

Customer Procedure (CP) for Issuance New Free Zone License

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1. Purpose and Objectives

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

2. Scope

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

3. Definitions and Abbreviations

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|------|------------------------------------|---|--|
| 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. Trade) |
| 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 | - | Trade Name includes regional references (e.g. East, West, International, American, European, ...) |
| 3.7 | Foreign words | - | Trade Name includes foreign words |
| 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 | GCC | - | Gulf Cooperation Council |



- 3.11 FZCO - Free Zone Company, which is a limited liability company with two till 25 shareholders.
- 3.12 FZE - Free Zone Establishment, which is a limited liability company with one shareholder.
- 3.14 LS - Licensing Staff

4. Procedure

4.1 Trade Name Reservation

4.1.1 Online submission

4.1.1.1 Registration & application

- First, the customer needs to be registered as a person in Trakhees for online services at the below link:

<https://online.trakhees.ae/oaservices/noncustomer/person/register/verifyEmail/form.htm?role=licenseApplicant>

- Customer should then apply for Trade Name reservation, going for **CLD Service**> License Service and then choose the Trade Name Reservation option.
- The customer should search the proposed 'Trade name', and if Trade name is available (i.e not already used), customer needs to upload the required documents as per below:
 - If owner is local or GCC required copy of passport or Emirates ID
 - If manager is non- local required copy of passport with visa page or Emirates ID.
- Accordingly, the Payment advice (PA) will be generated and PA amount will be reserved from pre-paid

Notes:

- a. Customer should ensure that their Pre-paid account has sufficient amount.
- b. Customer need to take into consideration the below guidelines for choosing Trade Name:
 - 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 razzaq, 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 (., !?/).

- The customer will receive notification by email and SMS with request number.

4.1.1.2 Review & Approval

- LS staff will verify and check the availability of the required documents and accordingly:
 - **Accept:** If the submissions comply with requirements and submission will proceed with the Trade name process.
 - **Reject:** If the submissions not comply with requirements. Applicant can apply again with new submission number.

- **More information:** If note any missing document, LS staff will reject the submission and advice to modify the trade name
- Once the submission is accepted, the system will send notification to customer by email and SMS with Trade Name Certificate.

4.1.2 Trade Name Reservation Manual Submission

- 4.1.2.1 Customer should approach Trakhees LD Service Happiness Centre in Dragon Mart 1 and submit the below required documents by email to: Trakhees.Licensing@pcfc.ae
- Name Reservation Application Form (TRK-LD-LS-CF01a).
 - If owner is local or GCC, required copy of Passport or Emirates ID.
 - If owner is Non- Local, required copy of Passport with Visa page or Emirates ID.
- 4.1.2.2 Trakhees Service Happiness Centre staff will check the availability of the required documents and accordingly:
- **Accept** the request and proceed with trade name reservation process.
 - **Reject** the request in case missing of any of the required documents. Trakhees Service Happiness Centre staff should explain to customer the reason for rejecting the application.
- 4.1.2.3 Trakhees Service Happiness Centre staff will then review the suggested name (First name, if not applicable then the second name, and so on), and only if the name is complying with the guideline and is available to be reserved, Trakhees Service Happiness Centre staff will reserve the name, sending the payment advice to customer by Email.
- 4.1.2.4 Customer should settle the payment.
- 4.1.2.5 Once the payment is settled, customer should notify Trakhees Service Happiness Centre staff, customer will receive Trade name certificate through email.

4.2 Initial approval:



4.2.1. The customer should approach Trakhees Service Happiness Centre in Dragon Mart 1, requesting for attestation of Board resolution. All the partners, Directors, company manager, secretary and legal representative should be available in Trakhees Service Happiness Centre with their original Passports for signing document with submitting the below required documents by email: Trakhees.Licensing@pcfc.ae:

