

Service Request Manual

Employment Services - Request to Transfer an Employee to DMCC.

Purpose

This document is designed to define and illustrate the online process related to 'Request to transfer an employee to DMCC'. This document will brief you on how to apply for this service request and what to expect at the different stages in terms of the online interface, the notification emails and text messages as well as the expected output.

Relevant Documents

The Request for 'Transfer an Employee to DMCC' operates in conjunction with, but not limited to the below stated policies and guidelines:

- [Employee Visa Transfer Application Guidelines](#);
- DMCC Company Regulations;
- Free Zone Rules & Regulations and
- GDFRA Rules and Regulations.

Applicability

This document will apply to all DMCC member companies with active licences who are applying for employee residence visa transfer from other Free Zones to DMCC.

Important Notes

- A valid Establishment Card is mandatory to proceed with the visa transfer.
- The applicant's passport must be valid for 6 months.
- The residence visa should be valid for 3 months.
- The applicant's dependents will not be affected by the transfer.
- The transfer form should be valid at the stamping stage.
- The original Emirates ID is mandatory to be submitted at the stamping stage; if lost, the applicant must submit a police report.
- A valid health insurance under the DMCC company sponsorship/coverage issued through a local insurance company must be provided.
- All the designations must be supported with relevant educational qualifications, attested by the Ministry of Foreign Affairs in Dubai.
- The residence visa transfer is applicable only between Dubai Free Zones.
- The transfer form will be issued with 2 months validity through DMCC authority.
- Emirates ID registration and medical fitness request typing services are also provided by DMCC (optional).
- In case the Emirates ID registration typing service is not selected initially at the service request creation, the company has the option to create a separate SR through 'Employee Services - Employee Residence Permit - Emirates ID Typing'.
- In case the medical fitness request service is not initially selected at the service request creation, the company has the option to create a separate SR through 'Employee Services - Employee Residence Permit - Medical Fitness Request Typing'.
- Candidates who are new to UAE and are doing first-time registration, need to visit Emirates ID service point at preventive medical centers to capture biometrics. They need to carry their original passport and a copy of the Emirates ID registration form and ensure to get the Emirates ID registration form stamped.
- All Draft SRs will automatically be voided after sixty (60) calendar days from their creation date if no action is taken by the DMCC Member.
- SRs awaiting DMCC Member Company action will be automatically nullified if the required actions aren't completed within ninety (90) calendar days from the SR's return date.
- DMCC Member Company admin can request for service cancelation by clicking the 'Cancel Request' button.
- A cancellation fee will be charged to the DMCC Member's portal if the Member opts for its

cancellation, or if the system auto-cancels the SR after the 90 days. (Please refer to the [Schedule of Charges](#))

1. Complete the application form to apply for 'Employment Services - Visa services - Transfers - 'Transfer an employee to DMCC' on the DMCC portal.

The screenshot shows the DMCC Employee Service Requests portal. The 'Transfers' option is highlighted in red. Below it, the 'Transfer an employee to DMCC' option is also highlighted in red.

2. Insert the company's valid license number.

The screenshot shows the Service Request Details form. The 'Company License' section is highlighted, and the 'License Number' field contains 'DMCC-33668'.

3. To apply for DMCC Emirates ID typing, please tick the 'Apply for Emirates ID Typing Request' box. (Optional and for an additional fee. Refer to the [Schedule of Charges](#))

The screenshot shows the Emirates ID Typing Request form. The 'Apply for Emirates ID Typing Request' checkbox is checked.

