

SERVICE REQUEST MANUAL
REQUEST FOR DEPENDENT RESIDENCE VISA
SERVICES

Purpose

This document is designed to define and illustrate the online process related to 'Request for New Dependent Residence Permit' for applicants inside and outside UAE. This document will brief 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 'New Visa – Dependent inside the UAE / outside the UAE' operates in conjunction with but not limited to the below stated policies and guidelines:

- Dependent Visa Guidelines – Kindly click on the relevant dependent guideline to open it.
 - o [Dependent Visa Guideline for Wife](#)
 - o [Dependent Visa Guideline for Children](#)
 - o [Dependent Visa Guideline for Parents and Parents in Law](#)
- DMCC Company Regulations;
- Free Zone Rules & Regulations; and Federal Authority for Identity and Citizenship (FAIC) Rules and Regulations.

Applicability

This document will be applicable to all DMCC member companies with active licenses who are applying for new dependents visas on behalf of their employees.

Important Notes

- Sponsors who have an open file in FAIC are required to upload a copy of the receipt, otherwise DMCC will open the file on behalf of the sponsor for an additional charge.
- Shareholders not holding DMCC residence visa and holding Dubai residence visa can apply for the dependents visa.
- All applicants' details must be entered as per the passport information.
- Minimum passport validity must be 6 months while applying for the entry permit.
- For detailed important notes for each dependent type, please visit the relevant guidelines mentioned above.

Process on Member Portal:

1. Complete the application form to apply for 'Dependents Services - Visa services - Dependents Residence Permits (Visa) - Apply for New' on the DMCC portal.

The screenshot shows the DMCC Member Portal interface. The left sidebar contains a menu with 'Employee Services' highlighted. The main content area is titled 'Employee Service Requests' and includes a sub-header 'Apply for all types of employment services, including visas, letters, and access cards.' Below this, there are several service categories: 'Card and Access Services', 'Mediation Services', 'Official Communications', and 'Visa Services'. The 'Visa Services' section is expanded, showing options like 'Absconder notification', 'Business visitor visas', and 'Dependent residence permits (visa)'. The 'Dependent residence permits (visa)' dropdown is open, and the 'Apply for new' option is highlighted with a red box.

2. Insert company's valid license number.

The screenshot shows the DMCC Member Portal interface for the 'Application - Dependent residence permit (visa)'. The page title is 'Application - Dependent residence permit (visa)' and includes a link to 'Click Here to View Application Guidelines'. The main content area is titled 'Service Request Edit' and includes a 'Service Request Details' section. The 'License Number' field is highlighted with a red box, and the value 'DMCC-3366' is entered. Other fields include 'Record Type' (800-Dependent Residence Visa), 'Submitted Date', 'Owner' (DMCC), 'Customer' (DMCC), 'Applicant / Employee Name', 'Dependent Type' (None), 'Sponsor Passport No.', 'Sponsor Passport Nationality' (None), 'Sponsor Name', 'Sponsor Middle Name', 'Sponsor First Name', 'Sponsor Last Name', 'Sponsor's Mother Name', 'Sponsor Passport Expiry Date' (17/07/2017), 'Sponsor Passport Issue Date' (17/07/2017), and 'Sponsor Residence Permit #'. The 'License Number' field is highlighted with a red box.

3. Select the relevant 'Dependent Type' from the drop down menu.

The screenshot shows the 'New Service Request' form in the DMCC system. The 'Service Request Details' section includes fields for Record Type (800-Dependent Residence Visa), Parent SR, Customer, License Number, and Dependent Type. The 'Dependent Type' dropdown menu is open, displaying a list of options: --None--, --None--, Daughter, Father, Father-in-law, Mother, Mother-in-law, New born baby, Son, Wife, and Dependent Maid or Servant Salary. The 'Wife' option is currently selected and highlighted in blue. Other fields include Submitted Date (4/23/2019), External Status, Owner (Ahmed AlShraideh), SR Template, Applicant / Employee Name, Dependent Contact, Internal SR Status, Close Date (4/23/2019), Closed Date Time (4/23/2019 11:25 AM), and is Sponsor_Shareholder.

4. Fill in the sponsor's passport Details.(make sure the passport number is as per DMCC records)

The screenshot displays the 'Application - Dependent residence permit (visa)' form. The 'Sponsor Passport Details' section is highlighted in red, showing the Sponsor Passport No (987654321) and Sponsor Passport Nationality (United Kingdom). The 'Sponsor Details' section is also visible, showing fields for Sponsor Name, Sponsor First Name, Sponsor Last Name, Sponsor's Mother Name, Sponsor Passport Issue Date (17/07/2017), Sponsor Residence Permit #, Sponsor Residence Permit Issue Date (17/07/2017), Sponsor Middle Name, Sponsor Gender (None), Sponsor Passport Expiry Date (17/07/2017), Sponsor Residence Permit Expiry Date (17/07/2017), and Sponsor's Marital Status (None). The form also includes a 'Portal Balance' section on the left and a 'Service Request Edit' section at the top.

