

Client Procedure (CP) for Free Zone Establishment Card Services

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1. Purpose and Objectives

The purpose of this procedure is to provide clear steps requesting for establishment card services.

The objective of Establishment Card is to allow a company to recruit staff from inside or outside UAE and apply for foreign investors, partners and employment visas.

2. Scope

This procedure is to cover all clients holding free zone license within Trakhees jurisdiction and will also involve any external parties concerned. The procedure will include the new, renew, amendment and cancellation of establishment cards services.

3. Definitions and Abbreviations

- 3.1 Establishment Card - A Card issued to allow a company to recruit staff from inside or outside UAE and apply for foreign investors, partners and employment visas
- 3.2 LD - Trakhees-Licensing Department

4. Procedure

4.1 Client can request for Establishment card services online, update the license details and upload the below required documents less than 500 kb size:

| Service | Required Documents |
|---------------------------------|---|
| New Establishment card | - License Copy |
| Renew Establishment card | - License Copy - Passport and Visa copy of the Manager |
| Establishment card Amendment | - Old establishment card - Amended Copy of the License |
| Establishment card Cancellation | - License Copy |

Notes:

- Application will be not submitted in case the license has valid visa, customer should cancel all the visas related to the establishment card before cancellation.



- In case of Late Establishment Card Renewal, client will be notified of the violation fee based on the expiry date of the establishment card mentioned in Trakhees portal. The amount will be reserved and will be deducted automatically once the application is accepted.

- Application will be saved as draft after submission if there's 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 Once the client received the submission reference number, LD will check the required documents availability and update the system as follows:

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

4.2.2 Reject: If the submission does not comply with 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 More information: If note any missing document, LD will request for more information and advice to re-upload the missing documents. Client should re-upload the requested information with the same submission number.

4.3 Once the submission is accepted, LD will process the request with immigration.

4.4 Once the service is done:

4.4.1 For new, renewal and amendment requests, client will receive a copy of establishment card through the registered email.

4.4.2 For cancellation request, client will receive a copy of establishment card cancellation through the registered email and can also check the status online as completed.

Note:

- Accepting the manual method if the Trakhees online not supported, the client should apply by sending the digital documents mentioned in 4.1 of this procedure along with Establishment

Card Service Form (TRK-LD-GS-CF08a) to the common Email: Trakhees.Government@pcfc.ae. Process proceeds to step 4.2 of this procedure

5. Service Completion Time

| | Service | Completion Time |
|-----|--|-----------------|
| 5.1 | Reviewing the submitted request (from the date of online submission) | 3 Working Days |
| 5.2 | Sending the payment advise of manual submission (from the date of receiving the request) | 2 Working Days |
| 5.2 | Issuance of New or Renewed or Amended Establishment Card from the date of accepting the submission | 3 Working Days |
| 5.3 | Availability of Cancellation of Establishment Card from the date of accepting the submission | 5 Working Days |

6. Service Fees

| | Service | Total Fees (AED) |
|-----|---|--------------------|
| 6.1 | New Establishment card | 2,235 |
| 6.2 | Renew Establishment card | 1735 |
| 6.3 | Establishment card Amendment | 482.50 |
| 6.4 | Establishment card Cancellation | 251 |
| | Delay fines on the first month | 161 |
| | Delay fines after the first month | 100 for each month |
| 6.5 | Late Establishment Card Renewal Violation Fee | |
| | - Delay fines on the first month | 120 |
| | - Delay fines after the first month | 100 for each month |
| 6.6 | Manual Application Submission | 100 |

