



UNITED ARAB EMIRATES
MINISTRY OF ECONOMY

MINISTRY OF ECONOMY SERVICES GUIDE 2017

Commercial Affairs Sector

Commercial Registration Department

www.economy.ae

Ministry of Economy's Offices

Emirate	Telephone	Fax	Emirate	Telephone	Fax
Abu Dhabi	02 613 1111	02 626 0000	Ras Al Khaimah	07 227 8000	07 228 0099
Dubai	04 314 1555	04 358 1811	Um Al Qaiwain	06 766 4426	06 766 4426
Sharjah	06 528 1222	06 528 5333	Fujairah	09 223 3330	09 222 0041
Ajman	06 747 1333	06 754 7979	Al Ain	03 765 5268	03 766 4880



@ECONOMY @ECONOMY.AE
www.economy.ae

INDEX

Chapter One: Foreign Companies	4 - 31
Chapter Two: Joint Stock Companies	32 - 43
Chapter Three: Individual's Companies	44 - 53
Chapter Four: Individual's Companies	54 - 55
Commercial Agency's Entry	56 - 57
Renew the Commercial Agency's Entry	58 - 59
Note in Commercial Agencies Entry	60 - 61
Cancellation of Commercial Agency	62 - 63
(Inquiry) Certificate of not Registering in Commercial Agencies Entry	64 - 65
Official Extract From Registration Sheet	66 - 67
Present Dispute to commercial agencies committee	68 - 69
Request for inspection the trespass of Commercial Agency	70 - 71
Circular application to Customs and other departments	72 - 73
To Whom It May Concern Certificate	74 - 75
Certificate of replacement of commercial agency registration certificate	76 - 77
Duplicate copy of agency contract or any other document	78 - 79



برنامج الإمارات للخدمة الحكومية المتميزة
Emirates Government Service Excellence Program



UNITED ARAB EMIRATES
MINISTRY OF ECONOMY



برنامج الإمارات للخدمة الحكومية المتميزة
Emirates Government Service Excellence Program



UNITED ARAB EMIRATES
MINISTRY OF ECONOMY

Customer Happiness Formula

Proud Employee + Dedicated Entity + Positive and Proactive Customer



We pledge to make you happy

1. Greet you with a smile
2. Make an excellent first impression
3. Be courteous and polite
4. Be a great listener
5. Be professional and helpful
6. Show empathy
7. Be positive
8. Be innovative in service provision
9. Go the extra mile
10. Deliver a wow experience



We work to make you happy

1. Provide a happy and a positive culture and environment
2. Simplify and speed up service delivery
3. Know the customer preferences and personalize the experience
4. Offer services at customer convenience
5. Provide fair and unbiased service
6. Delight the customer by going beyond expectations
7. Listen to the voice of the customer
8. Engage the customer to improve services
9. Continuously innovate (future service delivery)
10. Work with one-team spirit for customer happiness



Help us make you happy

1. Provide accurate and up-to-date information and documents
2. Offer constructive feedback and innovative and positive suggestions
3. Participate in service co-creation
4. Be our partner in shaping the future of services
5. Share your happy and positive experience



Customer Happiness

Customer Happiness Charter

Proud Employee + Dedicated Entity + Positive and Proactive Customer =



We pledge to make you happy



We work to make you happy



Help us make you happy

Customer Happiness

The customers happiness and the establishment of a positive working environment in our Ministry are both top priorities and ultimate goals we look forward to achieving.

We are committed to adopting various initiatives for developing an innovative work system and services that exceed the expectations of customers and make them fully satisfied and happy.

His Excellency Eng. Sultan bin Saeed Al Mansoori
Minister of Economy



#UAEHappy

happy.ae

@ECONOMY @ECONOMY.AE www.economy.ae

@happyuae

#UAEHappy

happy.ae

@ECONOMY @ECONOMY.AE www.economy.ae

@happyuae

Chapter One

Foreign Companies

Foreign Companies License

Service Card

1.	Service description	Issue primary approval for the company valid for 4 months to allow the company to complete its procedures at the competent authority.
2.	Plan	Ministry of labor/ Ministry of Interior/ Department of Economic Development/ Municipality.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service	Secondary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Foreign Investors.
6.	Service requirements	<ol style="list-style-type: none"> 1. Duplicate copy of reservation commercial name certificate / primary consent of competent authorities that contains the required activity of branch. 2. Official certificate issued by competent authority in the state that establish the company, which contains "Date of commencement", name of company, legal form, name of owners, company's activity and capital. 3. Resolution of administrative department to open branch or office, exercise the activity in the state, and legal authorization issued in favor of company's representative of applicant. 4. Duplicate copy of agency's contract between the company and local agent. 5. Duplicate copy of agent's I.D. if it's a nature person or owner of individual company, if the agent is juridical person, it shall attach a copy of trade license, name & nationality of shareholders issued by competent authority in the emirate of registering the company.

Foreign Companies License

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Use (http:// services.economy.ae//MOEintranet) to log in the electronic system for the branches & offices of foreign companies. 2. Verify the accuracy of inserted data & attached document that shall match with the original. 3. Make sure that the company has no commercial agent in accordance with the provisions of commercial agencies law thereof ,through submit inquiry request upon the approved form to the commercial companies Dept. in the ministry. 4. Accept the request after paying the prescribed fees, or refuse the same, in this case it shall send a letter to the company through the electronic system indicating the reasons of refusal. 5. Issue the primary approval to be submitted to the competent authority upon the ministry's approved form, which is valid for 4 months (the company shall have no right to exercise the work through it) with taking into account paying new license fees in case of expiry, and the company will not obtain license from the competent authority.
8.	The average duration of completing the service	60 minutes.
9.	Service limits	Issue an initial approval certificate of four months that it ends with the issuance of the license from the local authority. If four months have passed and the license has not been issued, the fees will be paid back.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 5000 - Pay online through E-Dirham.
12.	Times of providing the service	24 hours during 7 days a week.

