

SERVICE REQUEST MANUAL

WINDING UP FOR DMCC MEMBER COMPANIES

Purpose

This document is designed to define and illustrate the online process related to 'Winding up'. 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 'Winding Up' operates in conjunction with but is not limited to the below-stated policies and guidelines:

- [DMCC Company Regulations](#)
- [Free Zone Rules & Regulations](#)
- [Guidance Notes – Winding Up](#)

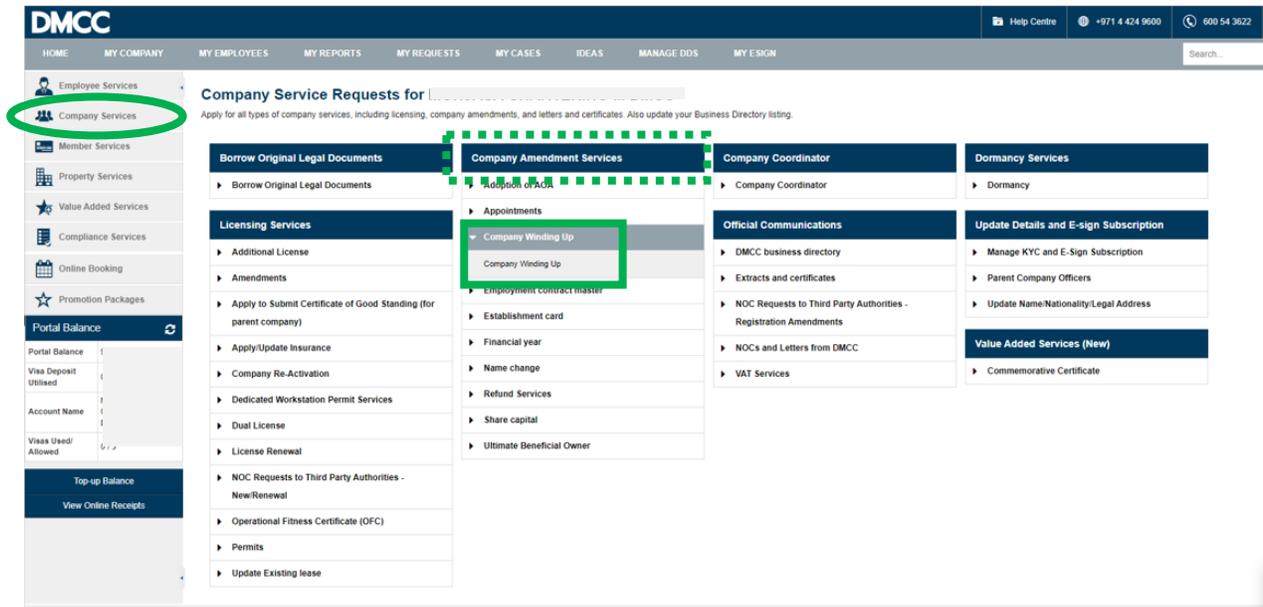
Applicability

This document will apply to all DMCC member companies with active licences without any imposed account sanctions.

Steps

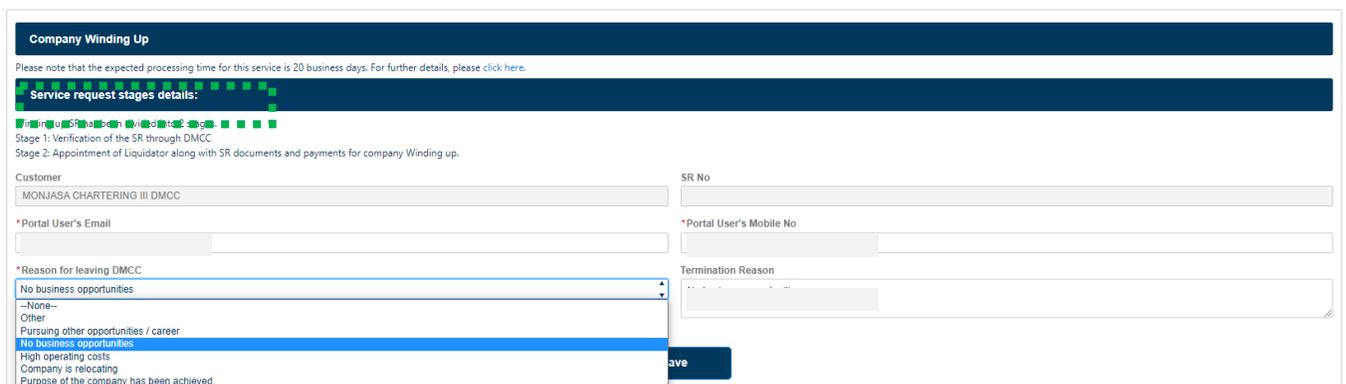
You will go through 17 steps to complete this request as below.