7. Related Documents/ Forms

N/A

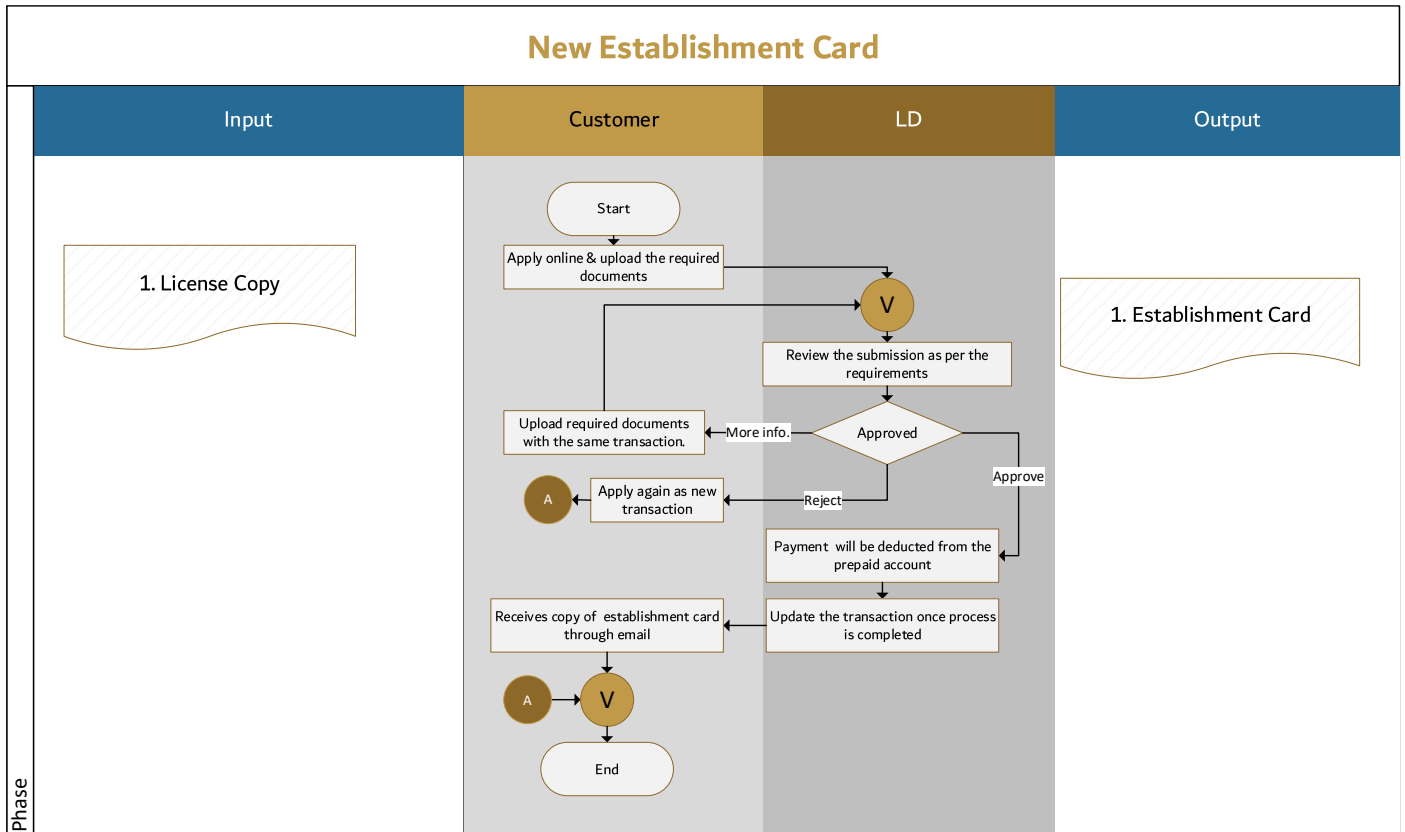
8. Applicable References and Regulations

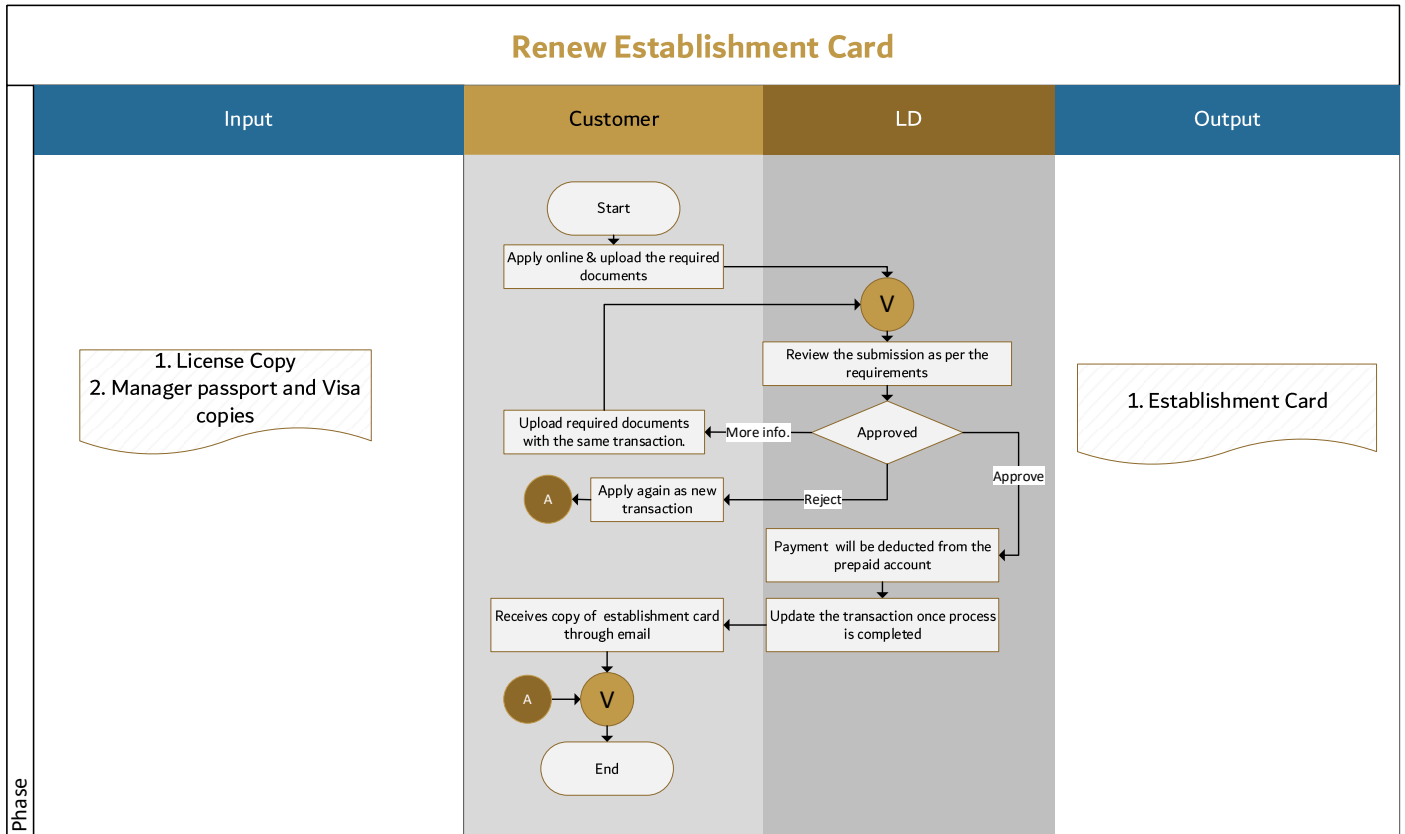
8.1 Immigration rules and regulations.