5. Fill in the 'Sponsor's bank account IBAN Number'.

Sponsor Details	
Sponsor Name	<input type="text"/>
Sponsor First Name	<input type="text"/>
Sponsor Last Name	<input type="text"/>
Sponsor's Mother Name	<input type="text"/>
Sponsor Passport Issue Date	<input type="text"/> [17/07/2017]
Sponsor Residence Permit No #	<input type="text"/>
Sponsor Residence Permit Issue Date	<input type="text"/> [17/07/2017]
Sponsor's bank account IBAN Number	<input type="text"/> 00000000
Sponsor Middle Name	<input type="text"/>
Sponsor Gender	--None--
Sponsor Passport Expiry Date	<input type="text"/> [17/07/2017]
Sponsor Residence Permit Expiry Date	<input type="text"/> [17/07/2017]
Sponsor's Marital Status	--None--

6. If the sponsor has an existing FAIC sponsor file, please tick the box. You may refer to the Orange help button for guidance.

FAIC Sponsor File													
Tick if You Have a FAIC Sponsor File <input type="checkbox"/>													
Dependent Details													
Title	--None--												
First Name	<input type="text"/>												
Last Name	<input type="text"/>												
Marital Status	--None--												
Religion	--None--												
Gender	--None--												
Middle Name	<input type="text"/>												
Mother's Name	<input type="text"/>												
Highest Qualification	--None--												
Languages Spoken	<table border="1"> <thead> <tr> <th>Available</th> <th>Chosen</th> </tr> </thead> <tbody> <tr> <td>ARABIC</td> <td></td> </tr> <tr> <td>BANGLA</td> <td></td> </tr> <tr> <td>BLUSSHIEAH</td> <td></td> </tr> <tr> <td>CHINESE</td> <td></td> </tr> <tr> <td>CHINESE</td> <td></td> </tr> </tbody> </table>	Available	Chosen	ARABIC		BANGLA		BLUSSHIEAH		CHINESE		CHINESE	
Available	Chosen												
ARABIC													
BANGLA													
BLUSSHIEAH													
CHINESE													
CHINESE													
Husband's Employment Status	--None--												

7. Fill in the 'Dependents Details'.

Dependent Details											
Title	Mrs.										
Middle Name	Suzanne										
Mother's Name	Suzanne										
Religion	Muslim										
Languages Spoken	<table border="1"> <thead> <tr> <th>Available</th> <th>Chosen</th> </tr> </thead> <tbody> <tr> <td>BANGLA</td> <td>ARABIC</td> </tr> <tr> <td>BLUSSHIEAH</td> <td>ENGLISH</td> </tr> <tr> <td>CHINESE</td> <td></td> </tr> <tr> <td>FARSI</td> <td></td> </tr> </tbody> </table>	Available	Chosen	BANGLA	ARABIC	BLUSSHIEAH	ENGLISH	CHINESE		FARSI	
Available	Chosen										
BANGLA	ARABIC										
BLUSSHIEAH	ENGLISH										
CHINESE											
FARSI											
Husband's Employment Status	--None--										
First Name	Jane										
Last Name	Smith										
Gender	Female										
Marital Status	Married										
Highest Qualification	Diploma										
Dependent Health Insurance Details											
Health Insurance Provider	Health Insurance Policy Number										
Health Insurance Expiry Date	Health Insurance Membership Number										
Send me health insurance offer from DMCC	<input type="checkbox"/>										

8. To receive health insurance offers from DMCC, please tick the 'Send me health insurance offer from DMCC' box. Health insurance details will be entered during the residence visa process. (Optional)

Dependent Health Insurance Details	
Health Insurance Provider	Health Insurance Policy Number
Health Insurance Expiry Date	Health Insurance Membership Number
Send me health insurance offer from DMCC <input checked="" type="checkbox"/>	
Dependent Passport Details	
Passport Type: --None--	Nationality
Passport Number	Name as per Passport (Arabic)
Name (as per passport)	Place of Birth
Date of Birth: [17/07/2017]	Passport Expiry Date: [17/07/2017]
Country of Birth: --None--	Country of Issue: --None--
Passport Issue Date: [17/07/2017]	Employee Email ID
Place of Issue	
Employee Mobile Number	
Dependent Address Details	

9. Fill in the 'Dependents Passport Details' and 'Dependent Address Details'. You may refer to the orange help button for passport validity requirement.

Dependent Passport Details	
Passport Type: Normal	Nationality: United Kingdom
Passport Number: 12345	Name as per Passport (Arabic)
Name (as per passport): Jane Smith	Place of Birth: London
Date of Birth: 17/07/1985 [17/07/2017]	Passport Expiry Date: 17/07/2019 [17/07/2017]
Country of Birth: United Kingdom	Country of Issue: United Kingdom
Passport Issue Date: 17/07/2017 [17/07/2017]	Employee Email ID: jane.smith@xyz.com
Place of Issue: UK	
Employee Mobile Number: +971xxxxxxxx	
Dependent Address Details	
Home Country Residential Address	U.A.E. Address
Permanent (Native) City	U.A.E. Address Emirates#
Permanent (Native) Country: --None--	U.A.E. Address PO Box
Permanent (Native) POBox/Postal/Zip Code	

10. Fill in the 'Dependents Existing Visa Details' and portal user details and mobile number to receive status notifications from DMCC in the 'Correspondence Details'. Also, please tick the disclaimer after reading the content carefully. And click 'Save' to receive the service request number.

