

rakez
RAS AL KHAIMAH
ECONOMIC ZONE

Welcome To

RAKEZ

Ras Al Khaimah Economic Zone

Service Catalogue

800 RAKEZ (72539)

www.rakez.com

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1. Introduction

1.1 Welcome Message

Dear Valued Customer,

Welcome to the RAKEZ Service Handbook.
Whether you're an entrepreneur navigating your first business setup, a seasoned client renewing your license, or a channel partner supporting clients on their journey—this handbook has been designed with you in mind.

Our goal is to make your experience with RAKEZ as seamless and transparent as possible. This handbook brings together all the essential information you need to access and manage our services—from business setup and license amendments to visa services, de-registration, and value-added solutions.

To help you get what you need faster, the handbook includes a smart, clickable index. Simply go to the index, search for the service you're interested in, and click to jump directly to the relevant section. Each service journey includes clear requirements, fees, turnaround times, availability (portal or mobile app), payment options, and helpful links to forms and templates.

At RAKEZ, we are committed to delivering efficient, reliable, and client-centric service. This handbook reflects that promise and is one of many tools we've developed to empower you with the clarity and confidence to move forward—quickly and efficiently.

Thank you for choosing RAKEZ. We look forward to continuing to serve you and support your growth journey.

Warm regards,



Anas Hijjawi
Chief Commercial Officer

1. Introduction

1.2 About RAKEZ

RAKEZ LOCATIONS
Download PDF

ABOUT RAKEZ
Know More

KNOW MORE ABOUT RAS AL KHAIMAH
Know More

ZONES
Explore Zones

FACILITIES
Explore Our Facilities

COMPASS CO-WORKING
Explore Now

WORKERS PROTECTION INSURANCE PROGRAM
Learn About Program

NEWS & EVENTS
See What's New

2.

Business Setup



Jump to index

BUSINESS SET UP

Service Delivery Channel

Portal 360

Service Fee & Delivery Time

Starting from AED 6,000
1 to 3 working days

Customer Journey

Customize your package
With the help of our business development professionals, select your suitable legal entity, license type, facility & reserve your company name with these guideline

Submit application & documents
Our business development professionals will guide you through every step of the process, ensuring that all requirements are met

Receive your business license
Your license along with your registration set & bank letter will be issued upon completion of the licensing formality. After that, the visa application process will begin

Required Documents

Shareholder/Manager Documents:

- Valid passport copy (minimum 6 months validity)
- UAE resident visa copy or entry stamp + signature pages
- Original NOC from current sponsor (if on UAE employment visa)
- UBO declaration with passport copy

If Applicable:

- Business Plan (for high-risk nationalities/activities)
- Academic qualification certificate
- NOC from relevant authorities (refer to this list)
- Emirates ID copy

Corporate Shareholders Requirements:

	UAE DED	UAE Free Zone	UAE Off Shore	Overseas Jurisdiction
Valid trade license	✓	✓	–	–
Certificate of incorporation	–	–	✓	✓
Certificate of good standing	–	–	✓	✓
MOA / AOA	✓	✓	✓	✓
Corporate resolution	✓	✓	✓	✓
Organization ownership change	✓	✓	✓	✓

RAKEZ Activity List

License Activity List | Ras Al Khaimah Economic Zone (RAKEZ)

Templates

- Trade Name Reservation Guideline
- Application for Registration & Licensing
- Application for Chamber of Commerce Membership
- UBO form

2. Business Setup

2.2 RAKEZ Rules and Regulations

2.2.1 LEGAL ENTITIES, OWNERSHIP STRUCTURES AND LICENSE TYPES

Flexibility in Business Structures

RAKEZ offers businesses the flexibility to choose between Free Zone and Non-Free Zone (Mainland) jurisdictions for their legal structure.

Free Zone Jurisdiction

The free zone serves as a gateway to global opportunities, empowering businesses to thrive in the international marketplace. Designed for enterprises with ambitious expansion goals, it offers compelling advantages such as tax exemptions and customs duty benefits. By fostering a business-friendly environment that encourages international trade and investment, the Free Zone serves as a powerful catalyst for global expansion and success.