Registration Foreign Companies

Service Card

1.	Service description	The company shall submit registration to the ministry during 1 month as from issue date of license from the competent authority.
2.	Plan	Department of Economic Development / Municipality.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	The establishment shall log in ministry website for registration within (1) month as from the date of issuing the license by competent authority with providing the following: 1. Duplicate copy of competent authority license. 2. Duplicate copy of authorization given to in-charge manager and attested upon rules, and a copy of his passport. 3. Bank Guarantee upon the certified form issued by applicable banks in the state amounting (AED 50.000), and may be renewed automatically upon order of Minister of Economy.

Registration Foreign Companies

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Use (http:// services.economy.ae//MOE intranet) to log in to the electronic system for the branches & offices of foreign companies. 2. Verify the accuracy of inserted data & attached document that shall match with the original. 3. Make sure that the company has no branches registered in ministry's register to ensure link all company's branches in the state with One registration number. 4. Accept the request after paying the prescribed fees, or refuse the same, in this case it shall send a letter to the company through the electronic system indicating the reasons of refusal. 5. Issue registration certificate valid for 1 year and it is renewed annually every year.
8.	The average duration of completing the service	15 minutes.
9.	Service limits	Issue a registration certificate for one year.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 10000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Renewal of Registration Foreign Companies

Service Card		
1.	Service description	The application shall be submitted every year to renew the company's registration upon the prescribed form before the expiry date of registration with attachments.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service	Supplementary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	<p>The application shall be submitted upon the prepared form, before the expiry date of registration, with attaching the following documents:</p> <ol style="list-style-type: none"> 1. Duplicate copy of competent authority certificate. 2. official certificate that newly issued by competent authority in the country of where the company is established including name of company, legal form, company activities (every 3 years), excluding branches of banks, financial institutions and insurance companies. 3. Balance Sheet and final accounts of end fiscal year of the branch, in case of having many branches, it shall submit combined balance sheet of all branches. 4. Duplicate copy of UAE central bank license for banks and financial institutions. 5. Duplicate copy of insurance license for insurance companies and related professions. 6. If the agent is artificial body, shall provide duplicate copy of trade license, name of shareholders issued by competent authority.

Renewal of Registration Foreign Companies

Service Card		
7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Use (http:// services.economy.ae//MOEintranet) to log in to the electronic system for the branches & offices of foreign companies. 2. Verify the accuracy of inserted data & attached document that shall match with the original. 3. Accept the request after paying the prescribed fees, or refuse the same, in this case it shall send a letter to the company through the electronic system indicating the reasons of refusal. 4. Issue renewal registration certificate valid for 1 year and it is annually renewed.
8.	The average duration of completing the service	15 minutes.
9.	Service limits	Issue a registration certificate for one year and it is annually renewed.
10.	Linkage to other services	Local Competent Authority.
11.	Fees	AED 10000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Amend Data in the Register Foreign Companies

Service Card

1.	Service description	The application shall be submitted every year to renew the company's registration upon the prescribed form before the expiry date of registration with attachments.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Supplementary. Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	<p>The application shall be submitted upon the prepared form , within (1) month as from the date of amendment date with providing the following:</p> <ol style="list-style-type: none"> 1. Name of company: Certificate of reservation commercial name issued by competent authority • Official certificate issued by competent authority in the country where the company is established • Amendment appendix of power of attorney contract • Consent of UAE central bank for banks and financial institutions • Consent of insurance department for insurance companies and related professions • Statement from bank of issuing the bank guarantee reporting to amend the name of the company of previous guarantee, or issuing new bank guarantee. 2. Legal Form: Certificate from competent authority in the country where the company is established. <ul style="list-style-type: none"> • Consent of UAE central bank for banks and financial institutions, and consent of insurance department for insurance companies and related professions. 3. Company address in the home country: Certificate from competent authority in the country where the company is established. 4. Address of company branch in UAE: Lease contract with taking into account exemption the company from applying amendment application in case of changing the name of the property. 5. Bank Guarantee: New bank guarantee from any bank operating in UAE. 6. Branch activity: add , remove, change and amend: Consent of competent authority in the state. <ul style="list-style-type: none"> • Consent of UAE central bank for banks and financial institutions. • Consent of insurance department for insurance companies and related professions. 7. Capital: Certificate from competent authority in the country where the company is established. 8. Local Agent: Duplicate copy of power of attorney contract that enter between company and agent. <ul style="list-style-type: none"> • Duplicate copy of agent identity card if it's a nature person or owner of individual Establishment, if the agent is artificial body, it shall attach copy of trade license, name & nationality of shareholders issued by competent authority in the emirate of registering the company. • Contract of termination the agreement/ letter contains terminating the previous contract. 9. Names of Company Owners: Commercial register, Memorandum of association, or articles of association. 10. Manager of company branch in UAE or regional manager: Authorization issued by home country of the new manager • Duplicate copy of passport • Consent of UAE central bank for banks and financial institutions • Consent of insurance department for insurance companies and related professions.

Amend Data in the Register Foreign Companies

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Use (http:// services.economy.ae//MOEintranet) to log in to the electronic system for the branches & offices of foreign companies. 2. Verify the accuracy of inserted data & attached document that shall match with the original. 3. Accept the request after paying the prescribed fees, or refuse the same, in this case it shall send a letter to the company through the electronic system indicating the reasons of refusal. 4. Re-print registration certificate/renewal if required, with add note of amendment company's certificate. 5. if the amendment subject is for the name of the company, it shall publish the announcement in any local newspaper issued in Arabic language only once, and the application will be accepted in the register after 1 week of publishing date. 6. In case of change bank guarantee, the modified guarantee is written upon letter sent to the bank issued the guarantee, and submitted to the company's representative with attaching original of issued guarantee.
8.	The average duration of completing the service	15 minutes.
9.	Service limits	Issue a certificate with the required amendment that have the same registration expiration date.
10.	Linkage to other services	Local Competent authority in the emirate.
11.	Fees	AED 2000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Re- Registration Foreign Companies

Service Card

1.	Service description	Any company has been cancelled administratively, may request to be re-registered.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	Any company has been cancelled administratively, may request to be re-registered subject to the following conditions: 1. All required recent documents must be submitted when licensing. 2. Submit bank guarantee upon the approved form. 3. Pay all required fees payable by the branch/ office.