Dependent Existing Visa Details	
Is the Employee Currently Inside UAE?	Yes
Old Visa Type	Tourist Visa
Tick If You Require Visa Amendment	<input checked="" type="checkbox"/>
Old Visa No	123456
Correspondence Details - Please confirm	
Portal User's Email	
Sponsor Email Address	
Customer Comments	
Send SMS To Mobile	+971
Sponsor Contact No	
Disclaimer	
We Agree	<input type="checkbox"/>
Disclaimer	I hereby confirm and certify that the facts and information provided and stated 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 Dependent is not assured or guaranteed in any way and is subject to the approval of the General Directorate of Residency and Foreigners Affairs -Dubai (GDRFA). I recognise that additional documentation may be requested by the GDRFA in order to process the Dependent residence visa application.
Document Details - Information Only	
Document Type	Residence Visa
Document Number	

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

DMCC		Create Case	+971 4 424 9600	800 3622	DMCC
HOME	MY COMPANY	MY EMPLOYEES	MY REPORTS	MY REQUESTS	MY CASES
MY SUPPORT	Search...				Submit
Employee Services	Application - Dependent residence permit (visa)				Printable View
Company Services	2020188				
Member Services	Service Request has been saved.				
Property Services	Notes & Attachments (0) Service Request History (1)				
Value Added Services	Service Request Detail				Edit Submit Cancel SR
Compliance Services	Service Request Details				
Portal Balance	SR No 2020188				SR Menu Text Apply for new-Dependent residence permits (visa)-Visa Services
Portal Balance 4,356.14 AED	Record Type 800-Dependent Residence Visa				Submitted Date
Visa Deposit Utilised -3,000.00 AED	Created By DMCC, 17/07/2017 10:47				Last Modified By DMCC, 17/07/2017 10:47
Account Name DMCC	Status Draft				Owner DMCC
Visas Used/Visas Allowed 3 / 3	Parent SR				SR Template 800-Dependent Residence Visa
Top-up Balance	Customer DMCC				Applicant / Employee Name
	License Number DMCC-33668				Dependent Contact
	Dependent Type Wife				Record Type Name X800_Dependent_Residence_Visa
	Compare issue and today <input checked="" type="checkbox"/>				
	Documents Checklist for this Service http://www.dmcc.ae/managing-a-company				
	Sponsor Passport Details				
	Sponsor Passport No 987654321				Sponsor Passport Nationality United Kingdom
	Sponsor Details				

12. Click the 'Download/Upload/Review Doc' button to upload the required documents under the 'SR Documents' section.

SR Documents							
Document Name	Person Name/Corporate Name	Instruction	Download/Upload/Review Document	Status	Created Date	Modified Date	Preview / Download Document
Dependent's Coloured Passport Size Photo (JPEG)		Upload a copy of the dependent's latest passport size coloured photo in JPEG format. 2 originals will be required.	Copy & Original	Pending Upload	17/07/2017	17/07/2017	View e-Document
Sponsor's Passport Copy with Residence Visa page		Upload Sponsor's Passport Copy with Residence Visa page	Copy Required	Pending Upload	17/07/2017	17/07/2017	View e-Document
Salary Certificate (Arabic)		Upload a fresh Salary Certificate (Arabic) to be obtained from DMCC Portal	Copy Required	Pending Upload	17/07/2017	17/07/2017	View e-Document
Attested Marriage Certificate		Upload attested Marriage Certificate by the Ministry of Foreign Affairs	Copy & Original	Pending Upload	17/07/2017	17/07/2017	View e-Document
Latest Electricity Bill		Upload latest residential electricity bill (up to 3 months old)	Copy Required	Pending Upload	17/07/2017	17/07/2017	View e-Document
Upload the attested tenancy contract by Ejari if you reside in a leased property		Upload the attested tenancy contract by Ejari if you reside in a leased property or upload the title deed if you reside in your owned property.	Copy Required	Pending Upload	17/07/2017	17/07/2017	View e-Document
Dependent Passport with Visa Page		Upload a copy of the dependent's passport and current visa page. Original passport will be required	Copy & Original	Pending Upload	17/07/2017	17/07/2017	View e-Document

13. After uploading the documents, click 'select recipient', tick to select name or company representative and fill out all the details under "Recipient Address" then click confirm recipient address to save.

Available Recipients List [Confirm Recipient Address](#) [Back to Service Request](#)

