SERVICE REQUEST MANUAL

EMPLOYEE RESIDENCE VISA RENEWAL

Purpose

This document is designed to define and illustrate the online process related to 'Request for Residence Visa Renewal'. 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 'Residence Visa Renewal' operates in conjunction with, but is not limited to the below-stated policies and guidelines:

- Residence Visa Renewal Guideline;

- DMCC Company Regulations.

- Free Zone Rules & Regulations; and

- Federal Authority for Identity and Citizenship (FAIC) Rules and Regulations.

Applicability

This document will apply to all DMCC member companies with an active licence who are applying for visa renewal for their existing employees.

Important Notes

The company must initiate the visa renewal before the visa expiry date to avoid any late penalties.

- The company Establishment Card and licence must be valid to apply for the Employee Residence Permit (Visa) Renewal service request.
- If the visa is being renewed after the expiry of the grace period (30 days from the date of expiry), then a penalty will be levied costing AED 25 per day.
- At the time of renewal, the applicant's passport should be valid for at least 3 months.
- If the applicant needs the visa to be stamped on a different passport, then, a

passport details amendment service request should also be raised before the renewal request.

- A valid health insurance under the DMCC company sponsorship/coverage issued through a local insurance company is required. If the health insurance is valid for less than 1 month, DMCC requires an undertaking letter from the company stating they will renew it upon the expiry date.

- Effective 12 September 2023, DMCC will be the exclusive channel for member companies applying for their Emirates ID and Medical Fitness Certificates. In line with this update, we will no longer accept any applications typed through external typing centers.

- Members can apply for the applicant's health insurance through one of the Dubai Health Authority (DHA) 45 approved local health insurance inside UAE. For the complete list, please visit http://www.isahd.ae/Home/PermittedInsuerers.

- 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 the 90 days. (Please refer to the Schedule of Charges).
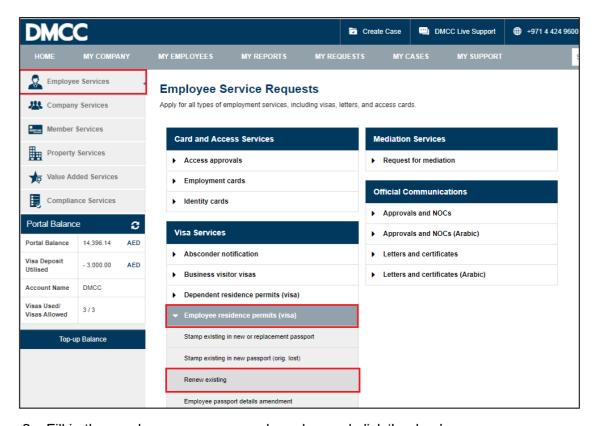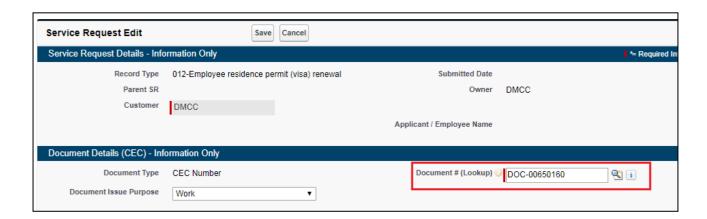
Steps:

1. Login to your member portal to complete the application form at 'Employment Services - Visa services - Employee Residence Permits (Visa) – Renew Existing' on the DMCC portal.
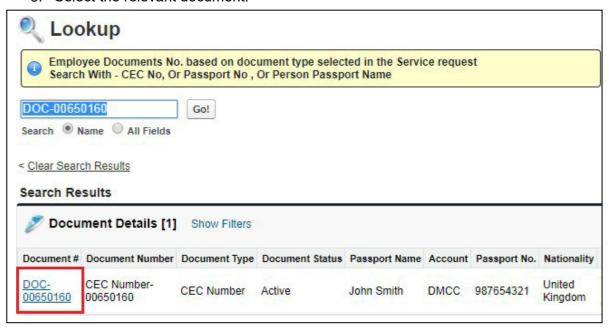