Re- Registration Foreign Companies

Service Card

7.	Procedures & steps of providing service	1. Use (http:// services.economy.ae/MOEintranet) to log in to the electronic system for the branches & offices of foreign companies. 2. Verify the accuracy of inserted data & attached document that shall match with the original. 3. Accept the request after paying the prescribed fees, or refuse the same, in this case it shall send a letter to the company through the electronic system indicating the reasons of refusal. 4. Re-print registration certificate/renewal of previous period. First Case: Cancel license of the company by the competent authority: Submit required documents for licensing, and the application is considered as new license with new registration number.
8.	The average duration of completing the service	15 minutes.
9.	Service limits	Issue a registration certificate for one year and it is annually renewed.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 15000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Sale / Merge Foreign Companies First Case

Service Card

1.	Service description	Company registered in the ministry and has been sold / merged with another company that registered in the ministry which result in selling / merging one of the companies, or new company with new legal entity.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	<ol style="list-style-type: none"> 1. Resolution of administrative Board of two companies. 2. Certificate / statement from competent authority in the country where the two companies are established that states merging the companies. 3. Duplicate copy of appendix to amend agent's contract upon the new situation, or terminating the contract and submitting the new contract. 4. Official certificate from the competent authority in the country where the company is registered its new entity that contains: Name of the company • Legal Form • Capital of company • Names of company's owners • Activities of company. 5. Duplicate copy of Authorization granted to incharge manager and his passport. 6. Original of registration certificate/ renewal in the ministry register for branch (s). 7. Duplicate copy of Certificate of reservation a commercial name / primary approval from competent authority, with stating the required activity if resulted from selling / merge, amendment of trade name or activity. 8. Pay selling / merging fee amounting (AED 15.000). through e- Dirham of the main address of company in UAE, but for other branches, if available, the amendment shall be through changing and paying amendment fees for each branch.

Sale / Merge Foreign Companies First Case

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Use (http:// services.economy.ae/MOEintranet) to log in to the electronic system for the branches & offices of foreign companies. 1. Verify the accuracy of inserted data & attached document that shall match with the original. 1. Give the company announcement form that approved to be published in any local newspaper issued in Arabic language only once. 1. Provide bank guarantee for each branch amounting (AED 50.000) from any operating banks in the state, or provide the ministry with bank's letter indicating update of previous guarantee's data and include the same to the new name. 1. After 2 weeks of publishing announcement, the application will be accepted after making sure paying the prescribed fees, modify company's data in the record of old registration number & delete the other with take into account that the trade name of branches matches with company that just being sold / merged. 1. Re- issue registration/ renewal registration of branches / offices in case of expiry date the registration. In the event of issue the same, shall pay new prescribed registration fees of (AED 10.000) per branch/ office that expired its registration in the record with mentioning in the certificate sale/merge. 1. In case of provide new bank guarantee, the modified guarantee is written upon letter sent to the bank issued the guarantee, and submitted to the company's representative with attaching original of cancelled guarantee. 1. In the event of refuse the application, shall send a letter to the company through the electronic system indicating the reasons of refusal.
8.	The average duration of completing the service	60 minutes.
9.	Service limits	Issue a registration certificate for one year and it is annually renewed in the same date.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 15000 - Pay online through E-Dirham.
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Sale / Merge Foreign Companies Second Case

Service Card

1.	Service description	Company registered in the ministry and has been sold / merged with another company that Not- registered in the ministry, and the registered company is resulted from sale / merge.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	<ol style="list-style-type: none"> 1. Resolution of administrative Board of two companies. 2. Certificate / statement from competent authority in the country where the two companies are established that states merging the companies. 3. Official certificate from the competent authority in the country where the company is registered and resulted from selling/merge that clarifies: Company name • Legal Form • Capital of company • Names of company's owners • Activities of company. 4. Duplicate copy of Authorization granted to incharge manager and his passport. 5. Original of registration certificate / renewal in the ministry's register for branch (s) in case of amend the trade name. 6. Pay selling/merging fee amount of (AED 15.000) through E- Dirham of the main address of company in UAE, but for other branches, if available, the amendment shall be through changing and paying amendment fees for each branch. 7. Duplicate copy of Certificate of reservation a commercial name / primary approval from competent authority, with stating the required activity if resulted from selling /merge, amendment of trade name & activity).

Sale / Merge Foreign Companies Second Case

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Use (http:// services.economy.ae//MOEintranet) to log in to the electronic system for the branches & offices of foreign companies. 2. Verify the accuracy of inserted data & attached document that shall match with the original. 3. In case of change the trade name, give the company announcement form that approved to be published in any local newspaper issued in Arabic language only once. 4. Provide bank guarantee for each branch amount of (AED 50.000) from any operating banks in the state in case of change the trade name, or provide the ministry with bank's letter indicating update of previous guarantee's data related to the new name. 5. After 2 weeks of publishing announcement, the application will be accepted after making sure paying the prescribed fees, modify company's data in the record & re-issue registration/ renewal registration if required. In the event of expiry the registration at the time of issue, shall pay prescribed renewal registration fees amount of (AED 10.000) for each branch/ office that its registration expired in the record with mentioning in the certificate sale/merge. 6. In case of provide new bank guarantee, the modified guarantee is written upon letter sent to the bank issued the guarantee, and submitted to the company's representative with attaching original of cancelled guarantee.
8.	The average duration of completing the service	60 minutes.
9.	Service limits	Issue a registration certificate for one year and it is annually renewed in the same date.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 15000 - Pay online through E-Dirham.
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Sale / Merge Foreign Companies Third Case

