



Customer Procedure (CP) for Federal Law License Amendment

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1. Purpose and Objective

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

2. Scope

This procedure will apply to all Customers of federal law licenses within Trakhees' jurisdiction.

3. Definitions and Abbreviations

- 3.1 External approval Approval required from external entity to practice some type of activities.
- 3.2 MOA - Memorandum of Association
- 3.3 LD - Licensing Department in Trakhees.
- 3.4 Advertisement - Announce the amendment to public through Al Bayan Newspaper.

4. Procedure

4.1 Customer should apply for federal law license amendment online and attach the below required documents 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

Amendment Type	Required documents
Change Trade Name	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form/ - Trade name certificate with the new name. - if lease contract from Nakheel NOC letter is required. - External approval is required. - Modify local agent contract (if the license Sole Establishment)



	<ul style="list-style-type: none"> - Modify local agent contract and memorandum of association (if the license Civil company). - Modify memorandum of association (If the license LLC,) - If branch license need to NOC letter from Main license - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Change/Add/ Remove Activity	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form - Trade name certificate with the new name (in case of change activity). - if lease contract from Nakheel NOC letter is required.External approval is required. - Modify local agent contract if the activity is mentioned in the contract(Sole Establishment) - Modify memorandum of association (If the license LLC/Civil) and agent contract(If the license Civil) if required. <p>If branch license need to NOC letter from Main license Acknowledgement and Undertaking (TRK-LD-LS-CF01m)</p> <p>Note: customer need to ensure that the requested activities are falling in the same Consist Group referring to Activity List (TRK-LD-LS-SF01w).</p>
Change Location	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form - Copy of lease agreement attested by RERA or NOC letter from Nakheel or government lease contract - External approval if required. - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Remove Manager	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form/ - External Approval if required - Modify memorandum of association (If the license LLC,Civil company) - If branch license need to NOC letter from Main license - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)



Change Manager/Partner Nationality	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form/ - Amended memorandum of association (If the license LLC,Civil company) - Copy of a new Passport with Visa Page and Emirates ID. - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Add Partner	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form/ - Modify memorandum of association (If the license LLC, Civil company) - Modify Agent contract (for sole establishment or civil company) - If New partner is local or GCC required copy of the passport or Emirates ID - If New partners are non-local required copy of the passport with visa page and NOC letter from the sponsor/ visit visa/Cancelation Visa certificate, or TRK-LD-LS-CP011, Acknowledgement and Undertaking form. - External approval if required. - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Add Manager	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form/ - Modify memorandum of association (If the license LLC, Civil company) - If new manager is local or GCC required copy of the passport or Emirates ID - If new manager is non-local required copy of the passport with visa page and NOC letter from the sponsor/ visit visa/ Cancelation Visa certificate or TRK-LD-LS-CP011, Acknowledgement and Undertaking form - External approval if required. - If branch license need to NOC letter from Main license NOC letter from company is required if the license Sole Establishment. Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Change Manager/Partner Name	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form/ - Modify memorandum of association (If the license LLC, Civil company) - Modify local agent contract is required if the license Sole Establishment or Civil.



	<ul style="list-style-type: none"> - Copy of New Passport with Visa Page and Emirates ID. - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Remove Partner	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form/ - Modify memorandum of association (If the license LLC, Civil company) - Modify local agent contract if applicable. - - Acknowledgement and Undertaking (TRK-LD-LS-CF01m).
Change Manager	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form/ - Modify memorandum of association (If the license LLC, Civil company) - If new manager is local or GCC required copy of the passport or Emirates ID - If new manager is 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 - external approval if required . - NOC from Nakheel if required - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Change Service Agent	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form - Copy of Passport for New local service agent , Emirates ID copy - Copy of new contract of local service agent - Clearance letter from the old Agent or Undertaking letter from company - External approvals if required - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Remove Service Agent	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form - Clearance letter from the old Agent or Undertaking letter from company - In case the owner not local MOU to be LLC license or if the agent will be partner (civil company) - Sell contract in case the owner will be local - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)



Legal Form Amendment	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form - Memorandum of association (if new license is L.L.C. or Civil company) - Agent contract (Sole establishment – civil company) - External approval if required - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Change capital	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form Memorandum of association Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Change partner percentage	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form Memorandum of association () Acknowledgement and Undertaking (TRK-LD-LS-CF01m)
Sell license	<ul style="list-style-type: none"> - Signed registration and Licensing Application Form - Sell contract - Memorandum of association (if Civil company) - Agent contract (Sole establishment – civil company) - External approval if required - If New partner is local or GCC required copy of the passport or Emirates ID - If New partners are non-local required copy of the passport with visa page and NOC letter from the sponsor/ visit visa/Cancelation Visa certificate or TRK-LD-LS-CP011, Acknowledgement and Undertaking form. - - Acknowledgement and Undertaking (TRK-LD-LS-CF01m)

4.2 LD will review the application, and accordingly:

4.2.1 Approve: in case the submission complies with the requirements, LD will accept the request and proceed with the amendment process

4.2.2 Reject: in case the request is not complying with requirement, LD will reject the submission and state the reason for rejection.