Tick to Select Name

Khalil Fadda

Tick to Select Company Representative

Jenneke Mechelle Pacot

Robyn Welch

Yaseen Mujeerudeen

Herbert Soriano

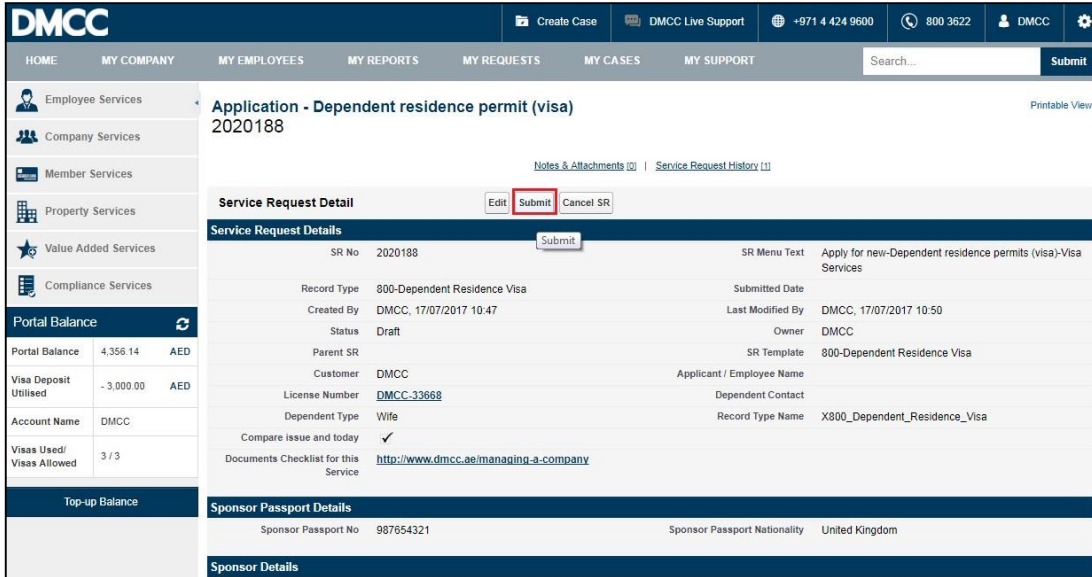
Asif Kazi

Recipient Address

Flat # / Villa # / Office #	Unit No: 3304	Building Name	JBC3
Street or Road Name	Plot No: JLT-PH2-Y1A	Area	Jumeirah Lakes Towers
City	Dubai	Country	United Arab Emirates
Preferred Courier Time	08:00 AM - 12:00 PM	Recipient Email	test@test.com
Recipient Phone	<input type="text"/>	<small>Courier Service Disclaimer: I acknowledge that the courier delivery is restricted to the company physical address mentioned on the license for all non-Fevi desk licensed companies and I understand that all returned shipments must be collected from the Courier Services Counter on level 1 at Almas Tower by either the recipient selected in the service request or by the company shareholder, director, manager or registered PRO.</small>	

[Confirm Recipient Address](#) [Back to Service Request](#)

14. After confirming recipient address, click 'Submit' and proceed with the payment.



DMCC | Create Case | DMCC Live Support | +971 4 424 9600 | 800 3622 | DMCC

HOME | MY COMPANY | MY EMPLOYEES | MY REPORTS | MY REQUESTS | MY CASES | MY SUPPORT | Search... | Submit

Employee Services | **Application - Dependent residence permit (visa) 2020188** | Printable View

Company Services | Notes & Attachments (2) | Service Request History (1)

Member Services | **Service Request Detail** | Edit | **Submit** | Cancel SR

Property Services | **Service Request Details** | Submit

SR No	2020188	SR Menu Text	Apply for new-Dependent residence permits (visa)-Visa Services
Record Type	800-Dependent Residence Visa	Submitted Date	
Created By	DMCC, 17/07/2017 10:47	Last Modified By	DMCC, 17/07/2017 10:50
Status	Draft	Owner	DMCC
Parent SR		SR Template	800-Dependent Residence Visa
Customer	DMCC	Applicant / Employee Name	
License Number	DMCC-33668	Dependent Contact	
Dependent Type	Wife	Record Type Name	X800_Dependent_Residence_Visa
Compare issue and today	<input checked="" type="checkbox"/>		
Documents Checklist for this Service	http://www.dmcc.ae/managing-a-company		

Portal Balance | 4,356.14 AED

Visa Deposit Utilised | -3,000.00 AED

Account Name | DMCC

Visas Used/Visas Allowed | 3 / 3

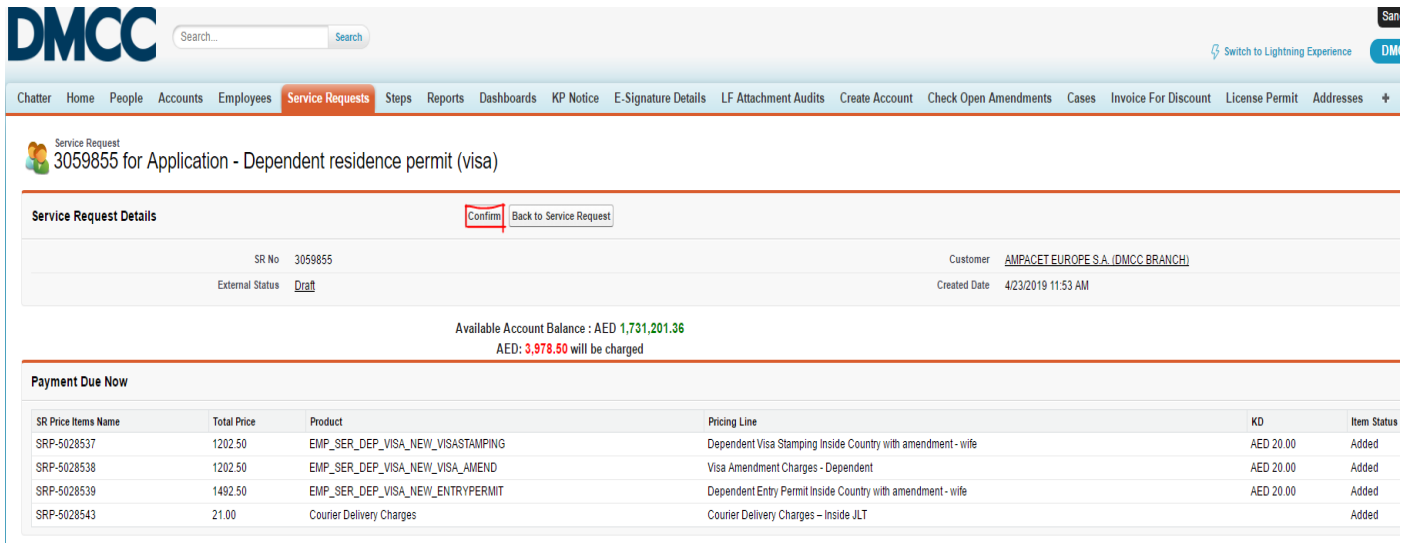
Top-up Balance

Sponsor Passport Details

Sponsor Passport No	987654321	Sponsor Passport Nationality	United Kingdom
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Sponsor Details