Service Card

1.	Service description	Company registered in the ministry and has been sold / merged with another company that Not- registered in the ministry which non -registered company is resulted from sale / merge.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	<ol style="list-style-type: none"> 1. Duplicate copy of Certificate of reservation a commercial name / primary approval from competent authority, with stating the required activity. 2. Resolution of administrative Board of two companies. 3. Certificate / statement from competent authority in the country where the two companies are established that states merging the companies. 4. Amendment appendix of local agent contract upon the new situation, or terminating the contract and submitting the new contract. 5. Official certificate from the competent authority in the country where the company is registered that contains: Name of the company • Legal Form • Capital of company • Names of company's owners • Activities of company. 6. Copy of Authorization granted to incharge manager. 7. Original of registration certificate/ renewal in the ministry register for branch (s). 8. Pay selling/merging fee amounting (AED 15.000). Through E-Dirham of the main address of company in UAE, but for other branches, if available, the amendment shall be through changing and paying amendment fees for each branch.

Sale / Merge Foreign Companies Third Case

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Use (http:// services.economy.ae//MOEintranet) to log in to the electronic system for the branches & offices of foreign companies. 2. Verify the accuracy of inserted data & attached document that shall match with the original. 3. Give the company announcement form that approved to be published in any local newspaper issued in Arabic language only once. 4. Provide bank guarantee for each branch amounting (AED 50.000) from any operating banks in the state. 5. After 2 weeks of publishing announcement, the application will be accepted after making sure paying the prescribed fees & modify company's data in the record upon branches' registration number of previous company. 6. Re-issue registration/ renewal registration in the event of expiry the registration. At the time of issue, shall pay prescribed renewal registration fees amount of (AED 10.000) per branch/ office that expired its registration in the record with mentioning in the certificate sale/merge. 7. In case of provide new bank guarantee, the modified guarantee is written upon letter sent to the bank issued the guarantee, and submitted to the company's representative with attaching original of cancelled guarantee.
8.	The average duration of completing the service	60 minutes.
9.	Service limits	Issue a registration certificate for one year and it is annually renewed in the same date.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 15000 - Pay online through E-Dirham.
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Sale / Merge Foreign Companies Fourth Case

Service Card

1.	Service description	Company has many branches / offices registered in the ministry and have been sold / merged with another company that Not- registered in the ministry.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	<ol style="list-style-type: none"> 1. Duplicate copy of Certificate of reservation a commercial name / primary approval from competent authority, with stating the required activity. 2. Resolution of administrative Board of two companies. 3. Amendment appendix of local agent contract upon the new situation, or terminating the contract and submitting the new contract. 4. Official certificate from the competent authority in the country where the company is registered that contains: Name of the company • Legal Form • Capital of company • Names of company's owners • Activities of company. 5. Copy of Authorization granted to incharge manager. 6. Original of registration certificate/ renewal in the ministry register for branch (s). 7. Pay selling/merging fee amount of (AED 15,000) through e- Dirham of the main address of company in UAE, but for other branches, if available, the amendment shall be through changing and paying amendment fees for each branch.

Sale / Merge Foreign Companies Fourth Case

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Use (http:// services.economy.ae//MOEintranet) to log in to the electronic system for the branches & offices of foreign companies. 2. Verify the accuracy of inserted data & attached document that shall match with the original. 3. Give the company announcement form that approved to be published in any local newspaper issued in Arabic language only once. 4. Provide bank guarantee for each branch amounting (AED 50,000) from any operating banks in the state. 5. After 2 weeks of publishing announcement, the application will be accepted after making sure paying the prescribed fees with cancelling registration number of sold branch or office from the data of registered company record and grant new registration number in the name of purchased company. 6. Issue new registration certificate with mentioning in the new certificate the sale procedure. 7. In case of provide new bank guarantee, the modified guarantee is written upon letter sent to the bank issued the guarantee, and submitted to the company's representative with attaching original of cancelled guarantee.
8.	The average duration of completing the service	60 minutes.
9.	Service limits	Issue a registration certificate with amendments and it is annually renewed.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 15000 - Pay online through E-Dirham.
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Freezing Registration Foreign Companies

Service Card

1.	Service description	freeze the registration of any company or one of its branches/offices operating in the UAE for a period of 1-3 consecutive years.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service	Secondary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	Any company may freeze the registration of one or all its branches/offices operating in the UAE for a period 1-3 consecutive years, with condition of fulfillment the following: <ol style="list-style-type: none"> 1. provide the Ministry with a resolution of Administrative Board, or from the authorized person with clarifying the required period to freeze and reasons of freeze. 2. Not available employees are sponsored by company, from competent authorities whether Ministry of labor or Residence Department as the case may be. 3. Submitting an evidence states that the company is freezing its registration at competent authority. 4. Pay registration fees of the period that required freezing. 5. Submit original certificate of registration/ renewal to the Ministry.

Freezing Registration Foreign Companies

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Use (http:// services.economy.ae//MOEintranet) to log in to the electronic system for the branches & offices of foreign companies. 1. Verify the accuracy of inserted data & attached document that shall match with the original. 1. Accept the request after paying the prescribed fees, or refuse the same, in this case it shall send a letter to the company through the electronic system indicating the reasons of refusal.
8.	The average duration of completing the service	15 minutes.
9.	Service limits	Issue a registration certificate with amendments and it is annually renewed.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	Pay freezing fees upon the required period during (3) years as maximum, amounting (10000) per year pay through E-Dirham.
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Cancellation in the Register

Service Card

1.	Service description	If any company is decided to stop its operations in the UAE, shall submit application clarifying the same approved from administrative Dept. of the company or its representative with attaching documents.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	A decision to delete the company from the register shall be issued if any company decides to stop its operations in the state, and shall submit an application to the Ministry in the concerned emirate, that approved by company's administrative body or its representative, and attach with the following documents: 1. Original registration/renewal certificate issued by the Ministry. 2. An evidence of termination local agent's contract. 3. An evidence of announcement of publication in two local newspapers, one of them should be published in Arabic language once a year regarding the claim of creditors or other interested parties to submit its objections within one month as from the date of the announcement. Knowing that the bank guarantee will not be released unless after cancellation announcement is published in local newspapers.

