

Customer Procedure (CP) for Issue New Federal Law Licenses

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1. Purpose and Objective

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

2. Scope

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

3. Definitions and Abbreviations

- 3.1. Sole Establishment Company - Is an establishment owned by one person only for the exercise of (commercial and professional for local persons) (only professional for non-local persons with local service agent), and the financial liability of the company is related to the owner as he bears all the financial obligations of the company
- 3.2. Civil Company - A company with two or more partners exercise in (commercial and professional for local persons) (only professional for non-local persons with local service agent)
- 3.3. Limited Liability Company - Is a company in which partners may not exceed fifty partners and not less than two whose liability is limited to their shares in the businesses capital
- 3.4. One Person Limited Liability Company - Is a limited liability company owned by one person
- 3.5. Partnership Company - A company which consists of two or more partners who are natural persons, to be jointly responsible in all their monies for the obligations of the company.

- 3.6. Public Share holding Company - A company whose capital is divided into equal and negotiable shares. The founders shall subscribe to part of such shares while the other shares are to be offered to the public under a public subscription. A shareholder shall be liable only to the extent of his share in the capital of the company
- 3.7. Private Shareholding Company - Is a company where the number of the shareholders is at least two shareholders, but not exceeding two hundred shareholders. The capital of the company shall be divided into shares of the same nominal value, to be paid in full without offering any shares for public subscription, by the execution of the Memorandum of Association and compliance with the provisions of this Law in connection with registration and incorporation. A shareholder shall be liable only to the extent of his share in the capital of the company
- 3.8. External approval - Approval required from external entity to practice some type of activities.
- 3.9. Arabized Name - Trade Name includes foreign words that cannot be translated to Arabic (e.g. Platinum))
- 3.10. Foreign Name - Trade Name includes foreign words
- 3.11. Includes Region - Trade Name includes regional references (e.g. East, West, International, American, European, ...)
- 3.12. Trade Name that include Gulf - The Trade Name includes any of the word Gulf
- 3.13. Includes abbreviation - The Trade Name includes an abbreviation (e.g. A.L. Trading)
- 3.14. Includes Number - Trade Name includes numerical digits (e.g. China 2000 Trading). Writing numbers in letters is excluded (e.g. China one)

- 3.15. Includes Trade Mark - Part of the Trade Name is a Trade Mark
- 3.16. UBO Ultimate Beneficiary Owner
- 3.17. DET - Dubai Economy and Tourism

4. Procedure

4.1 Trade Name Reservation

4.1.1 Customer should approach Trakhees Service Centre requesting for trade name reservation for a federal law license and should be sending the below required digital documents by the common Email: Trakhees.Licensing@pcfc.ae :

- TRK-LD-LS-CF01a, Name Reservation Application form.
- If manager/owner is local or GCC required copy of the passport and Emirates ID.
- if manager/owner is non-local required copy of passport with visa page.
- In case of Branch need to attach the license copy and NOC for the main company.

4.1.2 Customer 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) (al Saqer) (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 (., !/?).

4.1.3 Trakhees staff will check the availability of the required documents and accordingly:

4.1.3.1 Accept the request and proceed with trade name reservation process.

4.1.3.2 Reject the request in case missing of any of the required documents. Trakhees staff should explain to customer the reason for rejecting the application.

4.1.4 Trakhees staff then will review the suggested name, and once the name is complying with the guideline and is available to be reserved, Trakhees staff will send payment advise Auto SMS

4.1.5 Customer should settle the payment in Affaq Cashier Counter.

4.1.6 Upon settlement the payment customer will receive a copy of the payment receipt and copy of Trade Name Certificate through auto SMS.

4.2 Initial approval:

4.2.1 Customer should approach Trakhees Service Centre requesting for initial approval for a federal law license and should be sending the below required documents to the common Email:

Trakhees.Licensing@pcfc.ae :

- TRK-LD-LS-CF05a Registration Licensing Application form
- If Owner/partners are local &GCC required copy of the passport and Emirates ID.
- If owner/partners are non-local required copy of the passport with visa page and NOC letter from the sponsor/ visit visa or TRK-LD-LS-CP01I, Acknowledgement and Undertaking form. In case a company is one of the shareholder, need the company license, MOU if the company outside country need attestation all documents and legal translation to Arabic.