a.	TRK-LD-LS-CF01b, Application for Registration of Free Zone License
b.	Declaration of the Beneficial Owner (TRK-LD-LS-CF01z)
c.	Required NOC letter from Dubai Maritime Authority for Maritime activities
d.	If Owner/partners are local &GCC required copy of the passport and Emirates ID.
e.	Acknowledgment and Undertaking (Operational Requirements for Trakhees Licenses), TRK-LD-LS-CF01m
f.	If owner/partners are non-local required copy of the passport with visa page, Emirates ID and NOC letter from the sponsor/ visit visa or TRK-LD-LS-CF01I Acknowledgement and Undertaking form
g.	If any of the partner age below 18 require to provide Letter form Awqaf and Minors Affairs Foundation or Dubai Court. Note: Not allowed for people below 18 years old to be Owner or manager in the license
h.	In case one of the owners is a company established inside UAE: <ul style="list-style-type: none"> Require attested board resolution to be partner or owner Passport copy for all shareholder. License copy MOA Declaration of the Beneficial Owner (TRK-LD-LS-CF01z)
i.	In case one of the owners is a company established outside UAE: <ul style="list-style-type: none"> Require attested board resolution to be partner or owner Passport copy for all shareholder.



	<ul style="list-style-type: none"> • License copy • MOA • Declaration of the Beneficial Owner (TRK-LD-LS-CF01z) <p>Note: All above requirement should be attested by UAE consulate, Ministry of Foreign Affairs and legal translation to Arabic.</p>
j.	Board Resolution TRK-LD-LS-CF01e
k.	(TRK-LD-LS-CF01i) Memorandum and Articles (FZCO) or (TRK-LD-LS-CF01j) Memorandum and Articles (FZE) as per legal type of registration licenses.
l.	Lease contract or letter from the owner or Developer.
m.	Trade Name Certificate Copy
n.	<p>*For operating Hotels Facility all above documents needed in additional to</p> <ul style="list-style-type: none"> - Letter includes No. of Beds & Rooms. - DTCM license copy - Hotel “stars” evaluation from DTCM
o.	<p>For Branch License:</p> <p>In case the company is established in side UAE:</p> <ul style="list-style-type: none"> • NOC letter for open a new branch from Main company • Passport copy for all shareholder. • Trade Name Certificate copy • Main License copy. • MOA for main license • Declaration of the Beneficial Owner (TRK-LD-LS-CF01z) • TRK-LD-LS-CF01b-Application for Registration of Free Zone License • Acknowledgment and Undertaking (Operational Requirements for Trakhees Licenses), TRK-LD-LS-CF01m • Lease contract or letter from the owner or Developer.



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| <ul style="list-style-type: none">• Manager Passport copy with visa page, personal information form and NOC letter from his sponsor to be manager or underform |
|--|

4.2.2. Trakhees Service Happiness Centre will verify the identification of the attendees and make sure that all required are present.

4.2.3. Customer and all concerns or authorized person should sign the Board resolution (and MOA) in Trakhees Service Happiness Centre.

4.2.4. Trakhees Service Happiness Centre will check the availability of the required documents and accordingly:

- **Accept** the request and proceed with initial approval process.
- **Reject** the request, in case of missing required documents. Customer service should explain to customer the reason for rejecting the application.

4.2.5. Trakhees Service Happiness Centre will then initiate the request for initial approval, generate the payment advice and send to customer by email.

4.2.6. Customer should settle the payment. In case external approvals are required, customer should provide external approval after payment.

4.2.7. Customer will receive initial approval certificate after security approval by email.

- If the customer is no required letter for the bank to open company account will be adding remark in trade license.

4.3 License Registration and license Issuance

4.3.1. Customer should approach Trakhees Service Happiness Centre in Dragon Mart 1 and submit the below required documents by email to: Trakhees.Licensing@pcfc.ae:

- Initial approval certificate
- External approval if required
- Ejari copy if available depending on location.

4.3.2. Trakhees Service Centre staff will proceed the transaction, then customer will receive registration payment voucher by email.

4.3.3. Customer should settle the payment, and notify Trakhees Service Happiness Centre.

4.3.4. Customer will receive Licence issuance payment voucher by email.

4.3.5. Customer should settle the payment, and notify Trakhees Service Happiness Centre.

4.3.6. Customer will receive below documents through email:

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

5. Service Completion Time

	Service	Completion Time
5.1	Trade Name Reservation online submission reviewing submitted document and update the submission status	2 Working days
	Trade Name Reservation manual submission till generate payment advice	On spot
5.2	Issuing Trade Name certification (from the date of settlement the payment)	1 Working days
	Initial approval online submission review the documents submission till issue the payment advice)	2 Working day
5.3	Initiating initial approval request (from the time of document submission till issuing payment advice)	On spot
5.4	Issuing initial approval certificate (from the date of payment settlement)	1 Working days
5.5	License Registration (from the time of submission till payment issuance)	1 Working days
5.6	License issuance	1 Working days

