

APPLICATION GUIDELINE

COMPANY SERVICES – MANAGE KYC AND E-SIGN SUBSCRIPTION

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Introduction

Manage KYC and E-sign Subscription service request is intended for initiating the E-signature Subscription process and updating certain details such as renewed passport data, residential address, communication address and e-sign credentials such as email and mobile number of the member company's key relationships, employees such as Visa Holders and Permanent Identity Card holders (PIC holders). The service request is also intended to enroll the company's HR Signatory to enable the applicants to e-sign the employment related documents such as Employment Contracts and Amendments to the Employment Contracts and End of Service Benefits Form

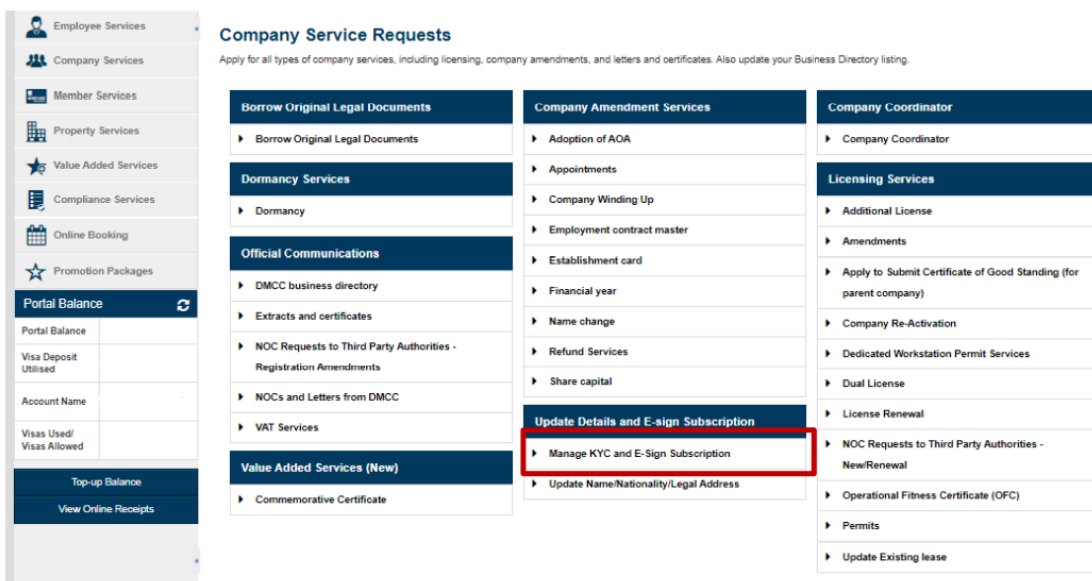
This service request can be submitted in the following scenarios:

- To appoint officeholders, visa holders, or PIC holders as HR Signatories.
- To revoke the appointment of an existing HR Signatory.
- To update the contact, address, and passport details of the key relationships. (Applicable to shareholders and officeholders only).
- To register e-signature for the parent company director (to sign company related documents)

Service to Select on Portal

Company Services --> Update Details and E-sign Subscription --> Manage KYC and E-sign Subscription

KYC and E-Sign Subscription



The screenshot displays the 'Company Service Requests' portal. On the left is a navigation sidebar with categories like Employee Services, Company Services, Member Services, Property Services, Value Added Services, Compliance Services, Online Booking, and Promotion Packages. The main content area is titled 'Company Service Requests' and includes a sub-header: 'Apply for all types of company services, including licensing, company amendments, and letters and certificates. Also update your Business Directory listing.' Below this, there are several service categories, each with a list of options:

- Borrow Original Legal Documents**
 - Borrow Original Legal Documents
- Dormancy Services**
 - Dormancy
- Official Communications**
 - DMCC business directory
 - Extracts and certificates
 - NOC Requests to Third Party Authorities - Registration Amendments
 - NOCs and Letters from DMCC
 - VAT Services
- Value Added Services (New)**
 - Commemorative Certificate
- Company Amendment Services**
 - Adoption of AOA
 - Appointments
 - Company Winding Up
 - Employment contract master
 - Establishment card
 - Financial year
 - Name change
 - Refund Services
 - Share capital
 - Update Details and E-sign Subscription** (highlighted in red)
 - Manage KYC and E-Sign Subscription
 - Update Name/Nationality/Legal Address
- Company Coordinator**
 - Company Coordinator
- Licensing Services**
 - Additional License
 - Amendments
 - Apply to Submit Certificate of Good Standing (for parent company)
 - Company Re-Activation
 - Dedicated Workstation Permit Services
 - Dual License
 - License Renewal
 - NOC Requests to Third Party Authorities - New/Renewal
 - Operational Fitness Certificate (OFC)
 - Permits
 - Update Existing lease

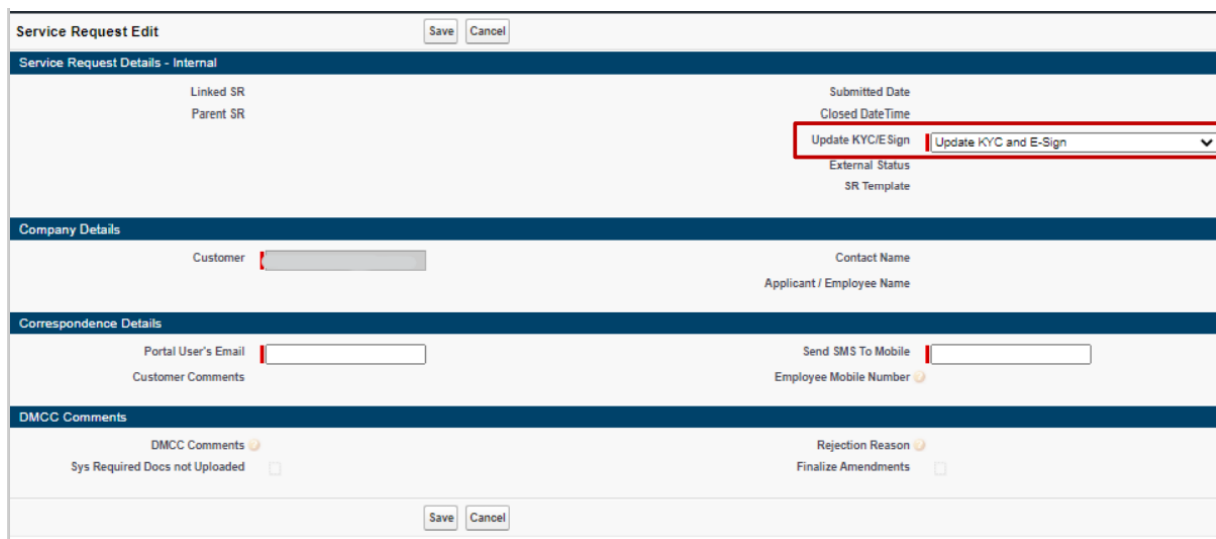
Important Notes

- This is a free of charge multi-purpose service request.
- 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 service cancelation by clicking the 'Cancel Request' button.
- When appointed as an HR Signatory, the applicant must be a shareholder or an officeholder (Director / Licence Manager / Secretary) or an active employee (visa holder / permanent identity card holder in the same company) to electronically sign employment-related documents. If the appointee is also an Officeholder / Shareholder, then the signatory will also be able to e-sign company-related documents simultaneously acting as an HR Signatory to the company as well.
- It is mandatory to appoint at least one HR Signatory per company, while DMCC recommends appointing more than one HR Signatory.
- The company may appoint any number of HR Signatories.
- A single shareholder will automatically be appointed as an HR Signatory on the system and will not require an HR Signatory Appointment Letter, however, must apply for Manage KYC service request to enter the E-signature subscription details and then must book a virtual appointment on the DMCC Member Portal to activate the E-signature.
- All shareholders and officeholders should progressively subscribe for E-signature and once they activate their E-signature through virtual appointment, they will become E-signers.
- E-signers may electronically sign company related documents (where their signing powers are applicable and agreeable with the Authority) who may or may not be assigned the HR Signatory Roles.
- An HR Signatory cannot sign his / her own employment documents (i.e., employment contract, end of service benefits and contract amendments, etc.), which should be signed by another HR Signatory.
- Revoking an HR Signatory will only be possible if the company maintains another HR Signatory.
- The company can submit the service request of the same applicant only when the first service request is closed (the system will not accept the submission of another service request for the same applicant if the first one is still open).
- If a key relationship (Shareholder /Officeholder) wishes to change their name, nationality, or address on the legal documents, they must apply first for '**Change Shareholders & Officeholders' Name / Nationality / Address on Legal Documents**' service request, then once it is approved and closed, they can apply for service request of Manage KYC and E-sign Subscription.