- If the request is to open a branch, need official letter from the company, copy of the company license.

4.2.2 Customer should consider the conditions stated in Federal Law No. 2 of 2015 (and any updates) for Commercial Companies to choose the company legal type and also to ensure that the requested activities are falling in the same Consist Group referring to Activity List (TRK-LD-LS-SF01w).

4.2.3 Trakhees Staff will check the availability of the required documents legal type conditions and activities group and accordingly:

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

4.2.3.2. Reject the request in case missing of any of the required documents. Reason of rejection should be explained to customer.

4.2.4 Trakhees Staff then will initiate the request for initial approval:

- In case activities need external approvals during the transaction, Trakhees staff will send follow up receipt by SMS to customer, customer should bring the required approvals and submit to Trakhees Service Centre.
- Trakhees staff will continue the transaction and issue initial approval , after that the client will follow up with external entity (if activity required to external approval)

4.2.5 Once all approval are done, Trakhees staff will be sending the payment advice by auto SMS to customer.

4.2.6 Customer should settle the payment in Affaq Cashier Counter then customer will receive a copy of payment receipt and Initial approval certificate through auto SMS.

Note: Customer has the choice to apply for initial approval before the trade name reservation.

4.3 License issuance

4.3.1 Once the customer completes the processes of trade name reservation and initial approval, customer should approach Trakhees offices requesting to issue the license for a federal law

license and should be sending the below required documents by the common Email:

Trakhees.Licensing@pcfc.ae :

4.3.1.1 Lease contract as below:

- Attested by Ejari
- Lease contract form P&O.
- Lease contract from Dubai Custom.
- Lease contract from DP World
- Lease contract or Letter from Nakheel
- Letter from hotel
- Tittle dead for hotel

4.3.1.2 All documents requested and issued in the trade name and initial approval steps.

4.3.1.3 Ejari and DEWA Bill (if available) for all owners, partners and manager (if non-local).

4.3.1.4 Acknowledgement and Undertaking form.

4.3.1.5 If Beneficiary owner as company: the client should provide required documents as below:

- MOA of the Parent company
- Signed Declaration of the Beneficial Owner (TRK-LD-LS-CF01z),
- Company structure from the business country of origin to the establishment in the UAE
- UAE Company legal representative declaration letter.
- A sample of the company minutes if meeting

4.3.1.6 Copies of the below documents attested by notary public depending on the legal type of the company:

	Company Legal Type	MOA	service agent Agreement
1.	Sole Establishment	x	√ : for Expact x: for Locals
2.	Civil Company	√	√: if all partners are Expact



			X: if one of the partners is local.
3.	Limited Liability Company	√	x
4.	Limited Liability Company for one person	√	x
5.	Partnership Company	√	x
6.	Public Shareholding Company	√	x
7.	Private Shareholding Company	√	x

While:

√: Document is required.

x: Document is not required.

4.3.2 Trakhees Staff will check the availability of the required documents and accordingly:

4.3.2.1 Accept the request and proceed with license issuing process.

4.3.2.2 Reject the request in case missing of any of the required documents. Reason of rejection should be explained to customer.

4.3.3 The Customer (the manager for LLC and if Beneficiary Owner is a company, owner for Sole establishment and civil company) will received SMS to update Beneficiary Owner information and confirm the same.

4.3.4 Trakhees Staff will complete the request of licensing issuance, and send copy of the payment advice to customer auto SMS.

4.3.5 Customer should settle the payment in Affaq Cashier Counter, then customer will receive a copy of payment receipt and License copy through auto SMS.

Note: -

- Once receive SMS form DET system for update on Beneficiary owner information is mandatory required to complete the transaction and avoid any delay.