4. To apply for DMCC Medical Fitness request, please select the type of medical service request.

Please note that the medical fitness test type once selected, cannot be changed or upgraded. (Optional and for an additional fee. Refer to the [Schedule of Charges](#))

Medical Fitness Request Service	
Apply for Medical Fitness Test	VIP - 3 hours --None-- Normal - 3 to 5 working days Urgent - 24 hours Urgent - 48 hours VIP - 3 hours
Employee Passport Details	
Name (as per passport)	Date of Birth [27/08/2017]
Nationality	Country of Birth --None--
Passport Type	Place of Birth
Passport Number	Gender --None--
Passport Issue Date [27/08/2017]	Religion --None--
Passport Expiry Date [27/08/2017]	Marital Status --None--
Country of Issue --None--	Father's Name
Place of Issue	Mother's Name

5. Fill in the 'Employee Passport Details'. Kindly ensure that all details are accurate and matches the passport.

Employee Passport Details			
Name (as per passport)	John Smith	Date of Birth	27/08/1970 [27/08/2017]
Nationality	United Kingdom	Country of Birth	United Kingdom
Passport Type	Normal	Place of Birth	London
Passport Number	987654321	Gender	Male
Passport Issue Date	27/08/2017 [27/08/2017]	Religion	Muslim
Passport Expiry Date	27/08/2019 [27/08/2017]	Marital Status	Single
Country of Issue	United Kingdom	Father's Name	Terry
Place of Issue	London	Mother's Name	Suzanne

6. Fill in the 'Employee E-Signature Details'. Please ensure to enter the employee's valid email address and mobile number.

Employee E-Signature Details			
Title	Mr.	Middle Name	
First Name	John	Employee Mobile Number	+971xxxxxxxx
Last Name	Smith	Preferred Language	ENGLISH
Employee Email ID	John.Smith@xyz.com	Employee Selected E-signature Method	Via Email

7. Fill in the 'Employee Job Details' and 'Additional Job Details'. Please ensure that all the information is correct and accurate to avoid any delay in the process. You may refer to the orange help button for guidance.

Employee Job Details

Job Title	MARKETING MANAGER	Highest Qualification	Diploma
Basic Monthly Salary	25000	Executive Status	Yes
Accommodation Provided	No	Languages Spoken	Available: BANGLA, BLUSSHIEAH, CHINESE, ENGLISH; Chosen: ARABIC
Food Provided	No	Accommodation Type	None
Transport Provided	No	Accommodation Allowance	
Other Monthly Allowance		Food Allowance	
Employment Contract Template	Standard	Transport Allowance	
Employment Contract Type	Unlimited	Contract Commencement Date	27/08/2017 27/08/2017
Contract Commencement Date	27/08/2017 27/08/2017	Contract End Date	
Probation Period (in months)	1		

Additional Job Details (Not Required for Company's Own Employment Contract)

Termination During Probation Period	On Seven (7) Days' Notice	Probation Contract can be Terminated by	Employer
Notice Period (In days)	30	Salary Payment method	Bank transfer
Day of Salary Transfer	1st	Working Week To	Thursday
Working Week From	Sunday	Working Hours	8
Number of Working Days Per Week	6	Require Sick Leave Certificate After	3
Number of Annual Leave (Calendar Days)	30	Parental Leave (Working Days)	<input type="checkbox"/>
Maternity Leave (Calendar Days)	30	Air Ticket - Employee Outside UAE	<input checked="" type="checkbox"/>
Paternity Leave Days			
Air Ticket on Limited Contract Renewal	<input type="checkbox"/>		

8. Mention any special terms and conditions regarding the non-competition restriction & code of conduct. (Optional)

Special Employment Terms and Conditions

Undertaking for Non-Competition Employee Code of Conduct

Non-Compete Restriction: --None--

List of Competing Companies:

Type of Competing Business or Service:

Non-Compete Restricted For: --None--

Restricted Area:

Non-Solicit of Business Restricted For: --None--

Non-Solicit of Employees Restricted For: --None--

9. Fill in the 'Employee Address Details' mentioning the address details inside the UAE and in

home country.