1. Log in to [DMCC Member Portal](#).
2. Click 'Company Services' and the list of 'Company Amendment Services' will be displayed. Select 'Company Winding Up'.



The screenshot shows the DMCC Member Portal interface. The 'Company Services' menu item is circled in red. The 'Company Amendment Services' menu item is highlighted with a green dashed border. Within this menu, 'Company Winding Up' is highlighted with a solid green border. The main content area displays various service categories such as 'Borrow Original Legal Documents', 'Licensing Services', 'Company Coordinator', 'Domancy Services', 'Official Communications', and 'Update Details and E-sign Subscription'.

3. Fill out the required information and click 'Save'.



The screenshot shows the 'Company Winding Up' form. The form includes a header, a note about processing time, and a 'Service request stages details' section. The form fields are as follows:

- Customer: MONJASA CHARTERING III DMCC
- SR No: [Empty field]
- *Portal User's Email: [Empty field]
- *Portal User's Mobile No: [Empty field]
- *Reason for leaving DMCC: [Dropdown menu with options: No business opportunities, -None-, Other, Pursuing other opportunities / career, No business opportunities (highlighted), High operating costs, Company is relocating, Purpose of the company has been achieved]
- Termination Reason: [Empty field]
- Save: [Save button]

Company Winding Up

Please note that the expected processing time for this service is 20 business days. For further details, please [click here](#).

Service request stages details:

Winding up SR has been divided into 2 stages.
 Stage 1: Verification of the SR through DMCC
 Stage 2: Appointment of Liquidator along with SR documents and payments for company Winding up.

Customer SR No

*Portal User's Email *Portal User's Mobile No

*Reason for leaving DMCC Termination Reason

Save

4. Click 'Send for Verification'.

Company Winding Up details filled. Please click on Send for verification in order to proceed and submit.

Company Winding Up

Please note that the expected processing time for this service is 20 business days. For further details, please [click here](#).

Service request stages details:

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Customer SR No

*Portal User's Email *Portal User's Mobile No

*Reason for leaving DMCC Termination Reason

Edit **Send for Verification** **Back to SR**

- We will be validating your application and may reach out to you for any further information/ documents.
- Once your application is validated, log in to your portal account for the same service request.
- Fill out the required information and click 'Save'.

Company Winding Up

Please note that the expected processing time for this service is 20 business days. For further details, please click [here](#).

Service request stages details:

Winding up SR has been divided into 2 stages.
 Stage 1: Verification of the SR through DMCC
 Stage 2: Appointment of Liquidator along with SR documents and payments for company Winding up.

| | |
|--------------------------|--------------------------|
| Customer | SR No |
| *Portal User's Email | *Portal User's Mobile No |
| *Reason for leaving DMCC | Termination Reason |

Liquidator Details

| | |
|----------------------------|--|
| *Resolution Date | *Lease Termination Date |
| *Template Type | *Type of Termination |
| *Liquidator Company Name | *Liquidator Mobile Number |
| *Liquidator E-mail address | *Name of liquidator's authorized personnel |

Save
Save and Finalize
Back to SR

8. Review your information, click 'Edit' if required any updates, or click 'Save and Finalize' to proceed.

Company Winding Up details filled. Please click on Save and Finalize in order to proceed and submit.

Company Winding Up

Please note that the expected processing time for this service is 20 business days. For further details, please click [here](#).