Steps

Appointing company's HR Signatory

Step 1: Log in to member portal, click Company Services --> Update Details and E-sign Subscription --> Manage KYC and E-sign Subscription. Select the desired "Update KYC / E Sign" option from the dropdown menu (see image below). Company Name will auto populate in the Field Name "Customer". User must enter the Portal User Email and Mobile Number in international format (+9715234567) local mobile number only. Click "Save" once all the 3 fields are filled in.



Step 2: Click "Update KYC & E Sign Subscription Details" and type the current passport number in the "Passport" field and search-select the Nationality in the "Nationality" Field. Then click "Enter Details" to auto-populate the data. Note: Current passport refers to the passport number already saved in DMCC database. User must not enter the renewed passport number which is not yet updated in the DMCC record.

Step 3: The user must proofread the auto-populated data and update the appointee's details where necessary, tick the HR Signatory role and click "Save".

Step 4: Click "Finalize" to allow the system to generate the relevant documents.

Step 5: Click "Download/Upload Review Documents" and Print the 'HR Signatory Appointment Letter' (generates only when the HR Signatory check box was selected during step 3) and 'E-Signature Undertaking document'. The HR Signatory Appointment Letter must be signed and stamped (on company's letterhead) by an Authorized Signatory in the company (same person cannot sign when another authorized person is available in the company). However, the E-Sign Undertaking Document can simply be filled in with the Name, Mobile Number and Email address and to be signed by the applicant. Once all the generated documents are uploaded in the designated "pending upload" slots, the user may click "return to parent" to go back to the main page of the service request.

Step 6: Click "Submit" to submit the service request for DMCC verification.

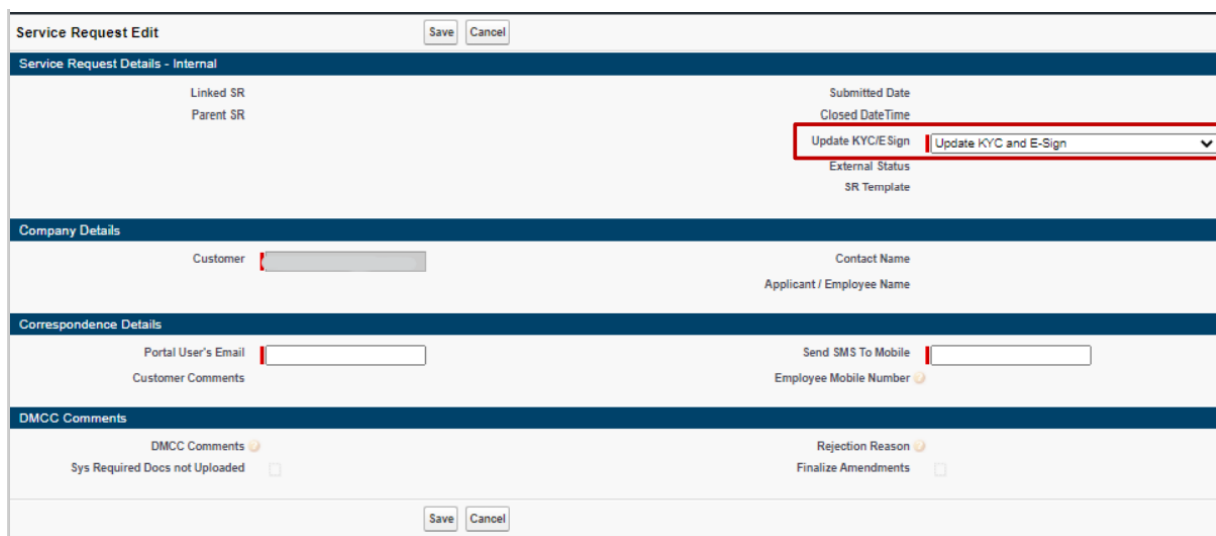
Step 7: Upon submission of the SR, the appointed HR Signatory / E-signer will receive an email notification to notify them to book a virtual appointment for the identity verification and activation of the E-signature Subscription for the appointed person.