Cancellation in the Register

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Use (http://services.economy.ae/MOEintranet) to log in to the electronic system for the branches & offices of foreign companies. 2. Verify the accuracy of inserted data & attached document that shall match with the original. 3. Verify the registration validity in the record when submitting cancellation application, or pay the prescribed fees to renew registration and delay fees if required. 4. Give the company announcement form that approved to be published in 2 local newspapers at least one of them issued in Arabic language. 5. Inform the competent authority about the application. 6. Issue bank guarantee after publication in the newspapers upon letter sent to the bank issued the guarantee, and submitted to the company's representative with attaching original of cancelled guarantee. 7. After 1 month of publishing announcement, the application will be accepted & issue cancellation decision after 1 month of date of publication. <p>Remarks:</p> <ol style="list-style-type: none"> 1. The company shall fulfill all announcement procedures during its valid registration period in the ministry, or shall pay all payable fees of renewal and pay delay fees in case of failure of publication during that period. 2. In the event that the company is desirous of not taking cancellation procedures to re-open the branch, the application is considered as the following: <ol style="list-style-type: none"> 2-1. In case of not cancelling the license by the competent authority: <ul style="list-style-type: none"> - Submit renewal registration application upon the approved form. - Submit the prescribed bank guarantee. - Pay fees and fines if available. - Issue renewal registration certificate in the record for the previous periods. 2-2. In case of cancelling the license by the competent authority: <ul style="list-style-type: none"> - The application shall be used as new license with attaching all new required documents and giving the company new registration number.
8.	The average duration of completing the service	30 minutes.
9.	Service limits	Issue a registration certificate with amendments and it is annually renewed.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 100 (pay through E-Dirham).
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Official Extract from Data

Service Card

1.	Service description	Application for data or copy of company's file.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Supplementary. Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	1. Submit application upon the system. 2. Pay fees of official extract amounting AED 100.

Official Extract from Data

Service Card

7.	Procedures & steps of providing service	1. Use (http:// services.economy.ae//MOE intranet) to log in to the electronic system for the branches & offices of foreign companies. 2. Make sure of paying prescribed fees. 3. Give the company required extract.
8.	The average duration of completing the service	15 minutes.
9.	Service limits	Issue a registration certificate for one year and it is annually renewed.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 100 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

To Whom It May Concern Certificate

Service Card		
1.	Service description	Issue to whom it may concern certificate of company's information.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Supplementary. Procedural.
5.	Categories of concerned customers	Companies, individuals (locals & foreign investors) & clearance offices.
6.	Service requirements	1. Submit application upon the system. 2. Pay fees of official extract amounting AED 100.

To Whom It May Concern Certificate

Service Card		
7.	Procedures & steps of providing service	1. Use (http:// services.economy.ae//MOE intranet) to log in to the electronic system for the branches & offices of foreign companies. 2. Make sure of paying prescribed fees. 3. Give the company required extract.
8.	The average duration of completing the service	10 minutes.
9.	Service limits	Issue a registration certificate for one year and it is annually renewed.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 100 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Chapter Two

Joint Stock Companies

Study the Establishment of Joint Stock Company

Service Card		
1.	Service description	Submit the application to establish private joint stock company.
2.	Plan	N/A.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae Customer service center in all ministry's offices in the state.
4.	Category of service Kind of service	Principally. Procedural.
5.	Categories of concerned customers	Investors and legal offices.
6.	Service requirements	<ol style="list-style-type: none"> 1. The number of company founders shall not be less than (2) founders with the exception of one person's company which must be owned by a legal UAE citizen. 2. Company shares should not be offered to public. 3. The capital shall not be less than (2 Million) Dirham. 4. Nominal value of company share shall not exceed AED 100 and not less than (1) dirham. 5. In the case of in-kind capital share entry, evaluating them by experience person appointed by the ministry will be required. 6. The number of founders/ shareholders not to exceed (200). 7. The Emirati proportion of the company concerned should not be less than 51%. 8. Obtain the approvals from other parties according to the nature of the activity required to be practiced. 9. A written declaration from each member of the Board of Directors clarifying the names of the companies they worked in as presidents, vice presidents, or a member of the Board of Directors or Managing Director, and the date of their employment. (In the case that the Council has been appointed to the Memorandum of association and statute, otherwise it should be submitted at the election later).

Study the Establishment of Joint Stock Company

Service Card		
7.	Procedures & steps of providing service	Fill out the application through E-Services.
8.	The average duration of completing the service	15 Days.
9.	Service limits	Determining the limited service in the event of the expiration of the service provided according to a certain time (Issue a registration certificate for one year).
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 5000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Announcement of establishing joint Stock Company

Service Card

1.	Service description	A procedure that entails issuing a ministerial decision to enable the company to obtain trade licenses.
2.	Plan	N/A.
3.	Channels of obtaining the service	Customer service center.
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	Investors.
6.	Service requirements	<ol style="list-style-type: none"> 1. Certificate of deposit capital Certificate of deposit of capital in one of the banks operating in the country. 2. The Memorandum of Association shall authenticated by the Notary Public and the Company's Articles of Association as approved by the Assembly. 3. Constituent General Assembly Meeting Minutes approved by the President of the Assembly or the Board, according to the circumstances, the collector of votes, the meeting rapporteur and the external auditor. 4. Adoption of obtaining Initial public offering capital fully by the external auditor.