8.2 Quota Guidelines.

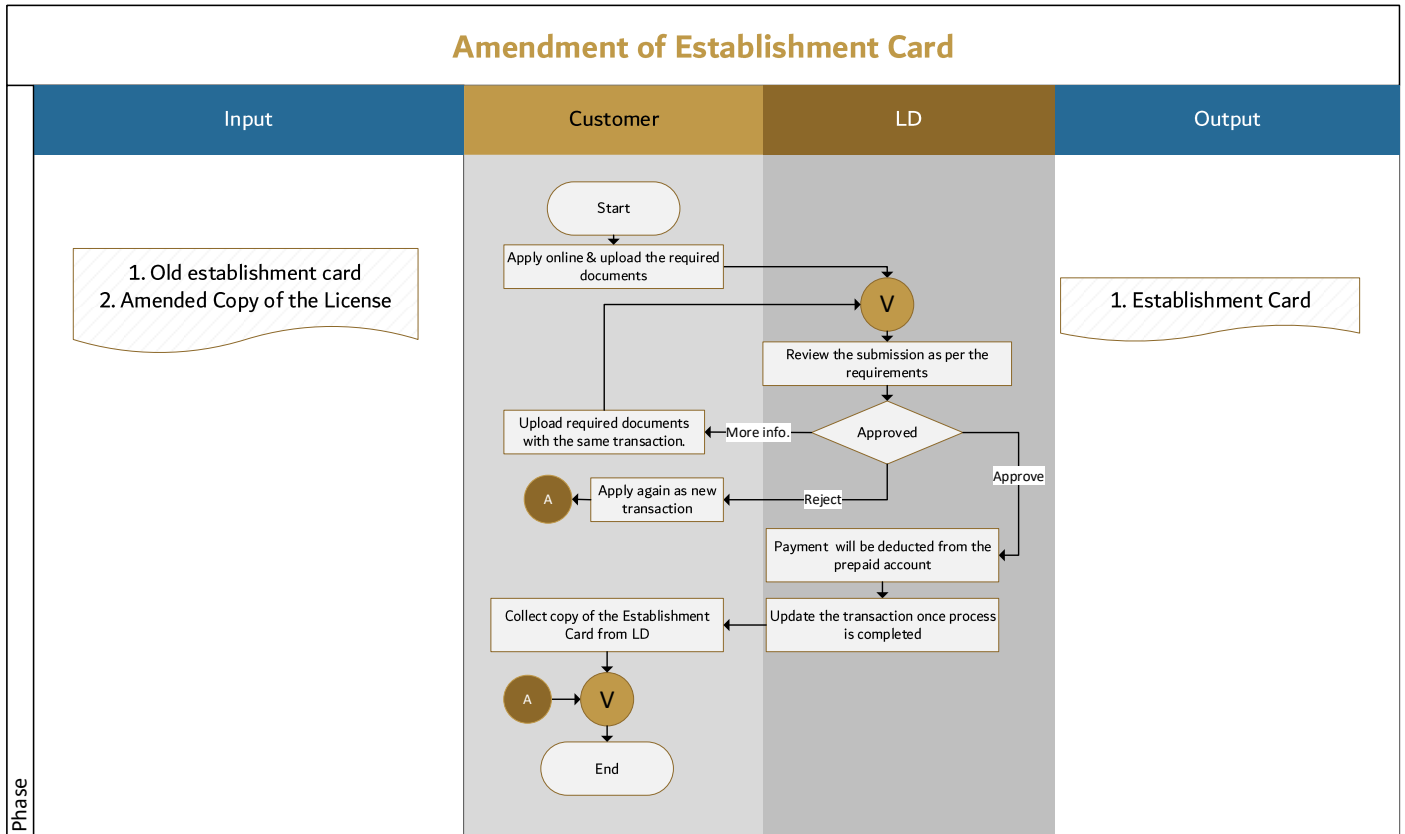
8.3 Licensing department rules and regulations

9. Process Workflow





Amendment of Establishment Card



Cancellation of Establishment Card