Employee Address Details			
Home Country Residential Address	<input type="text" value="London"/>	U.A.E. Address	<input type="text"/>
Permanent (Native) Address 2	<input type="text"/>	U.A.E. Address 2	<input type="text"/>
Permanent (Native) City	<input type="text" value="London"/>	U.A.E. Address City	<input type="text"/>
Permanent (Native) Country	<input type="text" value="United Kingdom"/>	U.A.E. Address Emirates#	<input type="text"/>
Permanent (Native) POBox/Postal/Zip Code	<input type="text" value="000000"/>	U.A.E. Address PO Box	<input type="text"/>

10. Fill in the 'Employee Existing Visa Details'. Kindly ensure that all details are accurate to avoid any delay in the process. Fill in the portal user details and mobile number to receive status notifications from DMCC in the 'Correspondence Details'.

Employee Existing Visa Details			
Residence Visa Number	<input type="text" value="123951357"/>	Sponsor Name	<input type="text" value="DMCC"/>
Residence Visa Issue Date	<input type="text" value="27/08/2017"/> [27/08/2017]	Residence Visa Expiry Date	<input type="text" value="27/08/2020"/> [27/08/2017]
Correspondence Details - Please Confirm/Update			
Portal User's Email	<input type="text" value="ahmed.alshraideh@dmcc.a"/>	Send SMS To Mobile	<input type="text" value="+971xxxxxx"/>
Customer Comments	<input type="text"/>		

11. Please tick the disclaimer after reading the content carefully. Then, click 'Save' to receive the service request number.

Disclaimer	
<input checked="" type="checkbox"/> I Agree	
BG Disclaimer	I hereby confirm and certify that the facts and information provided above are accurate, true and complete to the best of my knowledge and belief. I fully acknowledge and understand that the grant of the residence visa for the Employee is not assured or guaranteed in any way and is subject to the approval of the concerned authorities. I recognise that additional documentation may be requested in order to process the Employment residence visa application and recognise that a AED 3,000 will be deducted from the Company's Visa Guarantee balance in order to be able to submit the Employment residence visa application
Disclaimer	
General Disclaimer	No material or information contained on the DMCC portal or the documents available through it constitute legal, financial or other professional advice, and should not be relied on or treated as a substitute for specific advice relevant to particular circumstances. Although DMCC makes reasonable efforts to ensure that information on, and documents available through, the DMCC portal is accurate and up-to-date, we make no representations, warranties or guarantees, whether express or implied that the information and content is accurate, complete and up-to-date. Neither DMCC nor any other DMCC entity or affiliate accepts any responsibility for any loss which may arise from reliance on information or material contained on the DMCC portal.
Courier Details - Information Only	
Courier Collection Required <input type="checkbox"/>	Courier Delivery Required <input checked="" type="checkbox"/>
Collection Airway Bill No # <input type="text"/>	Delivery Airway Bill No # <input type="text"/>
DNRD Details - Information Only	
Document Issue Date	Document Expiry Date
DMCC Comments - For Your Information	
DMCC Comments <input type="text"/>	Rejection Reason <input type="text"/>
<input checked="" type="button" value="Save"/> <input type="button" value="Cancel"/>	

12. Take a note of the service request number for future follow-ups and company records.

The screenshot shows the DMCC portal interface. At the top, there are navigation tabs: HOME, MY COMPANY, MY EMPLOYEES, MY REPORTS, MY REQUESTS, MY CASES, and MY SUPPORT. A search bar is on the right. On the left, there is a sidebar menu with categories like Employee Services, Company Services, Member Services, Property Services, Value Added Services, and Compliance Services. The main content area displays a confirmation message: 'Service Request has been saved.' Below this, the 'Service Request Detail' section shows the request number '002023650' in a yellow box. The details include: Request Type: 015-Transfer an employee to DMCC from others; Created By: DMCC, 28/08/2017 09:51; Status: Draft; Customer: DMCC; Owner: DMCC; SR Menu Text: Transfer an employee to DMCC-Transfers-Visa Services; Submitted Date; Applicant / Employee Name; and Health Insurance Membership Number.

13. Click the 'Download/Upload/Review Doc' button to upload the required documents under the 'SR Documents' section. Please ensure to upload the documents in the exact size and format as mentioned in the instructions.