Announcement of establishing joint Stock Company

Service Card

7.	Procedures & steps of providing service	Fill out the application, Follow-up customer service center.
8.	The average duration of completing the service	5 Days.
9.	Service limits	N/A.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	Announcement fees: AED 1000. 20000 Fees of publishing the official instruments of joint-stock companies (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Registration of Joint -Stock Company

Service Card		
1.	Service description	A certificate proving that the company had completed the legal requirements for establishment.
2.	Plan	N/A.
3.	Channels of obtaining the service	Customer service center.
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	Private joint-stock or its agents.
6.	Service requirements	<ol style="list-style-type: none"> 1. Copy of company's trade license. 2. Any document confirmed that the company pays the fees of publishing the ministerial resolution of announcement the establishment with attaching Memorandum of association and articles of association in the official Gazette.

Registration of Joint -Stock Company

Service Card		
7.	Procedures & steps of providing service	Fill out the application through E-Services.
8.	The average duration of completing the service	10 minutes.
9.	Service limits	Issue a registration certificate for one year.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 10000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Renew Registration of Joint -Stock Company

Service Card		
1.	Service description	Renew the registration of company in joint-stock companies.
2.	Plan	N/A.
3.	Channels of obtaining the service	Customer service center.
4.	Category of service Kind of service	Supplementary. Procedural.
5.	Categories of concerned customers	Private joint-stock or its agents.
6.	Service requirements	<ol style="list-style-type: none"> Original copy of company's trade license. Names of the Board of Directors Remarks: It shall impose a fine amounting (AED 500) monthly, with maximum AED 5000 yearly, in case of submitting the application in the day following the expiry date of registration certificate / renewal registration in the joint stock register, with taking into account if the expiry date will be on the official holiday, the fine will calculate as from the end of following day of expiry date or official holiday.

Renew Registration of Joint -Stock Company

Service Card		
7.	Procedures & steps of providing service	Fill out the application through E-Services.
8.	The average duration of completing the service	10 minutes.
9.	Service limits	Issue a registration certificate for one year, and it is yearly renewed.
10.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
11.	Fees	AED 5000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Amendment to the Articles of Association of Joint Stock Companies

Service Card

1.	Service description	Announce the amendments to Articles of Association upon ministerial decision issued in this regard, to enable the company to modify the commercial register at competent authorities.
2.	Plan	N/A.
3.	Channels of obtaining the service	Customer service center.
4.	Category of service	Supplementary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Private joint-stock or its agents.
6.	Service requirements	<ol style="list-style-type: none"> Submit an application to the ministry for approving to convene the General Assembly meeting, with coordination with ministry to fix the date. To amend the statute of the company, the General Assembly must be notified under a special decision, with a majority of 75% of the shares represented in the meeting. <p>First: Capital increase:</p> <ol style="list-style-type: none"> Original minutes of meeting. Deposit certificate of capital increase- In case of increase by subscription. Certificate from company auditor stating that capital increase was in accordance with the decision of the General Assembly and the Commercial Companies law- In case of increase by subscription. <p>Second: Capital decrease:</p> <ol style="list-style-type: none"> Notify the ministry about the Board of Directors report and the auditor's report for their decision to reduce the capital. Determine the procedure to reduce the capital. The General Assembly minutes of meeting. The decision to be taken with a majority of 75% of the shares represented in the meeting. Publish of the Assembly's decision in two daily newspapers, one of them Arabic publication, in order to invite creditors to submit their objections within 30 days starting from the date of publishing. Certificate from company auditor stating that capital decrease shall not result in decreasing the shares of the UAE nationals to less than fifty one percent (51%) of share of the capital.

Amendment to the Articles of Association of Joint Stock Companies

Service Card

7.	Procedures & steps of providing service	Fill out the application, Follow-up customer service center.
8.	Service limits	N/A.
9.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
10.	The average duration of completing the service	5 Days.
11.	Fees	AED 2000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Chapter Three

Individual's Companies

Publishing the Official Instrument (Memorandum of Association) of Limited Liability Companies

Service Card

1.	Service description	Publish Memorandum of Association of limited liability company which its partners shall not be less than 2 partners, and the shares of UAE nationals not less than 51%.
2.	Plan	Ministry of Interior / Department of Economic Development / Municipality.
3.	Channels of obtaining the service	Customer service center.
4.	Category of service	Secondary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Companies , UAE nationals & foreigners.
6.	Service requirements	1. Copy of primary consent of local competent authority. 2. Copy of Memorandum of Association attested by Ministry of justice.

Publishing the Official Instrument (Memorandum of Association) of Limited Liability Companies

Service Card

7.	Procedures & steps of providing service	Fill out the application, Follow-up customer service center.
8.	Service limits	Issue a registration certificate for one year, and it is yearly renewed.
9.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
10.	The average duration of completing the service	10 minutes.
11.	Fees	AED 3000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Publishing the Official Instrument of Simple Limited Partnership & General Partnership

Service Card

1.	Service description	Publish official instrument of simple limited partnership which the shares of UAE nationals not less than fifty one percent, and general partnership which shall be totally 100 % owned by UAE nationals.
2.	Plan	Ministry of Interior / Department of Economic Development / Municipality.
3.	Channels of obtaining the service	Customer service center.
4.	Category of service	Secondary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Companies , UAE nationals & foreigners.
6.	Service requirements	1. Copy of primary consent of local competent authority. 2. Copy of Memorandum of Association attested by Ministry of justice.