Step 8: The applicant must carry the original passport / Emirates Identity Card and the registered mobile phone and ensures adequate lighting, attire, and internet connection quality before attending the Virtual Appointment. Access to the registered mobile number and email address is mandatory to obtain the One Time Password (OTP) sent during the video verification.

Registering E-signer without assigning an HR Signatory Role

Step 1: Log in to member portal, click Company Services --> Update Details and E-sign Subscription --> Manage KYC and E-sign Subscription. Select the “Update KYC / E Sign” option from the dropdown menu (see image below). Company Name will auto populate in the Field Name “Customer”. User must enter the Portal User Email and Mobile Number in international format (+9715234567) local mobile number only. Click “Save” once all the 3 fields are filled in.

Step 2: Click “Update KYC & E Sign Subscription Details” and type the current passport number in the “Passport” field and search-select the Nationality in the “Nationality” Field. Then click "Enter Details" to auto populate the data. Note: Current passport refers to the passport number already saved in DMCC database. User must not enter the renewed passport number which is not yet updated in the DMCC record.



The screenshot shows the 'Service Request Edit' form with the following sections:

- Service Request Details - Internal:** Includes fields for Linked SR, Parent SR, Submitted Date, Closed DateTime, and a dropdown menu currently set to 'Update KYC and E-Sign'. Other fields include External Status and SR Template.
- Company Details:** Includes a Customer field (auto-populated) and fields for Contact Name and Applicant / Employee Name.
- Correspondence Details:** Includes Portal User's Email, Customer Comments, Send SMS To Mobile, and Employee Mobile Number.
- DMCC Comments:** Includes DMCC Comments (with a warning icon), Sys Required Docs not Uploaded (checkbox), Rejection Reason (with a warning icon), and Finalize Amendments (checkbox).

Buttons for 'Save' and 'Cancel' are present at the top and bottom of the form.

Step 3: User must proofread the auto-populated data and update the appointee’s details where necessary, leave the HR Signatory role check box empty and click the “Save”.

Step 4: Click “Finalize” press button to allow the system to generate the relevant documents.

Step 5: Print the ‘E-Signature Undertaking document’ from the service request to fill and upload on the service request. This document must be signed by the applicant.

Step 6: Upon submission of the SR, the appointed E-signer will receive an email notification to notify them to book a virtual appointment for the identity verification and activation of the E-signature