SR Documents							
Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Applicant's Passport Copy with Visa Page		Upload a copy of the applicant's passport and visa page		Pending Upload	28/08/2017	28/08/2017	View e-Document
Colour Passport Size Photo (JPEG)		Upload a copy of the latest passport size colour photo (JPEG).		Pending Upload	28/08/2017	28/08/2017	View e-Document
Company Establishment Card		Upload a copy of the Company Establishment Card in JPEG format (Size less than 1MB Exact Height: 1167 Exact Width: 850 Dpi: 100) To adjust your document size, you may use this online tool https://ezgif.com/resize		Pending Upload	28/08/2017	28/08/2017	View e-Document
Highest Educational Certificate		Upload a copy of the highest educational certificate attained. You will be informed if an original attested version is required.		Pending Upload	28/08/2017	28/08/2017	View e-Document
Previous Company Establishment Card		Upload a copy of the previous company's Establishment Card	Copy Required	Pending Upload	28/08/2017	28/08/2017	View e-Document
NOC To Transfer Visa To DMCC Company		No Objection Certificate (NOC) from present sponsor - download, sign and upload		Generated	28/08/2017	28/08/2017	View e-Document

14. After uploading the documents, click ‘Submit’ and proceed with the payment.

The screenshot shows the DMCC portal interface. The main heading is "Application - Transfer an employee residence permit (visa) to DMCC" with ID 002023650. Below this, there are buttons for "Edit", "Close", "Cancel SR", and "Submit", with "Submit" being highlighted with a red box. The "Service Request Detail" section shows the following information:

Service Request Details - Information Only	
SR No.	002023650
SR Menu Text	Transfer an employee to DMCC-Transfers-Visa Services
Record Type	015-Transfer an employee to DMCC from others
Submitted Date	
Created By	DMCC, 28/08/2017 09:51
Applicant: Employee Name	
Status	Draft
Customer	DMCC
Owner	DMCC
Health Insurance Membership Number	

15. Check the price details and click ‘Confirm’.

The screenshot shows the DMCC portal interface for the same application. The main heading is "002023650 for Application - Transfer an employee residence permit (visa) to DMCC". Below this, there are buttons for "Confirm" and "Back to Service Request", with "Confirm" being highlighted with a red box. The "Service Request Details" section shows the following information:

SR No.	002023650	Customer	DMCC
External Status	Draft	Created Date	28/08/2017 09:51

Available Account Balance : AED 11,896.14
AED : 8,495.00 will be charged

SR Price Item Name	Price	Product	Pricing Line	Status
SRP-2794106	AED 770.00	EMP_SER_MEDICAL_FITNESS	Medical Fitness VIP Service	Added
SRP-2794107	AED 3,600.00	EMP_SER_EMP_VISA_B0	Employee Bank Guarantee - addt	Added
SRP-2794108	AED 440.00	TYPING FOR EID	EID registration form Typing	Added
SRP-2794109	AED 4,275.00	EMP_SER_EMP_RSIN_FZDMCC	Transfer An Employee to DMCC From Others	Added

16. Receive an email notification from DMCC confirming that the application is submitted.

Dear Valued Member,

We have received the following request: Application - Transfer an employee to DMCC from others.

Your request number is 002023650

Please note that effective 30th June 2016 in accordance with Dubai Health Insurance Law no. 11, all Dubai residents including DMCC Shareholders are required to have a Dubai Health Authority compliant health insurance. In this regard, proof of health insurance is required at the next step of the visa stamping process to obtain an employee residence visa. You will simply need to provide the applicants health insurance details, and upload a copy of the health card or Certificate of Health Insurance (CHI) issued by an approved insurer.

For your convenience you may contact DMCC's insurance partner, Insure Direct (Brokers) LLC on the below contact details, to benefit from the Exclusive DMCC Health Insurance Solution, underwritten by Daman.

