

## Customer Procedure (CP) for NOC's, Certificates & Letter for Licensing Services

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## 1. Purpose and Objectives

The purpose of this procedure is to facilitate information to Trakhees customer regarding the procedural requirements for obtaining Letter/Certificates, NOC for licensing services.

The issued certificates can be used by the customer for applying for services from other government and private entities.

## 2. Scope

This procedure will apply to all customers holding license issued by Trakhees need letters related to licensing services as below:

- Activity Change.
- Company- Open Bank Account.
- Company car Registration.
- Company Car Transfer.
- License Clarification.
- No Objection (License to be a partner).
- License Details Data (Partners for Immigration)
- NOC for License Renewal.
- License Details (with partners manager details)
- Capital Certificate.
- Change Trade Name.
- Open Bank Account.
- License Cancellation.

## 3. Definitions and Abbreviations

3.1 NOC - No Objection Certificate

## 4. Procedure

### 4.1 Online Submission for NOC/Letters

- 4.1.1 Customer should ensure the availability of enough credits in their prepaid account before applying for the service.
- 4.1.2 Customer should apply on [www.online.trakhees.ae](http://www.online.trakhees.ae) and fill up the mandatory fields then submit the application. Only below type of NOCs/Letter available through online:
- Activity Change.
  - Company- Open Bank Account (Arabic).
  - Company car Registration.
  - Company Car Transfer.
  - License Clarification.
- 4.1.3 Customer will receive the request letter/ certificate through email.

### 4.2 Manual Submission of NOC/Letters

- 4.2.1 Customer should approach Trakhees Happiness Centre (only license manager/ owner/ partner/ PRO or any person with authorization can request for this service) and request for the NOC/ Letter.
- No Objection (License to be a partner).
  - License Data
  - NOC for License Renewal.
  - License Details
  - Capital Certificate.
  - Change Trade Name.
  - Open Bank Account.
  - License Cancellation.
- 4.2.2 LD staff will generate payment advice and then, as per customer choice:
- Deduct the amount from the pre-paid account.

- Handover the payment advice to customer. Customer has to settle the payment and show the payment receipt to LD staff.

4.2.3 Once the payment is settled, LD staff will send the NOC/Letter copy to customer email.

## 5. Service Completion Time

	Service	Completion Time
5.1	Sending the requested NOC Letter/Certificates	Once the payment is settled

## 6. Service Fees\*

	Service	Service Fees (AED)
6.1	Issue below types of NOC/Letters: <ul style="list-style-type: none"> <li>▪ Activity Change.</li> <li>▪ Company- Open Bank Account (Arabic).</li> <li>▪ Company car Registration.</li> <li>▪ Company Car Transfer.</li> <li>▪ License Clarification.</li> </ul>	120
6.2	Issue below types of NOC/Letters: <ul style="list-style-type: none"> <li>▪ No Objection (License to be a partner).</li> <li>▪ License Data.</li> <li>▪ NOC for License Renewal.</li> <li>▪ License details.</li> <li>▪ Capital Certificate.</li> <li>▪ Open Bank Account.</li> <li>▪ License Cancellation.</li> <li>▪ Change Trade Name.</li> </ul>	220

## 7. Related Documents/ Forms

- 7.1 TRK-LD-LS-SF12a, Activity Change.
- 7.2 TRK-LD-LS-SF12b, Company- Open Bank Account.
- 7.3 TRK-LD-LS-SF12c, Company car Registration.

