

APPLICATION GUIDELINE 4.3

COMPLIANCE SERVICES - APPEAL AGAINST LATE FEES / PENALTY / FINES

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

According to the Implementing regulations, a DMCC member company, office holder or employee may appeal to the authority against a late fee, penalty or fine charged to them at any stage or transaction.

SERVICE TO SELECT ON DMCC MEMBER PORTAL

Coming soon to the portal

POLICY

DMCC Authority reserves the right to request additional documents at any stage of the process.

REQUIREMENTS (ENTRY PERMIT)

Fill in the application form on DMCC member portal.

Emailed	Documents	Remarks
<input type="checkbox"/>	Handwritten application form	Hand delivered to Level 1, Almas Tower or scanned and emailed to CustomerCare@DMCC.ae
<input type="checkbox"/>	Relevant material supporting the appeal	Any documents, emails or papers that provide evidence of the appeal

OUTPUT

After reviewing the application, DMCC shall:

- Contact the party acknowledging receipt of an appeal and set up an appointment if further clarification is required
- DMCC shall discuss the appeal with the committee.

- DMCC shall either decide against the appeal or refund the money to the portal if the appeal is accepted.

FURTHER INFORMATION

- Please visit our website at www.dmcc.ae, or email CustomerCare@dmcc.ae
- Contact us at **800 DMCC(3622)**, or **+971 4 4249600**