Service request stages details:

Winding up SR has been divided into 2 stages.
 Stage 1: Verification of the SR through DMCC
 Stage 2: Appointment of Liquidator along with SR documents and payments for company Winding up.

| | |
|--------------------------|--------------------------|
| Customer | SR No |
| *Portal User's Email | *Portal User's Mobile No |
| *Reason for leaving DMCC | Termination Reason |

Liquidator Details

| | |
|----------------------------|--|
| *Resolution Date | *Lease Termination Date |
| *Template Type | *Type of Termination |
| *Liquidator Company Name | *Liquidator Mobile Number |
| *Liquidator E-mail address | *Name of liquidator's authorized personnel |

Edit
Save and Finalize
Back to SR

9. Click 'Download/ Upload/ Review Doc' to upload the required documents then click 'Submit'.

| Document Name | Person Name/Corporate Name | Instructions | Requirement | Status | Created Date | Modified Date | Preview / Download Document |
|--|----------------------------|---|---------------------|----------------|--------------|---------------|---------------------------------|
| Appointment of liquidator letter | | Appointment of liquidator letter on companies letter head and signed by all shareholders | Copy & Original | Pending Upload | 22/06/2023 | 22/06/2023 | View e-Document |
| Confirmation of Appointment of Liquidator | | Confirmation of appointment of Liquidator (on liquidator letter head) - Any use licensed audit or law firm | Copy & Original | Pending Upload | 22/06/2023 | 22/06/2023 | View e-Document |
| Board Resolution | | Upload a copy of the Board Resolution for Company Winding – up. This will be the attested version or the document signed in DMCC. | Copy & Original | Pending Upload | 22/06/2023 | 22/06/2023 | View e-Document |
| Board Resolution | | This Board Resolution has been system generated. It must be notarized and attested or signed DMCC. | Download e-Document | Generated | 22/06/2023 | 22/06/2023 | View e-Document |
| Certificate of incumbency | | Upload a copy of updated, notarized and legalized document. Applicable only for Subsidiaries / Joint Ventures & Branches. Original to be submitted to DMCC. | Copy & Original | Pending Upload | 22/06/2023 | 22/06/2023 | View e-Document |
| Declaration of Solvency for Summary Winding Up | | Declaration of the Director that the Affairs of the Company will be wound up within 6 months of the commencement of the summary winding up | Copy & Original | Pending Upload | 22/06/2023 | 22/06/2023 | View e-Document |

[Return back to Parent](#) | [Return back to Step](#) | [Add Misc. Doc](#)

| Action | Name | Person Name/Corporate Name | Instructions | Copy / Original | Original Verified | Status | DMCC Comments | Customer Comments | Last Modified Date |
|---|--|----------------------------|---|-----------------|--------------------------|----------|---------------|-------------------|--------------------|
| Preview Replace | Confirmation of Appointment of Liquidator | | Confirmation of appointment of Liquidator (on liquidator letter head) - Any use licensed audit or law firm | Copy & Original | <input type="checkbox"/> | Uploaded | | | 22/06/2023 10:21 |
| Preview Replace | Appointment of liquidator letter | | Appointment of liquidator letter on companies letter head and signed by all shareholders | Copy & Original | <input type="checkbox"/> | Uploaded | | | 22/06/2023 10:21 |
| Preview Replace | Certificate of incumbency | | Upload a copy of updated, notarized and legalized document. Applicable only for Subsidiaries / Joint Ventures & Branches. Original to be submitted to DMCC. | Copy & Original | <input type="checkbox"/> | Uploaded | | | 22/06/2023 10:21 |
| Preview Replace | Board Resolution | | Upload a copy of the Board Resolution for Company Winding – up. This will be the attested version or the document signed in DMCC. | Copy & Original | <input type="checkbox"/> | Uploaded | | | 22/06/2023 10:22 |
| Preview Replace | Declaration of Solvency for Summary Winding Up | | Declaration of the Director that the Affairs of the Company will be wound up within 6 months of the commencement of the summary winding up | Copy & Original | <input type="checkbox"/> | Uploaded | | | 22/06/2023 10:22 |
| Preview Replace | Miscellaneous Document | | | | <input type="checkbox"/> | Uploaded | | | 22/06/2023 10:20 |

Service Request Detail [Finalise](#) [Submit](#) [Cancel](#)

Service Request Details - Internal use only

SR No: [Redacted] Submitted Date: [Redacted]
Status: Draft

Company Details

Customer: [Redacted] Account Number: [Redacted]

Company Winding Up Details

10. Click 'Confirm' to complete payment.

5412744 for Company Winding Up

Service Request Details [Confirm](#) [Back to Service Request](#)

SR No: [Redacted] Customer: [Redacted]
External Status: Draft Created Date: 21/06/2023 14:06