Insure Direct (Brokers) LLC
T: +9714 4548829/ +9714 7046666 (option 2 followed by option 1.)
E: insurance@dmcc.ae

alternatively, you may choose any of the insurance companies approved by the Dubai Health Authority (DHA). Please refer to the following link for Permitted Insurers by the DHA at <http://www.isahd.ae/Home/PermittedInsurers>

kindly be informed that you will need a copy of the issued Transfer form in order to apply for health insurance.
Best regards,

DMCC Free Zone

E customercare@dmcc.ae

Toll free 800 DMCC (800 3622)

T +971 4 424 9600

W dmcc.ae

17. The HR Signatory of the company receives an email notification with the relevant employment documentation to electronically sign them



Dear Abdul Faial,

This email contains the employment documentation for meenal saxena. Please review and electronically sign the documentation in order to proceed with the employment visa.

Once you have e-signed the employment documentation, this will automatically be sent to the employee for his / her e-signature if you have selected 'e-signature by email' for your employee. If you have opted for the employee to do 'in person signing at DMCC Counter', please ensure you provide the employee with a copy of his / her employment documentation before the employee comes to the counters to e-sign the documentation.

The employment relationship between you and your employee is governed by the UAE Federal Law No. 8 of 1980 (as amended) (the Labour Law). If any future changes are made to the employment contract, you are required to resubmit the updated version to DMCC through the service request titled 'Employment Contract Amendment'.

Before you proceed with e-signing, DMCC recommends that you read through the below guidelines and FAQs to learn more about DMCC's employment matters and how to electronically sign the employment documentation.



Once you are ready to proceed, you can review and sign the employment documentation.



DMCC Admin sent you a document to review and sign.

REVIEW DOCUMENTS

18. Once the HR signatory has completed the e-signing, the employee receives a notification to e-sign the same employment documentation.



Dear Employee,

Welcome to the DMCC Free Zone and congratulations on joining **ABC DMCC**


This email contains your employment documentation signed by **ABC DMCC** and is now ready for you to review and electronically sign in order to process your employment visa.

The employment relationship between you and your employer is governed by UAE Federal Law No. 8

Your employment contract sets out the terms and conditions of your employment; so it is important that you read through the contract carefully to ensure that you are happy with those terms. If you have any doubts, you can contact the employer at sachin=desaiholding.com=example.com@example.com.

Before you proceed with e-signing, DMCC recommends that you read through the below guidelines and FAQs to find out more about the DMCC business community, employment matters and how to electronically sign your employment documentation.

Once you are ready to proceed, you can review and sign the employment documentation.



DMCC Admin sent you a document to review and sign.

[REVIEW DOCUMENTS](#)

19. Once both parties have signed the documents, the step status will be updated as 'Closed'.

Step	Step No.	Summary	Step Name	Step Status	Name	Step Note Added
3773285	31.0	Process Customer Signature	Process Customer Signature	Closed	Client Entry User	

SR Documents Download/Upload/Review Doc

20. Receive an email notification confirming the issuance of the transfer form.

Dear Member

Transfer Form for the service request: TRANSFER FORM-Visas-Internal with request number 002024140 has been prepared by DMCC.

Please collect the Transfer Form from the Member Services Counters.

Regards

DMCC Customer Care Team

E customercare@dmcc.ae

T 800 3622(DMCC) tollfree or +971 4 424 9600

W dmcc.ae

21. Receive the below email notification if the Emirates ID typing service from DMCC was selected.

Dear DMCC,

Your request for the Emirates ID Form for Employee under service request number: 002023650 has been submitted.

Please visit the DMCC Client Service Centre Counter with the original passport and 1 passport size photograph to proceed further with the Emirates ID typing form process.

To track the progress of your request, please log on to your DMCC Member Portal at

<https://portal.dmcc.ae/communitylogin> and search by the service request number [002023650](#).