15. Check the price details and click 'Confirm'.



DMCC | Search... | Search | Switch to Lightning Experience | DM

Chatter | Home | People | Accounts | Employees | **Service Requests** | Steps | Reports | Dashboards | KP Notice | E-Signature Details | LF Attachment Audits | Create Account | Check Open Amendments | Cases | Invoice For Discount | License Permit | Addresses | +

Service Request **3059855** for Application - Dependent residence permit (visa)

Service Request Details | **Confirm** | Back to Service Request

SR No	3059855	Customer	AMPACET EUROPE S.A. (DMCC BRANCH)
External Status	Draft	Created Date	4/23/2019 11:53 AM

Available Account Balance : AED 1,731,201.36
AED: 3,978.50 will be charged

Payment Due Now

SR Price Items Name	Total Price	Product	Pricing Line	KD	Item Status
SRP-5028537	1202.50	EMP_SER_DEP_VISA_NEW_VISASTAMPING	Dependent Visa Stamping Inside Country with amendment - wife	AED 20.00	Added
SRP-5028538	1202.50	EMP_SER_DEP_VISA_NEW_VISA_AMEND	Visa Amendment Charges - Dependent	AED 20.00	Added
SRP-5028539	1492.50	EMP_SER_DEP_VISA_NEW_ENTRYPERMIT	Dependent Entry Permit Inside Country with amendment - wife	AED 20.00	Added
SRP-5028543	21.00	Courier Delivery Charges	Courier Delivery Charges - Inside JLT		Added

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

Dear Charbel,

Your request for the new entry permit for the Wife JANE SMITH sponsored by Charbel Bechara under service request number 3059855 has been submitted.

Once the review and approval of your uploaded documents are complete, we will notify you by email to visit the DMCC Client Service Centre with the required original sponsor's Emirates ID in order to submit it for the vision e-form typing.

In the attached document checklist, please refer to the section Wife – , submission stage "After submission of online application" to find out about the required documents to submit at next stage.

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 3059855.

Please note that in accordance with Dubai Health Insurance Law no. 11, all Dubai residents including DMCC Shareholders, Employees and Dependents are required to have a Dubai Health Authority compliant health insurance. In this respect, a proof of health insurance is required at the next step of the visa stamping process to obtain a dependent residence visa. You will simply need to provide the applicant's health insurance details, and upload a copy of the Health Card or Certificate of Health Insurance (CHI) issued by an approved insurer.

If you have not yet arranged for the health insurance policy, you may contact DMCC's insurance partner, Insure Direct (Brokers) LLC (A member of the JLT group of companies), to benefit from the exclusive DMCC Health Insurance Solution, underwritten by Daman.

Insure Direct (Brokers) LLC Contact Details:

Website: <https://insure.jlt.com>

Email: insurance@dmcc.ae

Phone: +9714 454 88 29

Location: Next to DMCC Client Service Centre, Level 4, Almas Tower, JLT

17. Receive an email notification for the sponsor to submit his original EID at DMCC Member Success counters to type the application.

Dear Charbel,

Your request for the new entry permit for the Wife JANE SMITH sponsored by Charbel Bechara under service request number 3059855 has been approved.

Please visit the DMCC Client Service Centre to submit the required original sponsor's EID for the vision e-form typing.

In the attached document checklist, please refer to the section Wife – , submission stage "After submission of online application" to find out about the required documents to submit at this stage.

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 3059855.

Please note that in accordance with Dubai Health Insurance Law no. 11, all Dubai residents including DMCC Shareholders, Employees and Dependents are required to have a Dubai Health Authority compliant health insurance. In this respect, a proof of health insurance is required at the next step of the visa stamping process to obtain a dependent residence visa. You will simply need to provide the applicant's health insurance details, and upload a copy of the Health Card or Certificate of Health Insurance (CHI) issued by an approved insurer.

If you have not yet arranged for the health insurance policy, you may contact DMCC's insurance partner, Insure Direct (Brokers) LLC (*A member of the JLT group of companies*), to benefit from the exclusive DMCC Health Insurance Solution, underwritten by Daman.

Insure Direct (Brokers) LLC Contact Details:

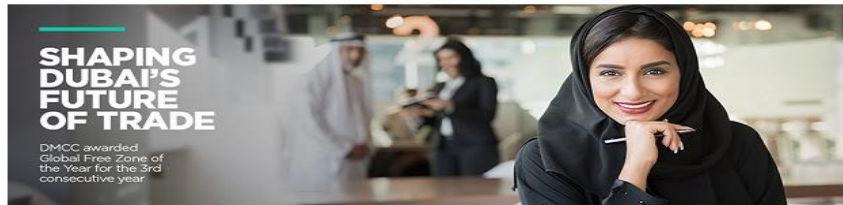
Website: <https://insure.jlt.com>

Email: insurance@dmcc.ae

or 0744 451 00 00

18. Receive a SMS on the registered mobile number confirming the submission of documents to FAIC

19. Receive an email notification confirming the submission of documents to the Immigration Department (FAIC)



Dear John,

Your request for the new entry permit for the Wife JANE SMITH sponsored by John under service request number 3059856 has been forwarded to the Federal Authority for Identity and citizenship (FAIC) for processing.