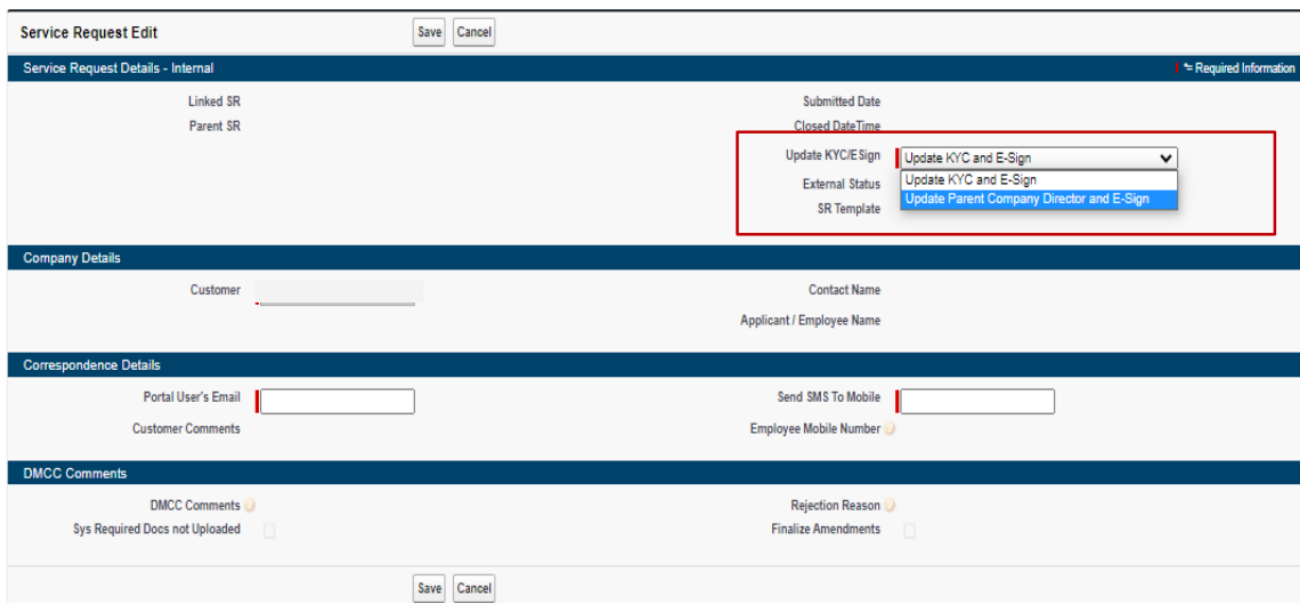
Subscription.

Step 7: The applicant must carry the original passport / Emirates Identity Card and the registered mobile phone and ensures adequate lighting, attire, and internet connection quality before attending the Virtual Appointment. Access to the registered mobile number and email address is mandatory to obtain the One Time Password (OTP) sent during the video verification.

Registering E-Signer for the parent company’s director

Step 1: Log in to member portal, click Company Services --> Update Details and E-sign Subscription --> Manage KYC and E-sign Subscription. Select the “Update Parent Company Director and E-Sign” option from the dropdown menu. Company Name will auto populate in the Field Name “Customer”. User must enter the Portal User Email and Mobile Number in international format (+9715234567) local mobile number only. Click “Save” once all the 3 fields are filled in.

Step 2: Click “Update KYC & E Sign Subscription Details” and type the latest passport number in the “Passport” field and search-select the Nationality in the “Nationality” Field. Then click "Enter



Details” to auto-populate the data.

Step 3: User must proofread the auto-populated data and update the appointee’s details where necessary. The system will not allow to check the “HR Signatory” box in this case hence the user must click the “Save” button.

Step 4: Click “Finalize” to allow the system to generate the relevant documents.

Step 5: Upload below required documents:

- Print the ‘E-Signature Undertaking Document’ from the service request to fill and upload on the service request. This document must be signed by the applicant.
- Specimen Signature Form (does not need to be notarized or legalized)
- Passport copy (does not need to be notarized or legalized)
- Certificate of Incumbency (must be notarized and legalized unless verifiable online via relevant authority’s website)

Step 6: Submit the service request (SR)

Step 7: Upon submission of the SR, the appointed E-signer of the parent company will receive an

email notification to notify them to book a virtual appointment for the identity verification and activation of the E-signature Subscription.

Step 8: The applicant must carry the original passport / Emirates Identity Card and the registered mobile phone and ensures adequate lighting, attire, and internet connection quality before attending the virtual appointment. Access to the registered mobile number and email address is mandatory to obtain the One Time Password (OTP) sent during the video verification.

If you have mistakenly submitted the service request with incorrect details, simply click the 'Cancel Request' button and submit a new request with the correct details.

Requirements

Documents	Remarks
HR Signatory Appointment Letter	Letter is auto generated if the HR signatory role is selected in the SR
Applicant's Passport	Minimum validity of 6 months
Applicant's Visa page	
Proof of Address	Utility bills or bank account details reflecting the same residential address as entered in the service request
Certificate of Incumbency	Not older than 1 year from the date of issuance. Applicable only when subscribing E-signatures of the parent company Director.

Output

- E-signature subscription is activated for the HR Signatory / E-signer.

Further Information

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