Available Account Balance : AED [Redacted]
AED: 4,035.00 will be charged

Payment Due Now

| SR Price Items Name | Product | Pricing Line | Net Price | Voucher Worth | Reward Points | VAT | KD | Final Price | Item Status |
|---------------------|---------|--------------------|-----------|---------------|---------------|-----|-----------|-------------|-------------|
| | | Company Winding Up | 4015.00 | | | | AED 20.00 | | Added |

11. Your Service Request status will appear as 'Submitted'.

Service Request Detail [Finalise](#) [Cancel SR](#)

Service Request Details - Internal use only

SR No: [Redacted] Submitted Date: 22/06/2023
Status: Submitted

12. We will be reviewing your application and may notify you to provide additional information/ documents.
 - 12.a. If additional information were requested, please follow the below steps:
 1. Log in to [DMCC Member Portal](#).
 2. Go to “My Actions” and choose “Review Step” to check the comment(s)
 3. Respond to the mentioned comment/s under your Step ID; and
 4. Update the Step Status from “Require additional info” to “Additional Information Updated”.
 - 12.b. If additional documents were requested, please follow the below steps:
 1. Log in to [DMCC Member Portal](#).
 2. Go to “My Actions” and click on the Licence Renewal Service Request (SR)
 3. Under SR documents, click on “Download/Upload/Review Doc” and upload the required document(s)
 4. Once documents are uploaded, return to parent SR and update your Step from “Upload Documents” to “Documents Uploaded”

Once the requested information/ documents are provided, we will review the application and notify you of the next steps.

13. We will be verifying your application. As a result, we may approve or reject your request.
14. If your application is approved, [book an appointment](#) to submit the required original documents at the DMCC Service Centre counters. Also, please note the following:
 - All your current portal accesses are revoked.
 - New portal access is granted to your appointed liquidator/ authorised personnel.
 - The appointed liquidator/ authorised personnel should [activate their e-signatures](#).

Dear [REDACTED]

To complete your company winding-up request for licence number [REDACTED] for [REDACTED] with service request number [REDACTED] please note that all current portal accesses have been revoked and new portal access have been assigned to your appointed liquidator/ authorized personal to proceed with your application.

Please submit the company's original documents over DMCC Client Service Centre counters, please refer to the [Company Winding-Up Application Guidance Notes](#) for more details.

15. We will publish an online notification about the company status for 14 days at <https://www.dmcc.ae/free-zone/support/online-publications>

Online publications

Following the provisions of the DMCC Company Regulations, DMCC member companies are required to publish notification in respect of their intention to effect certain amendments to their corporate governance and/or [trade licence](#) details. The DMCC Company Regulations stipulate that all such notifications must be announced and posted on the DMCC website for a minimum period of 14 days before the change is ratified and registered by the DMCC Legal Registrar. The amendments which trigger the requirement of mandatory notification are as follows:

| | |
|--|---|
| CHANGE OF COMPANY NAME | > |
| DECREASE OF SHARE CAPITAL | > |
| LICENSE TERMINATION | > |
| COMPANY WINDING UP | > |
| LOST DOCUMENTS | > |
| CHANGE OF COMPANY NAME | > |
| CHANGE OF COMPANY STATUS (FROM BRANCH TO SUBSIDIARY) | > |
| COMPANY AMALGAMATION | > |
| COMPANY STRIKE-OFF | > |
| TRANSFER OF INCORPORATION | > |
| CANCELLATION OF COMPANY WINDING UP APPLICATION | > |

16. We will notify you of the next steps.

Dear [REDACTED],

Your winding-up request for licence number [REDACTED], for [REDACTED] with service request number [REDACTED] is under 14 days publication period.

You can simultaneously follow below to proceed with your application:

1. Apply for following at your **portal account**
 - o Visa Cancellation
 - o Existing Permits Cancellation
 - o Existing Leases Termination
2. Proceed with your company's bank account/s closure.
3. You may apply for Customer Refund through the portal, please save the details and keep in draft status, upon completing the company winding up, DMCC shall proceed with service request.

16.a. If you are yet to submit the original liquidator report and original audit report, please [book an appointment](#) to submit them to the DMCC Service Centre counters. You will be notified of the same if the documents were not submitted earlier.

Dear [REDACTED],

We require the below document/s to be submitted over the DMCC Client Service Centre counters to complete your company winding-up request for licence number [REDACTED], for [REDACTED] with service request number [REDACTED].