6. Service Fees*

No.	Process	Fees (AED)
6.1	Trade Name Reservation: - Normal Trade Name	600



	<p>- Additional Fees will be added to the payment if the trade name includes special features as below:</p> <ul style="list-style-type: none"> ▪ Includes Arabized Name 1,000 ▪ Includes Foreign Name 2,000 ▪ Includes Region 1,000 ▪ includes abbreviation 2,000 ▪ includes Gulf 2,000 ▪ includes Number 2,000 ▪ Includes Trade Mark 1,000 <p>Note:</p> <ul style="list-style-type: none"> • In case of local branches, only the normal trade name fees will be collected and no additional fees will be added for special features. • In Case of Overseas branches the trade name fees will be calculated as like a main license and additional fees will be added for special features. 	
6.2	Initial Approval	220
6.3	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>
6.4	License Issuance	
6.4.1	Project within Dragon Mart 1,2 &6 (Chinese fees):	



	<p>6.4.1.1 Type of License:</p> <ul style="list-style-type: none"> - Commercial license - Professional License. <p>6.4.1.2 In case Inspection Department approval is required (as per the activity type)</p> <p>6.4.1.3 In case number of activities exceeds the allowed number of activities (while allowed number of activates for commercial license are 7 and for professional license are 5)</p> <p>6.4.1.4 Documents Verification / Attestation</p>	<p>8,000</p> <p>9,000</p> <p>1,000</p> <p>500/ activity</p> <p>200</p>
<p>6.4.2</p>	<p>Project within Dragon Mart 1,2&6 (Non-Chinese fees):</p> <p>6.4.1.1 Type of License:</p> <ul style="list-style-type: none"> - Commercial license - Professional License. <p>6.4.2.2 In case Inspection Department approval is required (as per the activity type)</p> <p>6.4.2.3 In case number of activities exceeds the allowed number of activities (while allowed number of activates for commercial license are 7 and for professional license are 5)</p> <p>6.4.2.4 Documents Verification / Attestation</p>	<p>11,000</p> <p>16,000</p> <p>1,000</p> <p>500/ activity</p> <p>200</p>
<p>6.4.3</p>	<p>Project other than Dragon Mart 1,2 & 6:</p> <p>6.4.3.1 Type of License</p> <ul style="list-style-type: none"> - Commercial, - Professional 	<p>600</p> <p>550</p>



- Industrial	600
6.4.3.2 Service agent fee	700
6.4.3.3 Service improvement fee	300
6.4.3.4 Shareholder Accommodation Fee	
- If the shareholder live outside Dubai,	1,000
- If the shareholder live in Dubai and submit Dewa Bill including hosing fees and Ejari copy for accommodation	0
- If the shareholder live in Dubai and didn't submit Dewa Bill,	1,000
6.4.3.5 Manager Accommodation Fee	
- If manager is one of the shareholder	0
- If manager is not one of the shareholder	
▪ If the manager live outside Dubai/ has shared tenancy,	1,000
▪ If the manager live in Dubai and submit Dewa Bill including hosing fees and Ejari copy for accommodation	0
▪ If the manager live in Dubai and didn't submit Dewa Bill.	1,000
6.4.3.6 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



	6.4.3.7 If the facility type is Hotel Apartment	500 * No. of Beds for Normal Hotel apartment
	6.4.3.7 Market Fees (not for hotels)	AED 750 * No. of Beds for Luxurious Hotel apartment calculated as 7.5% of the shop lease amount
	6.4.3.8 Documents Verification / Attestation	200
6.5	Manual submission fee	100

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

7. Related Documents and Forms

- 7.1. TRK-LD-LS-CF01a - Name Reservation Application Form.
- 7.2. TRK-LD-LS-CF01b -Application for Registration of Free Zone License.
- 7.3. TRK-LD-LS-CF01e -Board Resolution FZCO-FZE.
- 7.4. TRK-LD-LS-FS01b, Certificate of Formation.
- 7.5. TRK-LD-LS-FS01c, Share Certificate FZCO.
- 7.6. TRK-LD-LS-FS01d, Share Certificate FZE.
- 7.7. TRK-LD-LS-SF01e, Initial Approval .
- 7.8. TRK-LD-LS-FS01h, License Copy.
- 7.9. TRK-LD-LS-CF01l, Acknowledgement and Undertaking.
- 7.10. TRK-LD-LS-SF01u, Trade Name Certificate.
- 7.11. TRK-LD-LS-CF01i Memorandum and Articles (FZCO).
- 7.12. TRK-LD-LS-CF01j Memorandum and Articles (FZE).
- 7.13. TRK-LD-LS-CF01z, Declaration of the Beneficial Owner.
- 7.14. TRK-LD-LS-SF01w, Activity List.