4.2.3 More information:



- In case missing of any of the required documents LD will state the missing information and customer should update the requirements.
- In case the required documents are submitted, while the customer need to guarantee external approvals as per the requested amendment, LD will upload follow up receipt in the system and customer will receive a copy of it through SMS. Customers need to collect the required approvals and update the transaction with the same number.
- In case the required documents are submitted, while the customer need to update the MOA/, LD will upload follow up receipt in the system and customer will receive a copy of it through SMS. Customers need to amend the MOA` as per the request amendment and then update the transaction with the same number.

4.3 Upon approval, LD will process the license amendment, generate and update the system with the payment advice for customer settlement.

4.4 Customer should settle the payment.

4.5 Once the payment is settled LD will proceed with the amendment process as follow:

4.5.1. Close the transaction and update the system with a copy of the license in case of the below amendments:

- Change Location
- Remove Manager
- Change Manager/Partner Nationality
- Add Partner
- Add Manager
- Change Manager
- Change Service Agent
- Remove Service Agent.

4.5.2. Close the transaction and update the system with a copy of the license, then publish advertisement for the amendments:

- Change Trade Name
- Change Manager/Partner Name
- Change Partner
- Legal Form Amendment

4.5.3. In case Selling Shop (Change all License partners) amendment, Trakhees will coordinate for an advertisement on “Albayan newspaper” about the license selling with 15 days from published the advertisement grace to receive any note against the sold license. Once the advertisement period is completed, LD will close the transaction in the system.

4.6 Once the transaction is closed, the new license copy will be uploaded by LD in the system for customer generation.

4.7 Customer will receive a message to update on Beneficiary owner information is mandatory required to complete the transaction and avoid any delay.

If the client would like to update the contact details for (Beneficiary owner information) it is mandatory that the manager/owner/partner mentioned in Trade license or the person has power of attorney should approach - Trakhees service centre.

Note:

For manual submission, customer can approach Trakhees Service centre located in Dragon Mart 1 and should apply by sending the digital documents mentioned in table (1) of this procedure to the common Email: Trakhees.licensing@pcfc.ae. Upon availability of all required documents, process proceeds to 4.3 of this procedure

5. Service Completion Time

No.	Service	Target
5.1	Submission revision and update the submission status in the system (form the date of submission)	2 Working days
5.2	Time taken for license availability (from the date of payment settlement) <ul style="list-style-type: none"> - For selling a shop. - For all other amendment types. 	<ul style="list-style-type: none"> - 3 Working days + 15 days advertisement. - 3 Working days



6. Service Fees*

No.	Service	Fees (AED)
6.1	License Amendment fees are as below: (in case of more than one amendment type is requested, fees is required for each type of amendment)	
6.1.1.	Change Trade Name	500
6.1.2.	Change Location	500 + market fees charge 5% of the different in lease value amount between the new and the previous amount for the remaining period of license validity
6.1.3.	Remove Manager	500
6.1.4.	Change Manager/Partner Nationality	500
6.1.5.	Add Partner	500
6.1.6.	Add Manager	500
6.1.7.	Change Manager/Partner Name	500
6.1.8.	Change Partner	500
6.1.9.	Change Manager	500
6.1.10.	Change Service Agent	500
6.1.11.	Add agent	500
6.1.12.	Agent service fees	700
6.1.13.	Legal Form Amendment	500
6.2	License Printing Fees	50
6.3	License Modification Fees	50
6.4	Fees for Administrative Services	50
6.5	Fees for External Departments	Depend on the activity and external party fees

6.6	Accommodation Fees (in case of Add Manager/Partner, Change Manager/Partner) : - For people live inside Dubai and submit DEWA bill - For other cases	0.0 1,000
6.7	Advertisement (once required according to amendment type)	500
6.8	Request for e-services manually	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-CF02b, Registration and Licensing Application Form.
- 7.2 TRK-LD-LS-CP01I, Acknowledgement and Undertaking form.
- 7.3 TRK-LD-LS-SF01w, Activity List.

8. Applicable References and Regulations

- 8.1 Trakhees Regulation and Rules.
- 8.2 DET Regulation and Rules
- 8.3 Federal Law No. 2 of 2015, for Commercial Companies

9. Process Workflow

