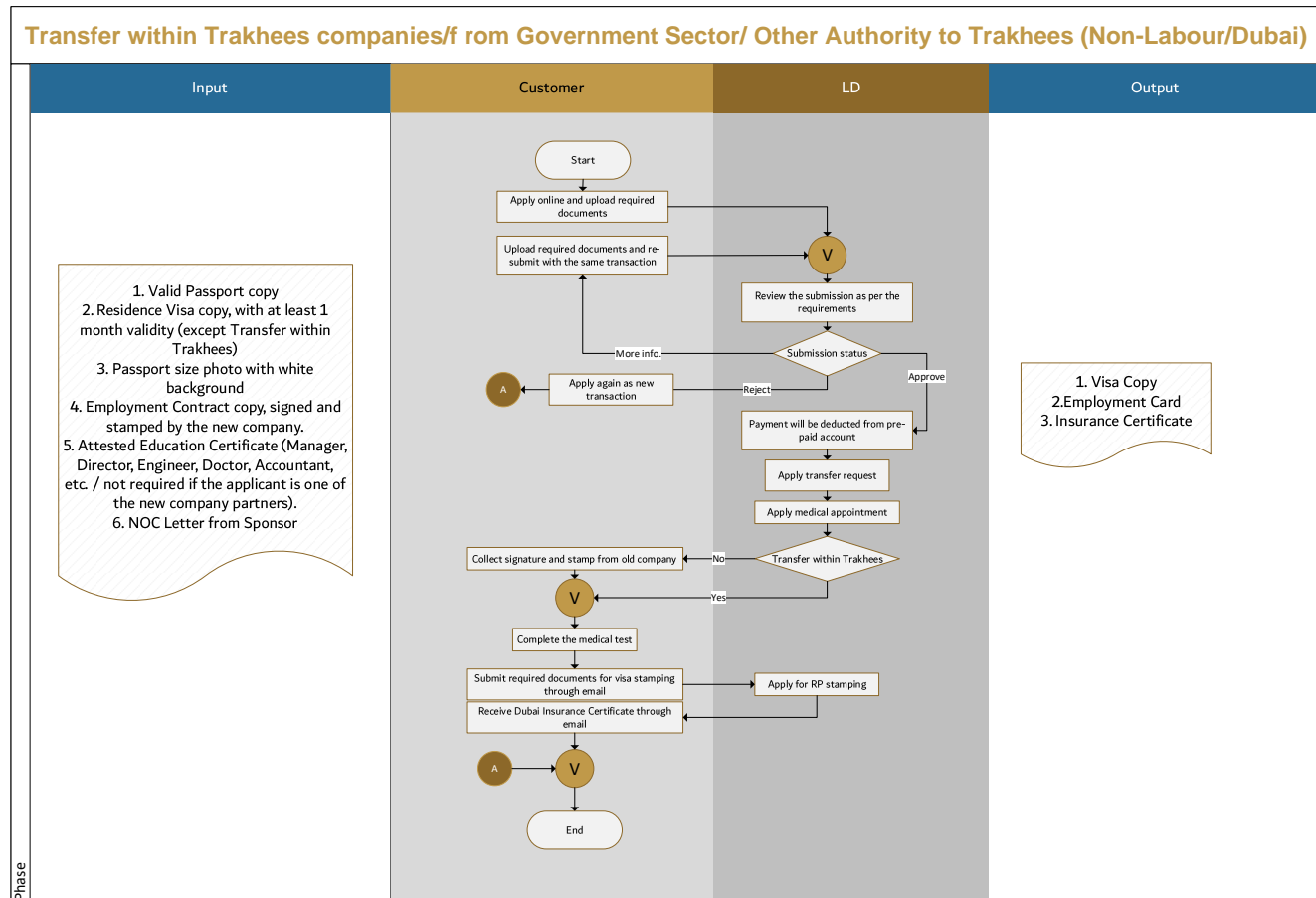
8.1 Trakhees Rules and Regulation.



## 8.2 UAE Immigration Rules and Regulation

### Process Workflow

#### 9.1 Transfer within Trakhees companies OR Transfer from Government Sector/ Other Authority to Trakhees (Non-Labour/Dubai)



## 9.2 Transfer from Trakhees to another Authority