- **Ownership:** 100% foreign ownership permitted
- **Customs:** No customs duties within the free zone
- **Taxation:** 0% taxation on qualifying income subject to regulatory compliance
- **Governing Law:** RAKEZ Companies Regulations

Legal Entities within Free Zone

1. Free Zone Limited Liability Company (FZ-LLC)
2. Public Listed Company (PLC)
3. Private Joint Stock Company (PJSC)
4. Branches

License Types		Free Zone	Non-Free Zone
Commercial	Trading in services and goods	✓	✓
Educational	Opening an education-related institution or consultancy company	✓	✗
E-Commerce	Trading in goods and services via electronic means	✓	✗
General Trading	Trading in multiple goods	✓	✗
Individual / Professional	One owner with one activity in a specific specialty or expertise	✓	✗
Industrial	Manufacturing, importing, packaging and exporting products	✓	✓
Media	Operating media-related business activities	✓	✗
Professional	For individuals who provide professional services	✗	✓
Service	Conducting services or consultancies across any industry	✓	✗
Freelancer Permit	For media, education, IT and analysts professionals	✓	✗

For more info on regulatory frameworks including customs and taxations, non-Freezone setup, etc click here

3.

RAKEZ Post-License Services



Jump to index

LICENSE RENEWAL - FREE ZONE

This service aims to facilitate the renewal of free zone license upon the request of the owner, shareholder(s), manager or representative.

Service Delivery Channel

- Portal 360
- RAKEZ Mobile App

Service Delivery Time

3 working days

Customer Journey

1. Initiate your request on Portal 360
2. Upload the required documents
3. Pay the renewal fees
4. Receive the renewed license

Price

* Prices may vary depending on license type, activity, facility, etc..

Outcome

- Renewed e-License
- Renewed lease agreement (If applicable)
- Renewed Immigration File e-card (If applicable)
- Renewed Chamber of Commerce Certificate (If applicable)

Required Documents

1. Documents of the corporate shareholder(s) /parent company:

Registered in the UAE mainland:

- Valid trade license copy issued by Department of Economic Development. (DED)

Registered in a UAE free zone or outside the UAE:

- Certificate of Good Standing/Extract from Commercial Register. (as applicable to the jurisdiction)
- Original or copy notarised and legalised up to the level of the UAE embassy or attested by the relevant free zone authority, as applicable.

2. Documents of the individual shareholder(s), the director(s) and manager:

- Valid passport copy. (in case the copy previously submitted to RAKEZ expired)

3. Renewed Lease Agreement (if applicable)

- For physical facilities such as office, warehouse or land, it is required to submit two (2) copies of the lease agreement signed by the authorised signatory.

4. No Objection Certificate (NOC) from relevant regulatory authorities (if applicable)

Note for staff: kindly refer to the activity list

LICENSE RENEWAL - NON-FREE ZONE

This service aims to facilitate the renewal of Non-Free Zone License upon the request of the owner, shareholder(s), manager or representative.

Service Delivery Channel

- Portal 360
- RAKEZ Mobile App

Service Delivery Time

- 3 working days

Customer Journey

1. Initiate your request on Portal 360
2. Pay & upload the required documents
3. Receive your renewed RAKEZ license, DED licence & chamber of commerce membership

Price

* Prices may vary depending on license type, activity, facility... etc.

Outcome

- Renewed RAKEZ License
- Renewed DED license
- Renewed lease agreement
- Renewed Immigration file e-card
- Renewed chamber of commerce membership

Required Documents

Documents of the shareholder/parent company:

Registered in the UAE mainland:

- Valid Trade License copy issued by Department of Economic Development. (DED)

Registered in a UAE free zone or outside the UAE:

- Certificate of Good Standing/Extract from Commercial Register. (as applicable to the jurisdiction)
- Original or copy notarised and legalised up to the level of the UAE embassy or attested by the relevant free zone authority, as applicable.

2. Documents of the individual shareholder(s), the director(s) and general manager:

- Valid passport copy. (in case the copy previously submitted to RAKEZ expired)

3. Application forms for the renewal of RAK DED Licence

- Duly signed by the manager or authorised signatory along with the Original RAK DED licenc.e (if valid)

4. Renewed Lease Agreement (if applicable)

- For physical facilities such as office, warehouse or land, it is required to submit two (2) copies of the Lease Agreement signed by the authorised signatory.

5. No Objection Certificate (NOC) from relevant regulatory authorities (if applicable)
Note for staff: kindly refer to the activity list.
6. Valid local service agent agreement (in case the copy previously submitted to RAKEZ expired).

NEW VISA - INVESTOR/PARTNER

This service enables shareholders to obtain an Investor/Partner visa under their registered company.