Best regards

DMCC Customer Care Team

E customercare@dmcc.ae

T 800 3622(DMCC) toll-free or +971 4 424 9600

W dmcc.ae

22. Receive the below email notification if the medical fitness test request from DMCC was selected.

Dear Valued Member,
We have received the following request: Medical fitness request typing for DMCC.
Your request number is [002024141](#).
You will be updated soon with the progress.
Regards
DMCC Customer Care Team
E customercare@dmcc.ae
Tollfree 800 3622(DMCC)
or T +971 4 424 9600
W dmcc.ae

23. Receive the below notification once the Emirates ID registration form typing is done.

Dear Valued Member,
Your request for the Emirates ID Form for John Smith under service request number: 2023478 has been typed and uploaded on the DMCC member portal.
Please proceed to download and print the Emirates ID Form from the SR Documents section and follow the instructions mentioned in the Next Step section in the EID Form.
For new applicants who have never been issued an Emirates ID before, please note that they must carry the printed Emirates ID form request along with the original passport and visit the Emirates ID Authority centre to submit the application.
Once the medical fitness certificate is received, please upload a copy of the medical fitness certificate and the health insurance on the service request and then, visit the DMCC Client Service Centre Counter with the original passport, original medical fitness certificate, the Emirates ID registration form and 2 passport size photographs to proceed with the employees residence visa stamping.
To track the progress of your request, please log on to your DMCC Member Portal at <https://portal.dmcc.ae/communitylogin> and search by the service request number Emirates ID Typing.
Best regards,
DMCC Customer Care Team
E customercare@dmcc.ae
T 800 3622(DMCC) toll-free or +971 4 424 9600
W dmcc.ae

24. Then, receive a notification to update the applicant’s health insurance details.

Dear Valued Member,

Thank you for submitting your application to DMCC with the service request number.

With reference to your application, DMCC requires you to update the applicant’s health insurance details and to upload a copy of a health card or Certificate of Health Insurance (CHI) issued by an approved insurer in order to complete your request.

Please [click here](#) and the follow these steps to provide the details and upload the relevant document:

- Click on button "Edit" to select the health insurance provider, enter the health insurance policy number and select the health insurance expiry date.
- Click on "Save"
- Click on the button "Download/Upload/Review Doc" to upload Health Insurance Card or Certificate Copy.)
- Click on the button " Return back to SR step"
- Under the section "Step Transition", click on the button "Change" to update the step status from "Awaiting Insurance Details Update" to "Insurance Details Updated".

If you have any further questions or follow-up regarding this matter, please address your email to customercare@dmcc.ae Alternatively you may call our call centre number 800 3622 or +971 4 424 9600 between 8 a.m. to 5 p.m. Sunday to Thursday

Best Regards,

DMCC Free Zone
E customercare@dmcc.ae
Toll Free 800 DMCC (3622)
T +971 4 424 9600
W dmcc.ae


25. Under the service request ‘SR Documents’, click ‘View E-Document’ to view the Emirates ID registration form and medical request form. Print a copy of the medical request form and approach the designated medical centre to complete your medical test.

SR Documents		Download/Upload/Review Doc						
Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document	
Applicant's Passport		Upload a copy of the applicant's passport and visa page. Original passport will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document	
Colour Passport Size Photo (JPEG) x 2		Upload a copy of the latest passport size colour photo (JPEG). 2 originals will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document	
Company Employment Card (CEC)		Upload a copy of the Company Employment Card. Original will be required.	Copy & Original	Uploaded	02/08/2017	02/08/2017	View e-Document	
Establishment Card		Upload a copy of the Establishment Card	Copy Required	Uploaded	02/08/2017	02/08/2017	View e-Document	
Proof of Health Insurance (Card or Certificate)		Upload a Proof of Health Insurance	Copy Required	Uploaded	02/08/2017	02/08/2017	View e-Document	
Medical Form		Medical Form - typed by DMCC DNRD typing team		Uploaded	02/08/2017	02/08/2017	View e-Document	

Sample of the Medical Fitness Request:




حكومة دبي
GOVERNMENT OF DUBAI



هيئة الصحة بدبي
DUBAI HEALTH AUTHORITY

طلب فحص اللياقة الطبية
Medical Fitness Application

Application ID




Date: التاريخ

Dear Customer,

Thank you for using DHA Online Medical Fitness Request Service. Your request has been submitted with the following details:

Name		الاسم
Visa Type		نوع التأشيرة
Request Type		نوع الطلب
Urgency Type		شدة الاستعجال
Payment Method		طريقة الدفع

Medical Center		المركز الطبي
Passport Number		رقم جواز السفر
Emirates ID		بطاقة الهوية
Email		البريد الإلكتروني
Sponsor Name		اسم الكفيل

Residency / Entry Permit Number	 □ - - - □ - - - □	رقم الإقامة / تصريح المخول
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* Please note the Application ID for any enquiries about your request.
* Please note that the Typing Centre Fees are 60 AED.