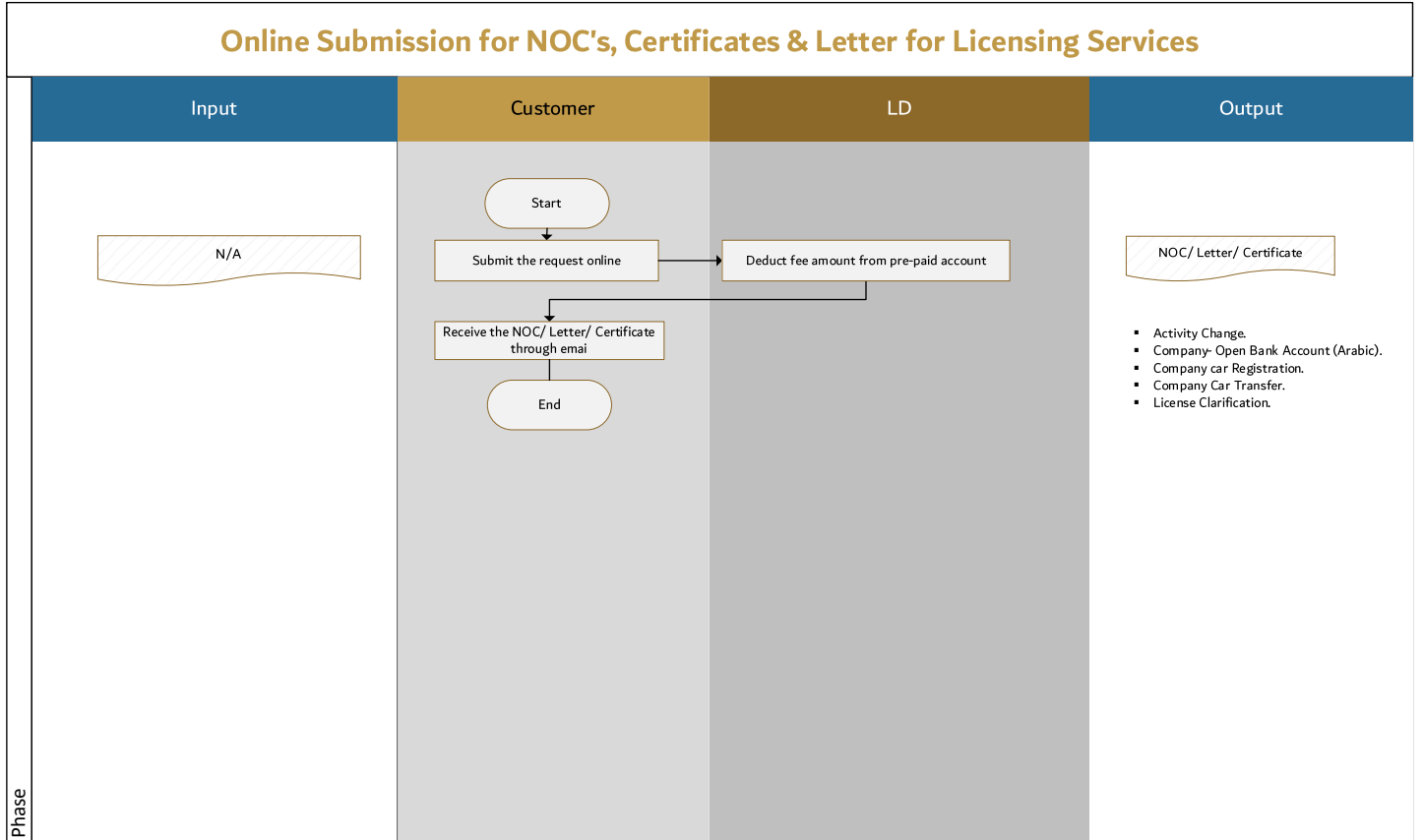
- 7.4 TRK-LD-LS-SF12e, Company Car Transfer.
- 7.5 TRK-LD-LS-SF12i, License Clarification.
- 7.6 TRK-LD-LS-SF12k, No Objection (License to be a partner).
- 7.7 TRK-LD-LS-SF12l, License Data.
- 7.8 TRK-LD-LS-SF12m, NOC for License Renewal.
- 7.9 TRK-LD-LS-SF12n, License Details.
- 7.10 TRK-LD-LS-SF12o, Capital Certificate.
- 7.11 TRK-LD-LS-SF12p, Change Trade Name.
- 7.12 TRK-LD-LS-SF12q, License Cancellation.
- 7.13 TRK-LD-LS-SF12r, Open Bank Account.

## 8. Applicable References and Regulations

- 8.1 Trakhees Rules and Regulation.

## 9. Process Workflow

### 9.1 Online Submission



## 9.2 Manual Submission