Once the electronic entry permit is issued, we will upload it on the parent Service Request in order for you to print it.

In the attached document checklist, please refer to the section Wife – submission stage "After issuance of entry permit" to find out about the required documents to submit at next stage.

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 3059856.

Best regards,

DMCC Free Zone
T 600 54 DMCC (600 54 3622) / +971 4 424 9600
W www.dmcc.ae/helpcentre

20. Receive an email notification confirming the issuance of the Dependent Entry Permit.



Dear John,

Congratulations! Your request for the new entry permit for the Wife JANE SMITH sponsored by John under service request number 3059856 has been approved by the Federal Authority for Identity and Citizenship (FAIC) and the entry permit has been issued.

The Electronic entry permit is uploaded in the documents uploads on the parent Service Request in order for you to print it.

In the attached document checklist, please refer to the section Wife – submission stage "After issuance of entry permit" to find out about the required documents to submit at next stage.

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 3059856.

Best regards,

DMCC Free Zone
T 600 54 DMCC (600 54 3622) / +971 4 424 9600
W www.dmcc.ae/helpcentre

21. The electronic Entry permit can be downloaded from the member portal under the 'SR Documents' section on the service request. Print the 'Entry Permit' and proceed with the next steps.

SR Documents		Download/Upload/Review Doc					
Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Dependent's Coloured Passport Size Photo (JPEG)		Upload a copy of the dependent's latest passport size coloured photo in JPEG format. 2 originals will be required.	Copy & Original	Uploaded	17/07/2017	17/07/2017	View e-Document
Sponsor's Passport Copy with Residence Visa page		Upload Sponsor's Passport Copy with Residence Visa page	Copy Required	Uploaded	17/07/2017	17/07/2017	View e-Document
Salary Certificate (Arabic)		Upload a fresh Salary Certificate (Arabic) to be obtained from DMCC Portal	Copy Required	Uploaded	17/07/2017	17/07/2017	View e-Document
Attested Marriage Certificate		Upload attested Marriage Certificate by the Ministry of Foreign Affairs	Copy & Original	Uploaded	17/07/2017	17/07/2017	View e-Document
Latest Electricity Bill		Upload latest residential electricity bill (up to 3 months old)	Copy Required	Uploaded	17/07/2017	17/07/2017	View e-Document
Upload the attested tenancy contract by Ejari if you reside in a leased property		Upload the attested tenancy contract by Ejari if you reside in a leased property or upload the title deed if you reside in your owned property.	Copy Required	Uploaded	17/07/2017	17/07/2017	View e-Document
Dependent Passport with Visa Page		Upload a copy of the dependent's passport and current visa page. Original passport will be required	Copy & Original	Uploaded	17/07/2017	17/07/2017	View e-Document
Sponsor File Receipt		Upload a copy of the yellow sticker issued by the Immigration Department to open the dependent file		Uploaded	17/07/2017	17/07/2017	View e-Document
Entry permit e-copy		Entry permit e-copy to be uploaded by DNRD Typing Team	Copy Required	Uploaded	17/07/2017	17/07/2017	View e-Document

22. In case the application is inside UAE with amendment, you will receive an email notification confirming that the application is been forwarded to FAIC.



Dear John,

Your request for the visa change of status for the Wife JANE SMITH sponsored by John under service request number 3059857 has been forwarded to the Federal Authority for Identity and Citizenship (FAIC) for processing.

Once the visa change of status is completed, we will upload the original change of status document in the parent service request in order for you to print it.

In the attached document checklist, please refer to the section Wife – submission stage "After issuance of amendment document" to find out about the required documents to submit at next stage.

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 3059857.

Best regards,

DMCC Free Zone
T 600 54 DMCC (600 54 3622) / +971 4 424 9600
W www.dmcc.ae/helpcentre

23. Receive an email notification once the electronic change of status 'amendment' is done.



Dear John,

Congratulations! Your request for the visa change of status for the Wife JANE SMITH sponsored by John under service request number 3059857 has been approved by the Federal Authority for Identity and Citizenship (FAIC).

The Electronic change of status document is uploaded on the parent Service Request in order for you to print it.

In the attached document checklist, please refer to the section Wife –, submission stage "After issuance of amendment document" to find out about the required documents to submit at next stage.

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 3059857.

Best regards,

DMCC Free Zone
T 600 54 DMCC (600 54 3622) / +971 4 424 9600
W www.dmcc.ae/helpcentre

24. The electronic 'Change of status document' can be downloaded from the member portal under the 'SR Documents' section on the service request.

Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Dependent's Coloured Passport Size Photo (JPEG)		Upload a copy of the dependent's latest passport size coloured photo in JPEG format. 2 originals will be required.	Copy & Original	Uploaded	17/07/2017	17/07/2017	View e-Document
Sponsor's Passport Copy with Residence Visa page		Upload Sponsor's Passport Copy with Residence Visa page	Copy Required	Uploaded	17/07/2017	17/07/2017	View e-Document
Salary Certificate (Arabic)		Upload a fresh Salary Certificate (Arabic) to be obtained from DMCC Portal	Copy Required	Uploaded	17/07/2017	17/07/2017	View e-Document
Attested Marriage Certificate		Upload attested Marriage Certificate by the Ministry of Foreign Affairs	Copy & Original	Uploaded	17/07/2017	17/07/2017	View e-Document
Latest Electricity Bill		Upload latest residential electricity bill (up to 3 months old)	Copy Required	Uploaded	17/07/2017	17/07/2017	View e-Document
Upload the attested tenancy contract by Ejari if you reside in a leased property		Upload the attested tenancy contract by Ejari if you reside in a leased property or upload the title deed if you reside in your owned property.	Copy Required	Uploaded	17/07/2017	17/07/2017	View e-Document
Dependent Passport with Visa Page		Upload a copy of the dependent's passport and current visa page. Original passport will be required	Copy & Original	Uploaded	17/07/2017	17/07/2017	View e-Document
Sponsor File Receipt		Upload a copy of the yellow sticker issued by the Immigration Department to open the dependent file		Uploaded	17/07/2017	17/07/2017	View e-Document
Entry permit e-copy		Entry permit e-copy to be uploaded by DNRD Typing Team	Copy Required	Uploaded	17/07/2017	17/07/2017	View e-Document
Status change document e-copy		Status change document e-copy		Uploaded	17/07/2017	17/07/2017	View e-Document

Sample of the Electronic Entry Permit:

United Arab Emirates MINISTRY OF INTERIOR General Directorate of Residency & Foreigners Affairs		دولة الإمارات العربية المتحدة وزارة الداخلية الإدارة العامة للإقامة وشؤون الأجنبيين	
			
ENTRY PERMIT NO :	: إن دخول رقم	Date & Place Of Issue :	: تاريخ ومحل الاصدار
Valid Until :	: تاريخ صلاحية الدخول	U.I.D. No :	: الرقم الموحد
Allowed to Enter U.A.E to:	: أجازت بدخول دولة الامارات العربية المتحدة الى	Full Name :	: الاسم الكامل
Nationality :	: الجنسية	Place of Birth :	: محل الميلاد
Date of Birth :	: تاريخ الميلاد	Passport No :	: رقم الجواز
Profession :	: المهنة	Accompanied by	: المرافقون
Wife : None	: الزوجة	Children : None	: الأبناء
Sponsor الكفيل			
Name :	<input type="checkbox"/> - <input type="checkbox"/>	الاسم :	
Address :	<input type="checkbox"/> <input type="checkbox"/>	العنوان :	
Notes :	<input type="checkbox"/> - <input type="checkbox"/>	تتبيه :	
Director of Residency & Foreigners Affairs		مدير الإدارة العامة للإقامة وشؤون الأجنبيين	
6877430/2  0702014311711348		  استوفيت الرسوم	
للتواصل مع الإدارة يرجى الاتصال بقمرة أهر هاتف: 8005111 / 04-3139999 For any inquiry please call AMER SERVICE Tel : 04-3139999 / 8005111			فن لنا في مجتمعاتنا مع الأمن A safer neighbourhood is a safer home. Toll free 8004888. www.alameen.ae

For Dependents outside UAE, please follow step A to E. For Dependents inside UAE, please proceed to step 24.

A. Under the 'Steps' section in service request, click the step number for 'Dependents arrival intimation'.

Steps						
Step	Step No.	Summary	Step Name	Step Status	Name	Step Note Added
3774153	40.1	Dependent arrival Intimation	Dependent Arrival Intimation	Awaiting Dependent Arrival	Client Entry User	<input type="checkbox"/>

B. Click 'Edit'.

Step Detail		Edit
SR Details		
Record Type	Dependent Arrival Intimation	Status: Awaiting Dependent Arrival
Step Status	Awaiting Dependent Arrival	Service Request: 2020192
Customer Name Step	DMCC	Created By: Ahmed AlShraideh, 17/07/2017 12:11
Closed Date		Last Modified By: Ahmed AlShraideh, 17/07/2017 12:11
Closed Date Time		
LastModifiedDateTime	17/07/2017 12:11	
Current Publication Stage		
Account Number	129544	
Is Balance Negative	<input type="checkbox"/>	
Financial Year End Month		

C. Mention the dependent's arrival date and save.

SR Step Details	
Step No.	40.1
Step Id	3774153
Start Date	17/07/2017
Due Date	
Summary	Dependent arrival Intimation
Owner	Client Entry User
End Date	
SR Step	SRStep-55349

Step Transition	
Arrival Date	17/07/2017 [17/07/2017]
Step Notes	<input type="text"/>
Rejection Reason	<input type="text"/>

Customer Comments	
Customer Comments	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	
<input type="button" value="Save"/>	

D. Click 'Change' under 'Step Transition'.

Step Transition

Status Awaiting Dependent Arrival [Change](#)

Arrival Date 🕒 17/07/2017

Step Notes

Rejection Reason

E. Choose 'Arrived' and then 'Proceed to Save'.

https://devfull-dmccpoc.cs57.force.com/customer/apex/StatusLookupData?id=a010k000000x9z - Google Chrome

Secure | https://devfull-dmccpoc.cs57.force.com/customer/apex/StatusLookupData?id=a010k000000x9z

Lookup

Rejection Reason [Proceed to Save](#) [Cancel](#)

Select	Status Name	Type	Rejection	SR Closed	Proceed
<input checked="" style="border: 1px solid red;" type="radio"/>	Arrived	End	<input type="checkbox"/>	<input type="checkbox"/>	Proceed
<input type="radio"/>	Request Visa Cancellation	Intermediate	<input type="checkbox"/>	<input type="checkbox"/>	

25. Receive an email 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 2020188.

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 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".