5. Service Completion Time

	Service	Completion Time
5.1	Time Taken to review trade name submission till reject/more information/ availability of payment advice.	On spot
5.2	Availability of trade name certificate (from the date of payment settlement)	On spot
5.3	Initial approval request initiation	On spot
5.4	Finish the initial approval process received by auto SMS	Within 10 working days or Upon submitting the external approval (if required)
5.5	Issuance of initial approval certificate	Upon payment settlement
5.6	Issuance of license	Upon payment settlement

6. Service Fees

No.	Service	Fees (AED)
6.1	Trade Name Reservation	600
6.2	Initial approval	100
6.3 License Issuance		
6.3.1	License fee as below: - Commercial / Industrial License. - Professional License.	600 550
6.3.2	General Trading fees (only in case general trading activity)	15,000
6.3.3	License printing fees	50
6.3.4	Local service agent (for Sole Establishment or Civil Company)	700

6.3.5	Trade Names & Marks Advertise.	350
6.3.6	Fees for Administration service	50
	<p>- Trade Name Additional Fees 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 Dubai, UAE, Gulf 2,000 ▪ includes Number 1,000 ▪ Includes Trade Mark <p>In case of local branches and the name will be same as main license name, only the normal trade name fees will be collected and no additional fees will be added for special features</p>	
6.3.7	Market fees	<ul style="list-style-type: none"> • Calculated as 5 % of the shop lease amount • Calculated as 5% of the school from 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. • Market fees for Hotel License.



Type	Price per Room
Rented Apartments - Deluxe	750
Rented Apartments - Normal	500
Hotels - One Star	500
Hotels - Two Star	500
Hotels - Three Star	750
Hotels - Four Star	750
Hotels - Five Star	1000
Floating Hotel One Star Hotel	500
Floating Hotel Two Star Hotel	500
Floating Hotel Three Star Hotel	750
Floating Hotel Four Star Hotel	750
Floating Hotel Five Star Hotel	1000
Resort	1000
Hotel Apartments Rental - Deluxe	750
Hotel Apartments Rental - Normal	500

6.3.8	Owner Accommodation Fees: - For people live inside Dubai and submit DEWA Green Bill (including Housing Fees) and EJARI - For all other cases	0.0 As per License Type 1000 AED – Commercial / Industrial License 500 AED – Professional License
6.4.9	Other fees from External parties	Depend on the activity and external party fees

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

7. Related Document and Forms

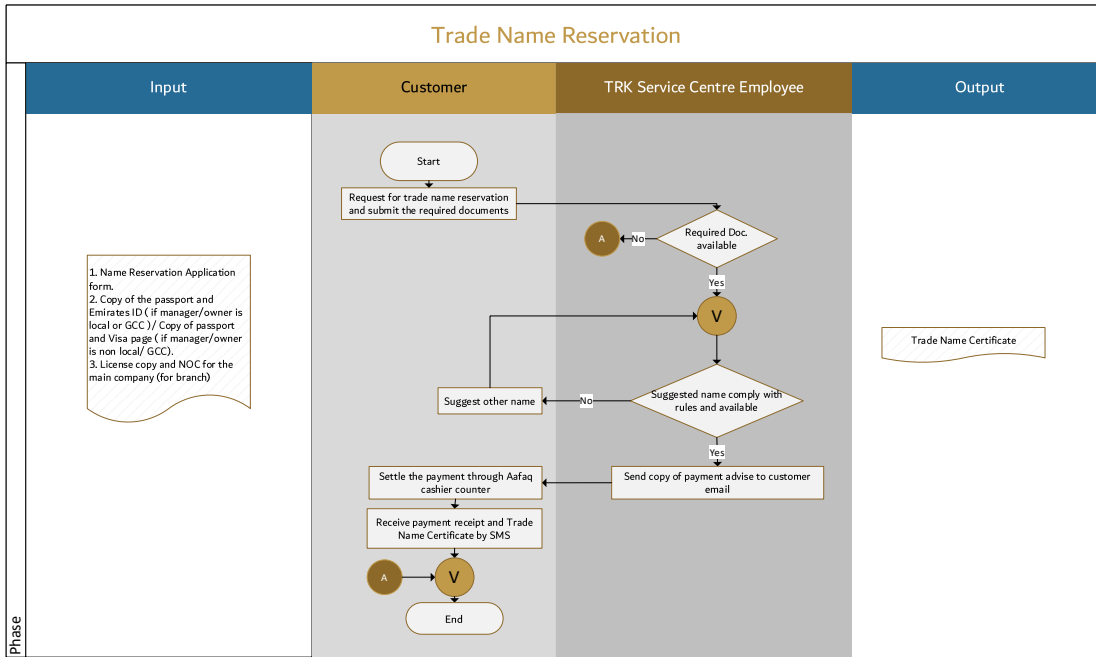
- 7.1 TRK-LD-LS-CF01, Name Reservation Application form.
- 7.2 TRK-LD-LS-CF05a, Registration Licensing Application form.
- 7.3 TRK-LD-LS-CF01I, Acknowledgement and Undertaking.
- 7.4 TRK-LD-LS-SF01w, Activity List.
- 7.5 TRK-LD-LS-CF01z, Declaration of the Beneficial Owner.