Publishing the Official Instrument of Simple Limited Partnership & General Partnership

Service Card

7.	Procedures & steps of providing service	Fill out the application, Follow-up customer service center.
8.	Service limits	N/A.
9.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
10.	The average duration of completing the service	10 minutes.
11.	Fees	AED 2000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Amend Official Instrument of (Memorandum of Association) of Limited Liability Companies, Simple Limited Partnership & General Partnership

Service Card

1.	Service description	Publish appendix of Memorandum of Association related to limited liability companies, Simple limited partnership & General Partnership.
2.	Plan	Ministry of Interior / Department of Economic Development / Municipality.
3.	Channels of obtaining the service	Customer service center.
4.	Category of service	Supplementary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Companies , UAE nationals & foreigners.
6.	Service requirements	<ol style="list-style-type: none"> 1. Letter issued from competent authority to the ministry stating the approval of publishing appendix of Memorandum of association. 2. Copy of appendix of Memorandum of Association attested by Ministry of justice.

Amend Official Instrument of (Memorandum of Association) of Limited Liability Companies, Simple Limited Partnership & General Partnership

Service Card

7.	Procedures & steps of providing service	Fill out the application, Follow-up customer service center.
8.	Service limits	N/A.
9.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
10.	The average duration of completing the service	10 minutes.
11.	Fees	AED 1000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Open Branch of Limited Liability Companies, Simple Limited Partnership & General Partnership

Service Card

1.	Service description	Publish contract of opening branch of limited liability companies, Simple limited partnership & General Partnership.
2.	Plan	Ministry of Interior / Department of Economic Development / Municipality.
3.	Channels of obtaining the service	Customer service center.
4.	Category of service	Supplementary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Companies , UAE nationals & foreigners.
6.	Service requirements	Letter from local competent authority to open the branch (initial approval).

Open Branch of Limited Liability Companies, Simple Limited Partnership & General Partnership

Service Card

7.	Procedures & steps of providing service	Fill out the application, Follow-up customer service center.
8.	Service limits	N/A.
9.	Linkage to other services	Local Competent Authority / Department of Economic Development / Municipality.
10.	The average duration of completing the service	10 minutes.
11.	Fees	AED 1000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Chapter Four

Commercial Agents

Commercial Agency's Entry

Service Card

1.	Service description	Issue registration of commercial agency in commercial agencies record.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	National institutions and companies.
6.	Service requirements	<ol style="list-style-type: none"> 1. The agent shall be from UAE nationality (establishment or company owned by 100 % UAE nationals). 2. He shall have valid trade license. 3. Agency contract, distribution or exclusive representation contract with agent and shall be attested by official bodies, with attaching legal translation into Arabic Language if the contract is in Foreign Language. (The contract shall contain name and address of parties, exclusiveness, and place of activity, products and services, Trade name of products, approval to register the contract, period of contract, attestation and certification). 4. Attach identity card of local agent. 5. Attach authorization signature of owner or authorized manager to signature. 6. Fill out agency registration application upon prepared form at ministry.

Commercial Agency's Entry

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Submit the application online at Ministry's website. 2. Pay required fees in case of approval.
8.	The average duration of completing the service	7 working days.
9.	Service limits	Valid for one year.
10.	Linkage to other services	None.
11.	Service Fees (If any)	AED 10000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Renew the Commercial Agency's Entry

Service Card		
1.	Service description	Issue renewal certificate of commercial agency.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Supplementary. Procedural.
5.	Categories of concerned customers	Owners of registered agencies in commercial agencies register at Ministry of economy.
6.	Service requirements	<ol style="list-style-type: none"> 1. Submit the application online. 2. Attach previous registration certificate. 3. Attach valid trade license. 4. Attach authorization signature of owner or authorized manager to signature.

Renew the Commercial Agency's Entry

Service Card		
7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Submit the application. 2. Pay required fees.
8.	The average duration of completing the service	One working day.
9.	Service limits	Valid for one year.
10.	Linkage to other services	None.
11.	Service Fees (If any)	4000 AED Fine applicable in case of delay (400 AED per month) (Pay through E-Dirham).
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Note in Commercial Agencies Entry

Service Card		
1.	Service description	Issue certificate to amend, delete or add a commercial agency.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service	Supplementary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Owners of registered agencies in commercial agencies register at Ministry of economy.
6.	Service requirements	<ol style="list-style-type: none"> 1. Submit the application online. 2. Attach previous registration certificate. 3. Attach valid trade license. 4. Attach authorization signature of owner or authorized manager to signature. 5. Attach the documents that clarify the required amendment of Agency.

Note in Commercial Agencies Entry

Service Card		
7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Submit the application. 2. Pay required fees.
8.	The average duration of completing the service	7 working days.
9.	Service limits	Issue a certificate of amendment and should apply to renew when not valid.
10.	Linkage to other services	None.
11.	Service Fees (If any)	AED 10000 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Cancellation of Commercial Agency

Service Card		
1.	Service description	Issue a notice of cancellation the commercial agency from commercial agencies record.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Supplementary. Procedural.
5.	Categories of concerned customers	Owners of registered agencies in commercial agencies register at Ministry of economy.
6.	Service requirements	<ol style="list-style-type: none"> 1. Submit the application online. 2. Attach previous registration certificate. 3. Attach valid trade license. 4. Attach signature of commercial agent.

Cancellation of Commercial Agency

Service Card		
7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Submit the application online. 2. Issue notice cancellation.
8.	The average duration of completing the service	One working day.
9.	Service limits	Issue the certificate upon request of the commercial agency.
10.	Linkage to other services	None.
11.	Service Fees (If any)	None.
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

(Inquiry) Certificate of not Registering
in Commercial Agencies Entry

Service Card

1.	Service description	Look for registered or not registered agency in commercial agencies register.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Secondary. Procedural.
5.	Categories of concerned customers	All Categories.
6.	Service requirements	Fill out the application upon prepared form at ministry.