Service Delivery Channel

Portal 360

Customer Journey

1. **Apply for entry permit**
   Visit Portal 360 to fill the application form
2. **Entry permit approval**
   Applicant will receive e-visa (subject to immigration approval)
3. **Activate your visa**
   Inside the UAE
   RAKEZ will perform the visa activation on behalf of the applicant
   Outside the UAE
   The activation will be done by the UAE immigration upon arrival to the UAE
4. **Book your medical test appointment**
   Book a medical fitness test appointment with RAKEZ Medical Fitness Centre
5. **Apply for Emirates ID**
   Proceed with your EID application on RAKEZ Portal
6. **Complete your biometric**
   Visit RAKEZ Medical Fitness Centre to complete your biometric process
7. **Congratulations**
   You are now a UAE resident

Visa Service Fees & Delivery Timelines

Service Type	VIP	PREMIUM	STANDARD
Visa & Emirates ID issuance	4 working days	6 working days	9 working days
eVisa	✓	✓	✓
Status change	✓	✓	✓
Medical result	Same Day (Smart Salem, Index Tower, DIFC, Dubai) OR (RAKEZ Medical Center in RAK)	✓	✓
Biometric processing		✓	✓
EID Courier	✓	✗	✗
Discount on dependent visa	20%	10%	0
Price	**AED 3,299**	**AED 1,999**	**AED 0**

Note: The above charges are applicable only to license packages with visa inclusion. Standard charges apply to other packages.

Outcome

- Digital UAE Residence Visa & Emirates ID (via ICP App)
- Original Emirates ID card (delivered directly to your doorstep or P.O. Box)
- RAKEZ Digital ID card
- Health Insurance (if selected through RAKEZ)

Required Documents

- Passport copy (valid for at least 6 months)
- Recent passport-sized color photograph with a white background
- Valid health insurance from immigration-approved providers

Need help with health insurance or document attestation?
RAKEZ offers both services at competitive rates. You can opt in directly through the Portal 360. (Refer to the VAS services section for more details)

Additional Document Requirements by Nationality or Residency Status

Iraq, Iran, Afghanistan, Pakistan	National Identity Card
Ethiopia, Sri Lanka, Indonesia	Attested medical report • For outside the UAE
Kenya, Nigeria, Uganda	Good conduct certificate • For non-residents: attested by the UAE Embassy • For residents: issued by the UAE Police

NEW VISA - EMPLOYEE

This service enables companies to sponsor and onboard employees by issuing UAE employment visas under the company's sponsorship.

Service Delivery Channel

Portal 360

Customer Journey

1. **Apply for entry permit**
   Visit Portal 360 to fill the application form
2. **Entry permit approval**
   Applicant will receive e-visa (subject to immigration approval)
3. **Activate your visa**
   Inside the UAE
   RAKEZ will perform the visa activation on behalf of the applicant
   Outside the UAE
   The activation will be done by the UAE immigration upon arrival to the UAE
4. **Book your medical test appointment**
   Book a medical fitness test appointment with RAKEZ Medical Fitness Centre
5. **Apply for Emirates ID**
   Proceed with your EID application on RAKEZ Portal
6. **Complete your biometric**
   Visit RAKEZ Medical Fitness Centre to complete your biometric process
7. **Congratulations**
   You are now a UAE resident

Visa Service Fees & Delivery Timelines

Service Type	VIP	PREMIUM	STANDARD
Visa & Emirates ID issuance	4 working days	6 working days	9 working days
eVisa	✓	✓	✓
Status change	✓	✓	✓
Medical result	Same Day (Smart Salem, Index Tower, DIFC, Dubai) OR (RAKEZ Medical Center in RAK)	✓	✓
Biometric processing		✓	✓
EID Courier	✓	✗	✗
Discount on dependent visa	20%	10%	0
Price	**AED 3,299**	**AED 1,999**	**AED 0**

Note: The above charges are applicable only to license packages with visa inclusion. Standard charges apply to other packages.

Outcome

- Digital UAE Residence Visa & Emirates ID (via ICP App)
- Original Emirates ID card (delivered directly to your doorstep or P.O. Box)
- Employment Certificate
- RAKEZ Digital ID Card & Workers Protection Insurance (WPI) Certificate
- Health Insurance (if selected through RAKEZ)

Required Documents

- Passport copy (valid for at least 6 months)
- Personal photo with a white background
- Attested qualification certificate (for medium and senior positions only)
- Valid health insurance from immigration-approved provider

Need help with health insurance or document attestation?
RAKEZ offers both services at competitive rates. You can opt in directly through the Portal 360. (Refer to the VAS services section for more details)

Additional Document Requirements by Nationality or Residency Status

Iraq, Iran, Afghanistan, Pakistan	National Identity Card
Ethiopia, Sri Lanka, Indonesia	Attested medical report • For outside the UAE
Kenya, Nigeria, Uganda	Good conduct certificate • For non-residents: attested by the UAE Embassy • For residents: issued by the UAE Police

VISA RENEWAL – INVESTOR/PARTNER

This service enables Investor/Partner visa holders to renew their visa.