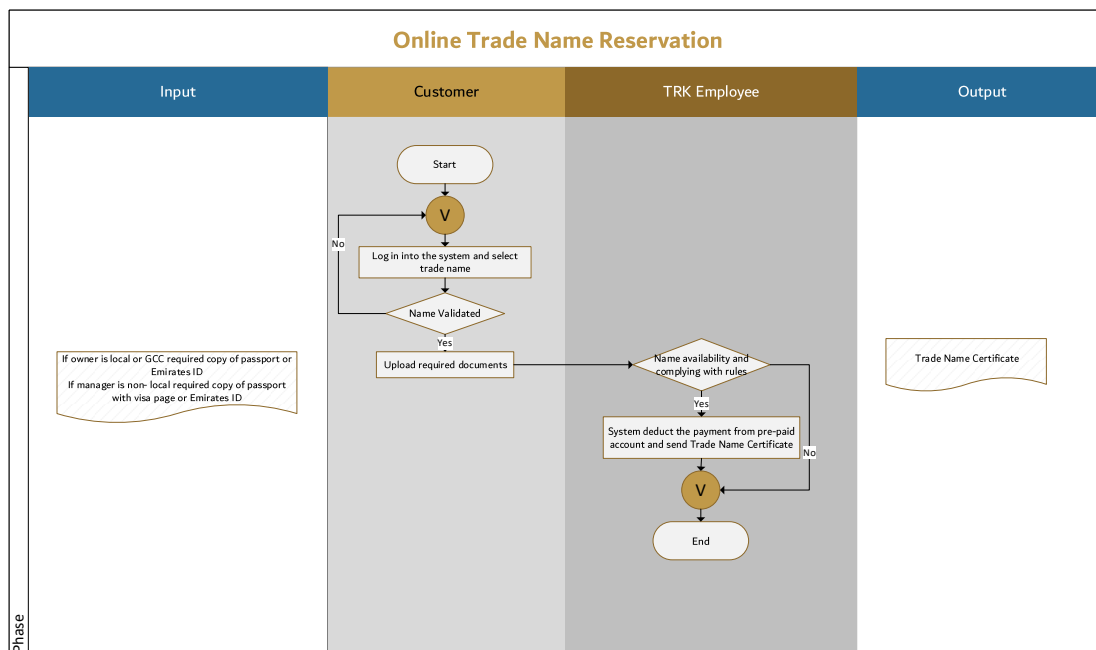
7.15. TRK-LD-LS-CF01m ,Acknowledgment and Undertaking (Operational Requirements for Trakhees Licenses)

