

## APPLICATION GUIDELINE

### COMPANY SERVICES - REQUEST FOR CHANGE OF ADDRESS ON LICENCE

This form is intended to clarify the submission requirements and does not need to be submitted to DMCC.

#### POLICY

- For companies moving to physical offices or Retail shops, if a Fit-out for a new address/ premises is required, then a fit-out must be completed before requesting a change of address.
- The company cannot shift to a smaller unit if the number of existing visas exceeds the allowed quota as per the new address size.
  - DMCC will compare the size/area of both offices and the number of visas that have been utilised from the visa quota.
- The company must ensure that their licence activity can be carried out on the new property type to which they chose to shift. (i.e. a retail activity cannot be carried out from an office or a flexi desk).
  - DMCC will ensure that the new office is not occupied by another company.
- Companies with expired licences can apply for licence amendment, however, they are required to submit a justification letter, and the application will be subject to DMCC approval.
- Companies willing to obtain a DMCC Crypto Centre unit must follow the below steps before applying for license amendment:
  1. Approach the DMCC Business Centre to create a new DMCC Crypto Centre lease.
  2. Obtain the signed lease and upload it in the relevant SR to get the licence with its new DMCC Crypto Centre address.
- Companies subscribed for one of the licence renewal packages will be able to avail following, terms and conditions apply:

Package Name	Offer
<a href="#"><u>Prime Business Package</u></a>	The client will get a 30% discount on 3-times licence amendment service (over 3 years) that can be availed against other licences under the same company
<a href="#"><u>Flexi Boost Package (1 year tenure)</u></a>	The client will get a 20% discount on 1-time licence amendment service that can be availed against other licences under the same company.

<b>Flexi Boost Package (2 years tenure)</b>	The client will get 20% discount on 2-times licence amendment service (over 2 years) that can be availed against other licences under the same company
<b>Flexi Boost Package (3 years tenure)</b>	The client will get a 30% discount on 3-times licence amendment service (over 3 years) that can be availed against other licences under the same company

- 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 of SR's return date.
- DMCC Member Company admin can request 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 90 days. (Please refer to the [Schedule of Charges](#)).
- DMCC Authority reserves the right to request any additional documents at any stage of the process.

## SERVICE TO SELECT ON DMCC MEMBER PORTAL

Go to Company Services – Licensing Services – Amendments – Apply for licence amendment

### STEPS

1. Go to 'Company Services', click on the 'Licencing Services' menu, and choose 'Amendments', then under Amendments choose 'Apply for licence amendments'.
2. Choose from the drop-down list under the type of change 'Change Licence Address', click on 'save', then click on 'next'.
3. Click on 'Review/Amend address', to choose the type of address amendments from the drop-down list.
  - If you are moving to a physical office, Retail shop, workshop, or detached retail **Ejari certificate number** is a mandatory requirement.
  - You need to click on Add Ejari details under 'Review/Amend address' to add your Ejari certificate number.
  - You can add multiple Ejari numbers if you have more than one unit with separate Ejari documents in the same tower, you can view your Ejari details after adding your Ejari

- number.
- Ejari is not required if you are moving to DMCC Business Centre, DMCC Crypto Centre, or Non-Business Centre.
  - If you have a valid Office Sharing permit, Ejari number previously provided when applying for Office Sharing permit will not be required and only lease documents to be uploaded.
4. After choosing type of address amendments, update address details, then click on 'next' to upload required document (if any) and click on 'finalize'.
  5. Submit the service request and approve the payment; then, the service request (SR) will be in process with DMCC for verification. In following scenarios, you will not be able to proceed submitting your service request and you will get an error message displayed on your screen:
    - If Ejari is expired
    - If Ejari validity is less than 30 days
    - If Ejari is terminated
    - If Ejari details provided is under another company name
    - If unit is occupied in DMCC records
  6. DMCC will review the and verify the service request.
  7. DMCC will approve the Service request within 48 hours if all requirements are fulfilled. Licence will be issued at this stage only if no Annual Operation Fitness Certificate (AOFC) or Retail Annual Operation Fitness Certificate (RAOFC) is required.
  8. If AOFC or RAOFC are required, once their step is approved SR will be routed back to DMCC to issue the amended licence. In this case, the SR completion time will be dependent on client's fulfilment of AOFC requirements.

## REQUIREMENTS

Fill in the application form on the DMCC member portal.

Upload	Documents	Remarks
□	Justification letter	If the licence is expired to justify the reason for changing the address before renewing the licence and why the request was not done before licence got expired.
	<p><b>A. For Leased Property:</b>            1- A valid Ejari Contract covering the licence validity period (Ejari is mandatory if applicable).            OR            1- A Valid lease agreement.            2- Title Deed from the Land Department or a current dated Certificate of Ownership from the tower developer or Owner Association Management.</p> <p><b>B. For Owned Property:</b> 1- Title Deed from the Land Department.            A. 2- A current dated Certificate of Ownership from the tower developer or Owner Association Management.</p>	<p>Tenancy Contract requirements:</p> <ul style="list-style-type: none"> <li>- To state the exact company name as per the licence.</li> <li>- Should mention the full unit details (unit number, tower name, &amp; area size) &amp; lease details (start date, expiry date &amp; rent amount)</li> <li>- If the property is a joint purchase, all owners' names &amp; signatures are required on the lease agreement.</li> </ul> <p>If the lease agreement is signed by a Power of Attorney (POA) holder on behalf of the Landlord or the DMCC Company, then, a copy of the POA document &amp; POA holder's passport showing the signature are required.</p>
□	A valid Annual Operation Fitness Certificate (AOFC) for Offices, Retail Annual Operation Fitness Certificate (RAOFC) for retail or Industrial Annual Fitness Certificate (IAOFC)	<p>1- AOFC to be obtained from Concordia. You may contact Concordia on the below details:            Email: <a href="http://www.concordiadubai.com">www.concordiadubai.com</a> Tel: +971 4 4405067</p> <p>2- For RAOFC &amp; IAOF, the appointed third-party vendor will contact the company for the submission of the required documents.</p>
□	Third-party approval (NOC) from relevant activity regulating authorities.	To find out more about the activities that require relevant Third Party NOCs, please see the <a href="#">DMCC List of Approved Activities</a>

## OUTPUT

Upon completion of all requirements, DMCC shall issue the amended licence with the new address.

## FURTHER INFORMATION

Please visit our DMCC Help Centre at <http://www.dmcc.ae/helpcentre>.