Service Delivery Channel

- Portal 360
- RAKEZ Mobile App

Customer Journey

1. **Apply for visa Renewal** — Visit Portal 360 to fill the application form. Applicant must be inside the UAE
2. **Book your medical test appointment** — Book a medical fitness test appointment with RAKEZ Medical Fitness Centre
3. **Apply for Emirates ID** — Proceed with your EID application on RAKEZ Portal
4. **Congratulations** — Your visa has been renewed

Visa Service Fees & Delivery Timelines

Service Type	VIP +AED 2,464	STANDARD
End-to-end visa renewal	1 working day	4 working days
Medical result	1-hour result (Smart Salem in Dubai OR RAKEZ Medical Center in RAK)	✓
Emirates ID renewal	✓	✓
Visa renewal	✓	✓
EID courier	✓	✗
Discount on dependant visa	20%	-
Price	**AED 5,999**	**AED 3,535**

Outcome

- Digital UAE residence visa & Emirates ID (via ICP app)
- Original Emirates ID card (Delivered directly to your doorstep or P.O.Box)
- RAKEZ Digital ID card
- Health Insurance (if selected through RAKEZ)

Required Documents

- Passport copy (valid for at least 6 months)
- Personal photo with a white background
- Previous residence visa
- Valid health insurance from immigration-approved provider

Need help with health insurance or document attestation?

RAKEZ offers both services at competitive rates. You can opt in directly through the Portal 360. (Refer to the VAS services section for more details)

Additional Document Requirements by Nationality

Iraq	National Identity Card

VISA RENEWAL – EMPLOYEE

This service enables the company to renew the residence visas of employees under its sponsorship.

Service Delivery Channel

- Portal 360
- RAKEZ Mobile App

Customer Journey

1. **Apply for visa renewal** — Visit Portal 360 to fill the application form. Applicant must be inside the UAE
2. **Book your medical test appointment** — Book a medical fitness test appointment with RAKEZ Medical Fitness Centre
3. **Apply for Emirates ID** — Proceed with your EID application on RAKEZ Portal
4. **Congratulations** — Your visa has been renewed

Visa Service Fees & Delivery Timelines

Service Type	VIP +AED 2,464	STANDARD
End-to-end visa renewal	1 working day	4 working days
Medical result	1-hour result (Smart Salem in Dubai OR RAKEZ Medical Center)	✓
Emirates ID renewal	✓	✓
Visa renewal	✓	✓
EID courier	✓	✗
Discount on dependant visa	20%	-
Price	**AED 5,964**	**AED 3,500**

Outcome

- Digital UAE Residence Visa & Emirates ID (via ICP App)
- Original Emirates ID card (Delivered directly to your doorstep or P.O.Box)
- RAKEZ Digital ID card & Employment Certificate (if applicable)
- Workers Protection Insurance (WPI) Certificate
- Health Insurance (if selected through RAKEZ)

Required Documents

- Passport copy (valid for at least 6 months)
- Recent passport-sized color photo with a white background
- Previous residence visa
- Valid health insurance from immigration-approved provider

Need help with health insurance or document attestation?

RAKEZ offers both services at competitive rates. You can opt in directly through the Portal 360. (Refer to the VAS services section for more details)

Additional Document Requirements by Nationality

Iraq	National Identity Card

VISA AMENDMENTS

This service allows individuals to update personal or professional information on their residence visa or entry permit, such as name changes, job title updates, or transferring a visa to a new passport of the same nationality.

Service Delivery Channel

Portal 360

Customer Journey

Apply for Visa Amendment
Visit Portal 360 to fill the Application form. If amendment in residence visa, Applicant must be inside the UAE

RAKEZ review
RAKEZ will review your request & forward it to immigration for processing

Immigration processing
Immigration review and process the application

Congratulations
Your visa is amended

Visa Service Fees & Delivery Timelines

Service Type	Urgent +AED 500	Standard
End-to-end visa amendment	2 working days	4 working days
Residence visa amendment	AED 1,570	AED 1,070
Visa transfer to new passport (same country passport)	AED 1,670	AED 1,170
Entry permit amendment	AED 985	AED 485

Outcome



Amended eVisa or/ Amended UAE Residence Visa along with Amended EID card (Delivered directly to your doorstep or P.O.Box)



RAKEZ Digital ID Card (Applicable if designation changes on residence visa)

Required Documents

For Name Change:

- Passport copy (valid for at least 6 months)
- Recent passport-sized color photo with a white background
- Attested legal document supporting the name change (e.g., marriage certificate, embassy letter).