8. Applicable References and Regulations

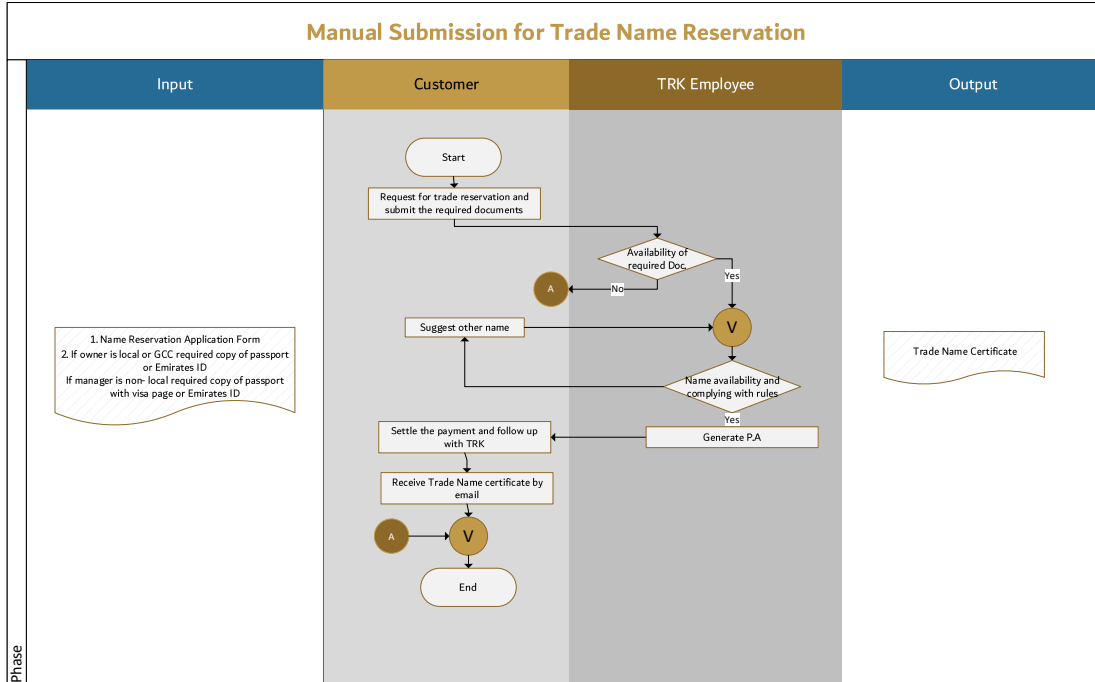
8.1 Trakhees- Licensing Department Regulations

9. Process Workflow

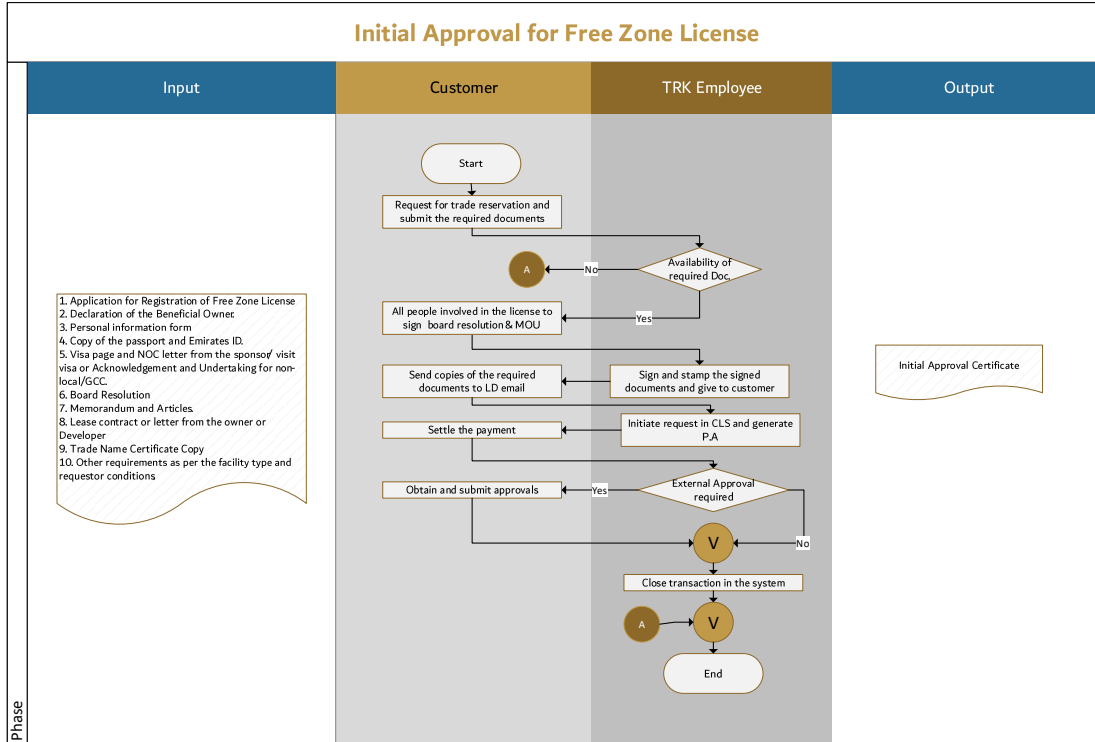
9.1 Trade Name Reservation (Online)



9.2 Trade Name Reservation (manual)



9.3 Initial Approval



9.4 License Registration and license Issuance