The following are required by DHA upon processing your request:

1. Original passport or Emirates ID card (mandatory) 2. Residence permit copy	1. جواز السفر الأصلي أو بطاقة الهوية (إلزامي) 2. صورة عن تأشيرة المخول مع صورة عن الإقامة
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رؤيتنا تقديم خدمات صحية عالمية المستوى ترتقي بإمارة دبي لتحقيق مكانة مميزة على خارطة العالم الصحية
Our Vision is to provide Health Services of an international level recognizing and marking Dubai at the world health map.

Printed By ALI MAHMOOD / al.mirza@dmcc.ae from DMCC.

Sample of the Emirates ID Registration Form:

استمارة تسجيل REGISTRATION FORM رقم الطلب APPLICATION NUMBER		هيئة الإمارات للهوية EMIRATES IDENTITY AUTHORITY
رقم تاريخ SUBMITTED ON رقم الإيداع RECEIPT NO. رقم المعاملة TRANSACTION N		
سيتم التواصل معك في حال وجود تعديل مطلوب وعند جاهزية البطاقة لتسليمها يرجى التأكد من دقة هذه المعلومات You will be contacted in case of required modification and once your card is ready for delivery. Please make sure this information is accurate.		ID CARD RENEWAL Applicant is applying for residency new / renew / sponsorship transfer and is previously registered in Emirates Identity Authority (ID card to be renewed is NOT available)
تحديد بطاقة الهوية المتقدم لديه طلب قيد الإجراء بأحد خدمات الإقامة (جديد / تجديد / نقل كفالته) وسيعمل مسبقاً بوثيقة الإمارات للهوية (بطاقة الهوية المراد تجديدها (غير متوفرة)		
الاسم NAME الجنس GENDER تاريخ الميلاد DATE OF BIRTH الجنسية NATIONALITY	رقم جواز السفر PASSPORT NUMBER تاريخ انتهاء الجواز PASSPORT EXPIRY DATE	
رقم الوحدة UNITED NUMBER رقم حياضه العبد Family Book No.	رقم البلدة / رقم الأسرة City Number / Family Id	
NEXT STEP Capture your biometrics at one of our service points An appointment with all details will be sent to you through an SMS on mobile number In case you do not receive an SMS two weeks from submitting your application please call 042376000	الإجراء التالي أحد المصحات بأحد مراكز التسجيل التابعة لهيئة الإمارات للهوية سيتم إرسال موعد التسجيل من خلال رسالة نصية قصيرة على هاتف رقم في حال عدم استلام الرسالة خلال أسبوعين من تاريخ تقديم الطلب الرجاء الاتصال على 042376000	
IMPORTANT NOTES For information on registering for Emirates ID card call 042376000 The legal typing fee of this application is AED 30 only where the typing centre is legally bound to this amount. If you have been over charged or have any comments on the typing centre please call 042376000 The ID card has to be pierced during the filling of the application The ID card is your property and should be handed back to you along with this application Please revise the entered ID number & expiry date in your application You may be notified to revisit the typing centre for modifications to your application. Amount of AED 5 for the modification will be charged as typing fees if you proceed to a different typing centre than the one who last submitted the application Please revise the application type highlighted on top of the application. You may be requested to complete the required fees by paying any difference between the previously paid amount and the required fee The applied card validity will be reviewed and could be changed while processing your application	ملاحظات هامة للاستفسار عن معاملة التسجيل لطاقة الهوية، يرجى الاتصال على 042376000 الرسوم القانونية لمكاتب الطباعة 30 (ثلاثون) درهماً فقط لا غير وفي حال تعديل رسوم إضافية غير زيادة عمر قانونية وغيرها مكتب الطباعة للمسائلة القانونية. في حال وجود أي ملاحظة على مكاتب الطباعة يرجى الاتصال على 042376000 ضرورة تعب بطاقة الهوية أثناء تعبئة التحدد ومسحها بطاقة الهوية هي ملك للمتعلم يحتفظ بها بعد الانتهاء من تعبئة استمارة التحدد أو الاستبدال التأكد من صحة رقم الهوية وتاريخ انتهائها المدخل بالطلب قد يتم التواصل معك لطلب تعديل بالطلب المقدم عن طريق زيارة إحدى مراكز الطباعة المختصة، رسوم الطباعة للتعديل 5 درهم لا غير في حالة تعديل الطلب بمكتب طباعة مختلف عن المكتب الأخير الذي قدم منه الطلب الرجاء التأكد من صحة نوع الطلب المقدم الموضح أعلاه قد يتم التواصل معك لطلب استكمال الرسوم المطلوبة بدفع العارق بين المبلغ المدفوع سابقاً والقيمة المطلوبة للطلب سيتم مراجعة صلاحية بطاقة التقدم وقد يتم تعديلها أثناء التدقيق على الطلب	
اتصل بنا CALL US ON 04 2376000	لتعريف من التفاصيل FOR MORE INFORMATION: www.emirateid.ae	
الطباعة بواسطة SUBMITTED BY [user name] ([typing centre name], [Emirate], [City])	تاريخ طباعته PRINTED ON 01 January 2011, 02:34 PM	