8. Applicable References and Regulations

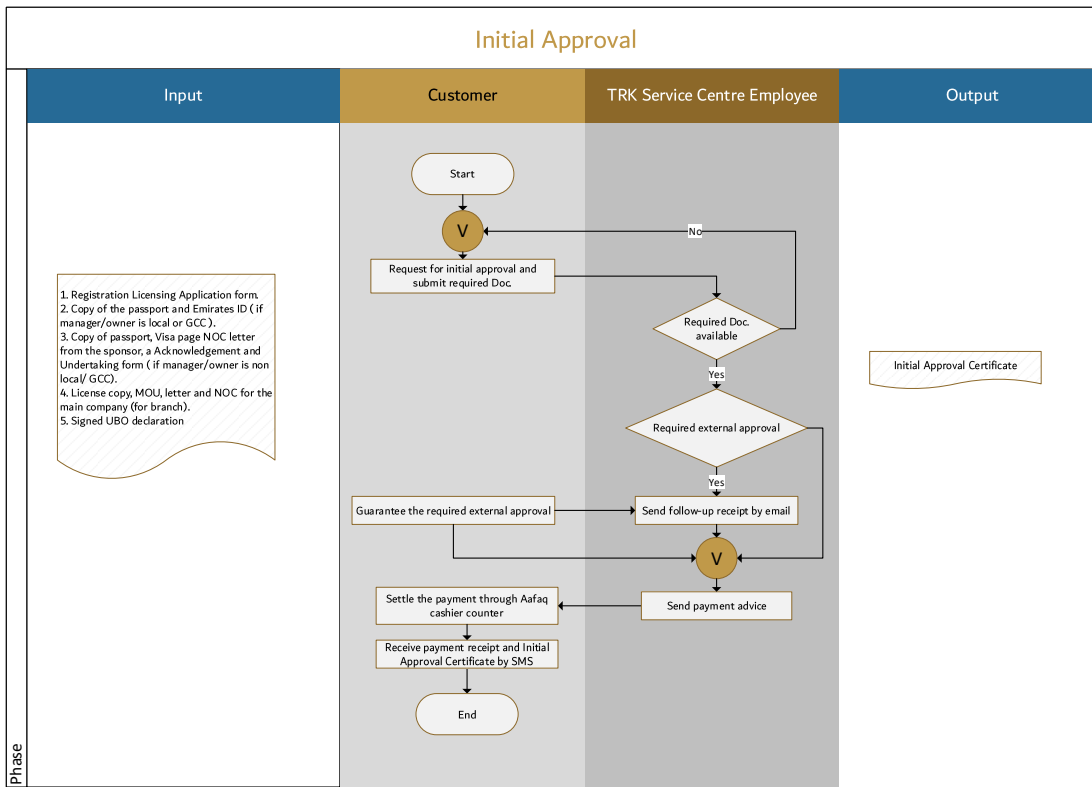
- 8.1 Federal Law No. 2 of 2015, for Commercial Companies.

9. Process Workflow

- 9.1 Trade Name Reservation Workflow



9.2 Initial Approval Workflow



9.3 License Issuance Workflow

