



# **Client Procedure (CP) for PRO Card Services**

PCFC- Entity (Business	Unit) Name
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- Department Name
- Section Name
- Document Reference Number
- **Revision Number**
- **Revision Date**
- Classification

- : Department of Planning and Development Trakhees
- : Licensing Department.
- : Licensing Service Section.
- : PCFC-TRK-LD- LS-CP-10
- : 02
- : November 2022
- : Public





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# **1. Purpose and Objective**

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 and Abbreviations

- 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 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 should be attached to the online portal online.trakhees.ae

For online application help, please refer to (Section 3.1.39) of below link: <u>http://trakhees.ae/en/Documents/Online\_Admin\_ExternalUserManual%20-</u> <u>%20CLD%20web.pdf</u>

- Applicant passport and Visa copies (not required in case of cancellation).
- Applicant photo with white background (not required in case of cancellation).

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- Company manager passport and Visa copies.
- NOC letter from the company.

4.1.3 Trakhees Service centre will review the application and accordingly Trakhees Service centre will:

4.1.3.1 Approve: in case the submission comply with the requirements, licensing staff 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, licensing staff 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. Trakhees Service centre will state the missing information and client should update the requirements.

4.1.4 Once the transaction is approved and closed, client will receive PRO Card as PDF by registered Company Email.

#### 5. Service Completion Time

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

#### 6. Service Fees

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

### 7. Related Documents and Forms

N/A

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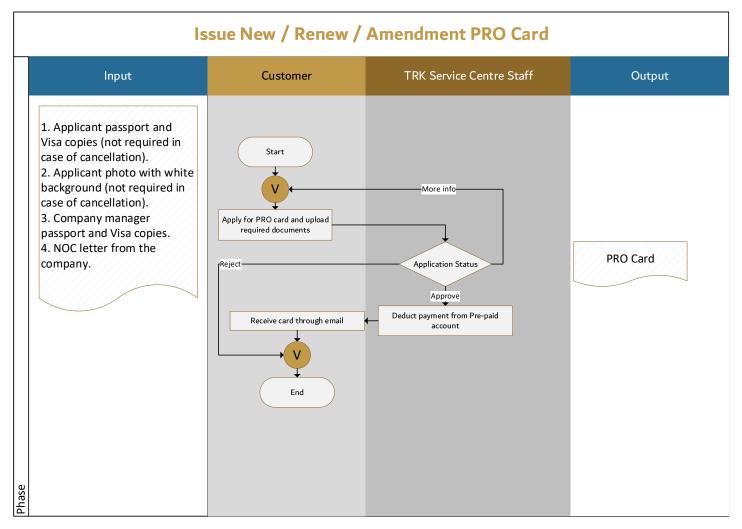
مركز الاتصال Call Center 800 990



# 8. Applicable References and Regulations

Trakhees Regulation and rules.

# 9. Process Workflow



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