26. Upon receipt of the medical test results document, upload it in the same service request ‘SR Documents’ under ‘Medical Fitness Certificate’. Click ‘Upload’ to upload the health insurance card & medical fitness certificate.

	Medical Fitness Certificate	Upload a copy of the Medical Fitness Certificate from Government Approved Hospital or Medical Clinic.	Copy Required <input type="checkbox"/>	Pending Upload	29/04/2017 11:56
	Proof of Health Insurance	Upload a proof of Health Insurance such as Health Insurance Card or Certificate Copy.	Copy Required <input type="checkbox"/>	Pending Upload	29/04/2017 11:56
	Emirates Identity Card registration form	Upload a copy of the Emirates Identity Card or Registration form in JPEG format (Size less than 1MB Exact Height: 1167 Exact Width: 850 Dpi: 96) To adjust your document size, you may use the following tool: https://ezgi	Copy Required <input type="checkbox"/>	Uploaded	29/04/2017 12:11

27. Receive an email notification confirming the submission to the Immigration Department (GDRFA).

Dear Member

Your service request [002024143](#) for John-PP#987654321 has been submitted to GDRFA.

We will update you as soon as it is processed.

Regards
DMCC Customer Care Team

E customercare@dmcc.ae
T 800 3622(DMCC) tollfree or +971 4 424 9600
W dmcc.ae

28. Receive a notification confirming the approval of the application from the Immigration Department (GDRFA).

Dear Member

Your service request [002024143](#) for John-PP#987654321 has been approved by GDRFA.

Please check DMCC member portal for delivery/collection details.

Regards
DMCC Customer Care Team

E customercare@dmcc.ae
T 800 3622(DMCC) tollfree or +971 4 424 9600
W dmcc.ae

29. Please refer to the 'Delivery Airway Bill Number' on the service request to track the delivery of the passport.



Courier Details	
Courier Collection Required <input type="checkbox"/>	Courier Delivery Required <input checked="" type="checkbox"/>
Collection Airway Bill No # <input type="text"/>	Delivery Airway Bill No # 43192448983
	Batch No # 0195274

30. You can check the status of your application at any stage on the DMCC website via the Visa Status Checker at www.dmcc.ae/free-zone/support/how-guides/visa-status-checker.