(Inquiry) Certificate of not Registering
in Commercial Agencies Entry

Service Card

7.	Procedures & steps of providing service	1. Submit the application online. 2. Pay required fees.
8.	The average duration of completing the service	One working day.
9.	Service limits	Issue inquiry certificate with unlimited validity.
10.	Linkage to other services	None.
11.	Service Fees (If any)	AED 200 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Official Extract from Registration Sheet

Service Card		
1.	Service description	Copy of certificate of registered agency describes the validity & soundness of registered data in the register.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service	Supplementary.
	Kind of service	Procedural.
5.	Categories of concerned customers	All Categories.
6.	Service requirements	1. Submit the application online. 2. Pay required fees.

Official Extract from Registration Sheet

Service Card		
7.	Procedures & steps of providing service	1. Submit the application online. 2. Pay required fees. 3. Receive the extract.
8.	The average duration of completing the service	One working day.
9.	Service limits	None.
10.	Linkage to other services	None.
11.	Service Fees (If any)	AED 200 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Present Dispute to Commercial Agencies Committee

Service Card		
1.	Service description	Application submitted to commercial agencies Committee to consider any dispute arises because of registered commercial agency.
2.	Plan	None.
3.	Channels of obtaining the service	Committee location (Administration Dept.).
4.	Category of service Kind of service	Supplementary. Procedural.
5.	Categories of concerned customers	Commercial agents and commercial clients.
6.	Service requirements	The complaint shall be submitted by detailed memorandum containing the reasons of complainant, then refer the same to the other party to reply and defense with clarifying its reasons, after completing the reply it may present the same to the committee.

Present Dispute to Commercial Agencies Committee

Service Card		
7.	Procedures & steps of providing service	Submit application of dispute.
8.	The average duration of completing the service	4 months.
9.	Service limits	None.
10.	Linkage to other services	None.
11.	Service Fees (If any)	AED 12000 received from the applicant (Pay through E-Dirham).
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Request for Inspection the Trespass of Commercial Agency

Service Card

1.	Service description	Request for inspection all violated authorizes of commercial agency law that trespassed on registered agencies.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service	Secondary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Owners of registered agencies in commercial agencies register at Ministry of economy.
6.	Service requirements	<ol style="list-style-type: none"> 1. Submit written complaint by commercial agent with attach the evidences that supported its claim and determine the address of violated entity. 2. The complaint shall be submitted to the ministry office in the emirate place of the complaint. 3. Coordinate with local authority in the emirate to determine the date of leaving inspectors (inspector from competent authority and inspector from ministry), and coordinate with complainant agent. 4. After inspection, it shall prepare process server, proof the fact, and determine the date of following the ministry to settle the matter. 5. Bring the parties together to settle the matter amicably, if not possible, the agent may receive copy of process server upon official letter if they desire to refer the same to judiciary department.

Request for Inspection the Trespass of Commercial Agency

Service Card

7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Submit the application online. 2. Check documents. 3. Pay required fees.
8.	The average duration of completing the service	Two weeks and coordinate with local authorities in the emirate.
9.	Service limits	None.
10.	Linkage to other services	Competent local Authorities (Dept. of Economic Development).
11.	Service Fees (If any)	2000 AED Additional inspection 1000 AED (Pay through E-Dirham).
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Circular Application to Customs and Other Departments

Service Card		
1.	Service description	The commercial agent submitted his application to inform Customs about his registered agency to prevent enter the products except upon his way.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service Kind of service	Supplementary. Procedural.
5.	Categories of concerned customers	Owners of registered agencies in commercial agencies register at Ministry of economy.
6.	Service requirements	Submit official application signed by concerned person.

Circular Application to Customs and Other Departments

Service Card		
7.	Procedures & steps of providing service	1. Submit the application online. 2. Submit letter signed & stamped by commercial agent.
8.	The average duration of completing the service	One working day.
9.	Service limits	None.
10.	Linkage to other services	None.
11.	Service Fees (If any)	AED 200 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

To Whom It May Concern Certificate

Service Card

1.	Service description	Letter clarifies the data of commercial agency.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service	Supplementary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Owners of registered agencies in commercial agencies register at Ministry of economy.
6.	Service requirements	Submit official application signed by concerned person.

To Whom It May Concern Certificate

Service Card

7.	Procedures & steps of providing service	1. Submit the application online. 2. Pay required fees. 3. Receive To Whom It May Concern.
8.	The average duration of completing the service	One working day.
9.	Service limits	None.
10.	Linkage to other services	None.
11.	Service Fees (If any)	AED 200 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Certificate of Replacement of Commercial Agency Registration Certificate

Service Card

1.	Service description	Issue certificate of replacement from commercial agencies register.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service	Supplementary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Owners of registered agencies in commercial agencies register at Ministry of economy.
6.	Service requirements	Submit official application signed by concerned person.

Certificate of Replacement of Commercial Agency Registration Certificate

Service Card

7.	Procedures & steps of providing service	1. Submit the application online. 2. Submit a letter signed by concerned person.
8.	The average duration of completing the service	One working day.
9.	Service limits	None.
10.	Linkage to other services	None.
11.	Service Fees (If any)	AED 200 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.

Duplicate Copy of Agency Contract or Any Other Document

Service Card		
1.	Service description	Issue copy of any document available at agency's file.
2.	Plan	None.
3.	Channels of obtaining the service	Website of Ministry: www.economy.ae
4.	Category of service	Supplementary.
	Kind of service	Procedural.
5.	Categories of concerned customers	Owners of registered agencies in commercial agencies register at Ministry of economy.
6.	Service requirements	Submit official application signed by concerned person.

Duplicate Copy of Agency Contract or Any Other Document

Service Card		
7.	Procedures & steps of providing service	<ol style="list-style-type: none"> 1. Submit the application online. 2. Submit signed & stamped letter. 3. Pay required fees.
8.	The average duration of completing the service	4 working days.
9.	Service limits	None.
10.	Linkage to other services	None.
11.	Service Fees (If any)	AED 100 (Pay through E-Dirham)
12.	Times of providing the service	7:30 a.m. – 2:30 p.m.