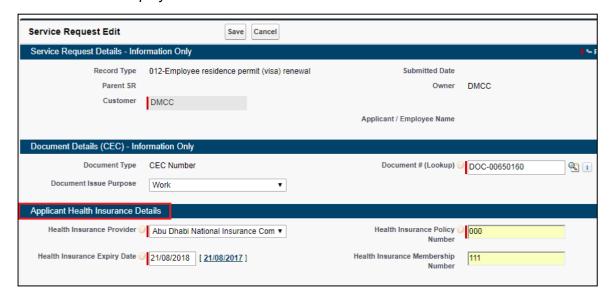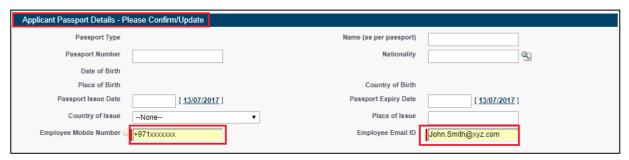2. Fill in the employee company card number and click 'Lookup'.

3. Select the relevant document.

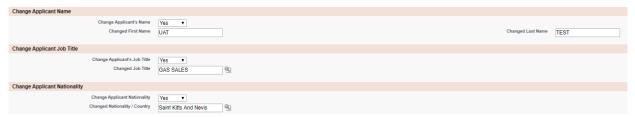4. Fill in the employee health insurance details.

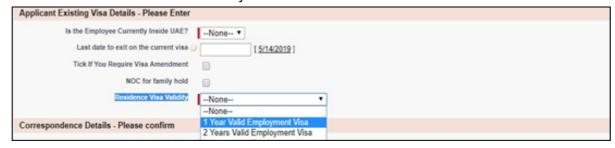5. Fill in the employee mobile number and email address.

6. If the employee requires visa data amendment (job title, nationality, name change), please select the type of amendment required.

7. Choose residence visa validity.

8. Fill in the portal user details and mobile number to receive status notifications from DMCC in the 'Correspondence Details'. Then, click 'Save' to receive the service request number.

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

10. Click the 'Download/Upload/Review Doc' button to upload the required documents under the 'SR Documents' section. Click 'Upload' and ensure to upload all the required documents.

11. After uploading the documents, click 'Submit' and proceed with the payment.

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

13. You will receive an email notification from DMCC confirming that the application has been submitted.

You will receive an email notification once the medical fitness form typing is done.

14. You will receive an email notification once the Emirates ID registration form typing is done.

15. 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 the medical test.

16. 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 & the medical fitness certificate.

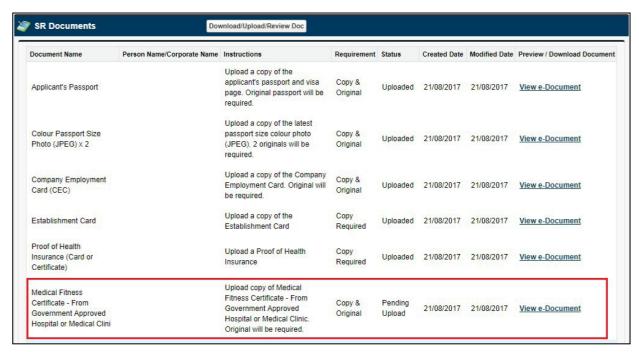| Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Applicant's Passport		Upload a copy of the applicant's passport and visa page. Original passport will be required.	Copy & Original	Uploaded	21/08/2017	21/08/2017	View e-Document
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	21/08/2017	21/08/2017	View e-Document
Company Employment Card (CEC)		Upload a copy of the Company Employment Card. Original will be required.	Copy & Original	Uploaded	21/08/2017	21/08/2017	View e-Document
Establishment Card		Upload a copy of the Establishment Card	Copy Required	Uploaded	21/08/2017	21/08/2017	View e-Document
Proof of Health Insurance (Card or Certificate)		Upload a Proof of Health Insurance	Copy Required	Uploaded	21/08/2017	21/08/2017	View e-Document
Medical Fitness Certificate - From Government Approved Hospital or Medical Clini		Upload copy of Medical Fitness Certificate - From Government Approved Hospital or Medical Clinic. Original will be required.	Copy & Original	Pending Upload	21/08/2017	21/08/2017	View e-Document

Sample of the Medical Fitness application:

Sample of the Emirates ID Registration Form:

17. You will receive an email notification confirming the application submission to the Immigration Department's Federal Authority for Identity and Citizenship (FAIC).

18. You will receive an email notification once the E-residence visa is approved by the Immigration Department Federal Authority for Identity and Citizenship (FAIC) and you may download it in your portal.

19. 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.