Please note that effective 30th June 2016 in accordance with Dubai Health Insurance no. 11, all Dubai residents including DMCC Shareholders, employees and dependents 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/dependent residence visa. You will simply need to provide the applicant's health insurance details, and upload a copy of the health card or Certificate of Health Insurance (CHI) issued by an approved insurer.

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

26. Upload a copy of the health insurance card under the 'SR documents' section on the service request.

Preview	Sponsor File Receipt	issued by the Immigration Department to open the dependent file	<input type="checkbox"/>	Uploaded	17/07/2017 10:50
Preview	Entry permit e-copy	Entry permit e-copy to be uploaded by DNRD Typing Team	Copy Required <input type="checkbox"/>	Uploaded	17/07/2017 11:33
Preview	Status change document e-copy	Status change document e-copy	<input type="checkbox"/>	Uploaded	17/07/2017 11:59
Preview	Health Insurance Card or Certificate Copy	Proof of Health Insurance	Copy Required <input type="checkbox"/>	Uploaded	17/07/2017 12:33

27. Update the health insurance details under the Steps section on the service request.

Steps						
Step	Step No.	Summary	Step Name	Step Status	Name	Step Note Added
3774154	44.0	Awaiting Insurance Details Update	Awaiting Insurance Details Update	Awaiting Insurance Details Update	Client Entry User	<input type="checkbox"/>

28. Click 'Edit' and enter the mandatory details

Step 3774154 Printable View

Step History (2)

Step Detail Edit Download/Upload/Review Doc

SR Details Edit

Customer Name Step	DMCC	Applicant Mobile	+971561457080
Service Request	2020188	Created By	Ahmed AlShraideh, 17/07/2017 12:21
Airway Bill No		Last Modified By	Ahmed AlShraideh, 17/07/2017 12:21
Closed Date		Step Template	Awaiting Insurance Details Update
Closed Date Time		Status	Awaiting Insurance Details Update
LastModifiedDateTime	17/07/2017 12:21	Sys Step Loop No	44 0_2
Applicant Email	ahmed.alshraideh@dmcc.ae	Record Type	Health Insurance Details [Change]
Current Publication Stage			
Account Number	129544		
Is Balance Negative	<input type="checkbox"/>		
Financial Year End Month			

29. Enter the details and click 'Change'.

SR Step Details

Step No.	45.0	SR Step	SRStep-94332
Step Name	Awaiting Insurance Details Update	Summary	Awaiting Insurance Details Update
Start Date	29/06/2017	Owner	Client Entry User
Due Date		End Date	
		Step Id	3773302

Applicant Health Insurance Details

Health Insurance Provider	Abu Dhabi National Insurance Company INS017	Health Insurance Membership Number	00000
Health Insurance Expiry Date	29/06/2017	Health Insurance Policy Number	00000

Step Transition

Status	Awaiting Insurance Details Update	Change
Step Notes		
Rejection Reason		

Customer Comments

30. Click 'Insurance Details Updated' and 'Proceed to Save'.

Lookup

Rejection Reason Proceed to Save Cancel

Select	Status Name	Type	Rejection	SR Closed Status
<input checked="" type="checkbox"/>	Insurance Details Updated	End		<input type="checkbox"/>

Proceed

31. Receive a notification email for the delivery once the application is approved by the Immigration Department (FAIC).



Dear John,

Congratulations! Your request for the residence permit stamping for the Wife JANE SMITH sponsored by John under service request number 3059858 has been approved by the Federal Authority for Identity and Citizenship (FAIC) and the residence permit has been issued and stamped in the Wife's passport.

We will courier the original passport within 24 hours to your company's address.

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 3059858.

Best regards,

DMCC Free Zone
T 600 54 DMCC (600 54 3622) / +971 4 424 9600
W www.dmcc.ae/helpcentre

32. 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 #	Delivery Airway Bill No # 43192448983
	Batch No # 0195274

33. Once the residence visa is stamped and the passport is collected, the application will be closed as shown.

Service Request Details			
SR No	2020188	SR Menu Text	Apply for new-Dependent residence permits (visa)-Visa Services
Record Type	800-Dependent Residence Visa	Submitted Date	17/07/2017
Created By	DMCC, 17/07/2017 10:47	Last Modified By	Ahmed AlShraideh, 17/07/2017 12:51
Status	Residence Permit Delivered	Owner	DMCC
Parent SR		SR Template	800-Dependent Residence Visa
Customer	DMCC	Applicant / Employee Name	John Smith
License Number	DMCC-33668	Dependent Contact	Jane Smith
Dependent Type	Wife	Record Type Name	X800_Dependent_Residence_Visa
Compare issue and today	<input checked="" type="checkbox"/>		
Documents Checklist for this Service	http://www.dmcc.ae/managing-a-company		

You can check the status of your dependent's 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.

The screenshot shows the DMCC website's Visa Status Checker page. The page has a dark blue header with the DMCC logo and navigation links for FREE ZONE, GATEWAY TO TRADE, DEVELOPING DUBAI, and ABOUT DMCC. Below the header, the text 'Visa Status Checker' is prominently displayed. The main content area is white and features the heading 'Check the Status of your visa application' with a subtext: 'To check the status of your visa application, please use the form below.' Below this, there is a prompt: 'Enter Service Request Number and Passport Number to Check Application Status'. The form consists of two input fields: 'Service Request Number *' and 'Passport Number *', followed by a 'SEARCH' button.