- Original liquidator report
- Original closed audit report

16.b. If you have an excess portal balance, we will notify you to request a refund following the below steps:

1. Log in to [DMCC Member Portal](#).
2. Click 'Company Services', go to 'Company Amendment Services', select 'Refund Services', and click 'Apply for new for refund'.

Company Service Requests for [Redacted]

Apply for all types of company services, including licensing, company amendments, and letters and certificates. Also update your Business Directory listing.

| Borrow Original Legal Documents | |
|-----------------------------------|--|
| ▶ Borrow Original Legal Documents | |

| Company Coordinator | |
|-----------------------|--|
| ▶ Company Coordinator | |

| Dormancy Services | |
|-------------------|--|
| ▶ Dormancy | |

| Licensing Services | |
|---|--|
| ▶ Additional License | |
| ▶ Amendments | |
| ▶ Apply to Submit Certificate of Good Standing (for parent company) | |

| Company Amendment Services | |
|------------------------------|--|
| ▶ Adoption of AOA | |
| ▶ Appointments | |
| ▶ Company Winding Up | |
| ▶ Employment contract master | |
| ▶ Establishment card | |
| ▶ Financial year | |
| ▶ Name change | |
| ▼ Refund Services | |
| ▶ Apply for new for Refund | |
| ▶ Share capital | |
| ▶ Ultimate Beneficial Owner | |

| Portal Balance | |
|-----------------------|-----|
| Portal Balance | AED |
| Visa Deposit Utilised | AED |
| Account Name | |
| Visas Used/ Allowed | |

3. Fill in the required details and click 'Save'.

Service Request Edit Save Cancel

Company Details

Customer Sub Type

Type

Correspondence Details

Portal User's Email Send SMS To Mobile

Customer Comments External Status

DMCC Comments

DMCC Comments

4. Click 'Enter Refund Details'

Apply for Refund

Apply for Refund

✓ Service Request has been saved.

[SR Price Items \(Service Request\) \[1\]](#) | [Notes & Attachments \[0\]](#)

Service Request Detail Edit Clone Submit Cancel SR Enter Refund Details

Service Request Details - Internal

| | | |
|--|--------------------------------|--|
| Amount | Sys Required Docs not Uploaded | <input type="checkbox"/> |
| SR No | SR Template | 522 - Customer Refund |
| Status Draft | Submitted Date | |
| Created By | Last Modified By | |
| Closed Status <input type="checkbox"/> | Record Type | 522 - Customer Refund [Change] |
| User's Department Registration & Licensing | Record Type Name | Customer_Refund |

Company Details

| | |
|------------------|---------------------|
| Customer | Account Number |
| Type New Company | Sub Type Subsidiary |

Correspondence Details

| | |
|---------------------|-----------------------|
| Portal User's Email | Send SMS To Mobile |
| Customer Comments | External Status Draft |

DMCC Comments

5. Fill in the required information and click 'Save'. This way your service request will be in 'Draft' status.

The screenshot displays the 'Customer Refund Detail Page' in the DMCC portal. The page is divided into a left sidebar with navigation options like 'Employee Services', 'Company Services', and 'Member Services', and a main content area. The main area contains a form titled 'Enter Refund Details' with the following fields: Refund Amount (3,000.00), Refund Reasons (Company is Terminated), Beneficiary Type (Corporate Shareholder (Parent Company)), Beneficiary Shareholder, Primary Bank Details (Beneficiary Address, Account Currency, IBAN Code, Payment Mode, Branch Name, Account Country), Account Number, Swift Code, Bank Name, IFSC Code, and Bank Address. A 'Save' button and a 'Back to SR' button are located at the top right of the form area.

6. Once completed, inform us through the Company Winding Up service request as follows:
 1. Go to "My Actions" and choose "Review Step" to check the comment(s)
 2. Respond to the mentioned comment/s under your Step ID; and
 3. Update the Step Status from "Require additional info" to "Additional Information Updated".

17. We will dissolve the Company/ remove the Branches from DMCC Registry and issue the deregistration letter.

Dear _____

Your company winding-up request for licence number _____ for _____ DMCC with service request number _____ has been approved.

Please view and download your company's deregistration letter from [here](#).

If you have submitted a refund request, we will verify it, and complete the refund. We will notify you of the progress of it.