

Client Procedure (CP) for PRO Card Services

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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:

http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf

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

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

6. Service Fees

No.	Service	Fees (AED)
6.1	Issue new PRO card	1,020
6.2	Renewal PRO Card	520
6.3	Amendment PRO Card	520
6.4	Cancellation PRO card	220

7. Related Documents and Forms

N/A

8. Applicable References and Regulations

Trakhees Regulation and rules.

9. Process Workflow