Need help with document attestation?
RAKEZ offers this service at competitive rates. You can opt in directly through the Portal 360. (Refer to the Attestation Service section for details.)

For Visa Transfer to New Passport (same nationality):

- Passport copy (valid for at least 6 months)
- Recent passport-sized color photo with a white background
- Copy of previous and new passport.

For Job Title Change:

- Passport copy (valid for at least 6 months)
- Recent passport-sized color photo with a white background
- Signed experience/promotion letter from the company stating the new job title and salary

VISA CANCELLATION - INVESTOR/PARTNER

This service enables Investor/Partner visa holders to cancel their residence visa or eVisa.

Service Delivery Channel

Portal 360

Customer Journey



Apply for visa cancellation
Visit Portal 360 to fill the application form



RAKEZ Review
Review and forward to Immigration



Immigration Processing
Immigration review and process the application



Congratulations
Your visa is cancelled

Visa Service Fees & Delivery Timelines

Service	Normal	Urgent	Royal
Visa cancellation	4 working days	2 working days	1 working day
Residence visa cancellation (inside UAE)	AED 685	AED 1,185	AED 1,685
Residence visa cancellation (outside UAE)	AED 1,070	AED 1,570	AED 2,070
Utilized residence permit cancellation	AED 685	AED 1,185	AED 1,685
Un-utilized residence permit cancellation	AED 685	AED 1,185	AED 1,685

Required Documents

Applicant is inside the UAE

- Passport copy
- Copy of residence visa or eVisa

Applicant is outside the UAE

- Passport copy
- Copy of residence visa or eVisa
- Original passport (if residence visa is valid and stay outside the UAE is less than 180 days) (exception only for de-registration cases)

Outcome



Digital visa cancellation document.



eVisa with cancelled stamp

VISA CANCELLATION - EMPLOYEE

This service enables companies to cancel the visas issued to employees - their residence visa or eVisa.

Service Delivery Channel

Portal 360

Customer Journey

1. **Apply for visa cancellation** — Visit Portal 360 to fill the application form
2. **RAKEZ Review** — Review and forward to Immigration
3. **Immigration Processing** — Immigration review and process the application
4. **Congratulations** — Your visa is cancelled

Visa Service Fees & Delivery Timelines

Service	Normal	Urgent	Royal
Visa cancellation	4 working days	2 working days	1 working day
Residence visa cancellation (inside UAE)	AED 385	AED 885	AED 1,385
Residence visa cancellation (outside UAE)	AED 770	AED 1,270	AED 1,770
Utilized residence permit cancellation	AED 385	AED 885	AED 1,385
Un-utilized residence permit cancellation	AED 385	AED 885	AED 1,385

Required Documents

Applicant is inside the UAE

- Passport copy
- Copy of residence visa or eVisa

Applicant is outside the UAE

- Passport copy
- Copy of residence visa or eVisa
- Original passport (if residence visa is valid and stay outside the UAE is less than 180 days) (exception only for de-registration cases)

Outcome

- Digital visa cancellation document.
- eVisa with cancelled stamp

NEW VISA - DEPENDENTS

This service allows sponsors to apply for new residence visas for their dependents under their sponsorship (spouse, children, or newborns).

Eligibility: Minimum salary requirement: AED 4,000/month or AED 3,000/month with company-provided accommodation.

Service Delivery Channel

Portal 360

Customer Journey



Apply for entry permit
Visit Portal 360 to fill the application form, Sponsor must be inside the UAE.

Entry permit approval
Applicant will receive e-visa (subject to immigration approval)

Activate your visa
Inside the UAE
RAKEZ will perform the visa activation on behalf of the applicant
Outside the UAE
The activation will be done by the UAE immigration upon arrival to the UAE

Book your medical test appointment
(applicable if applicant is above 18 years old)
Book a medical fitness test appointment with RAKEZ Medical Fitness Centre

Apply for Emirates ID
Proceed with your EID application on RAKEZ Portal

Complete your biometric
Visit RAKEZ Medical Fitness Centre to complete your biometric process

Congratulations
You are now a UAE resident

Visa Service Fees & Delivery Timelines

Service Type	Normal	Special offer
End-to-end New Visa	5 working days	
Immigration File opening for the sponsor (one time)	AED 450	Exclusive 20% discount for RAKEZ Partners
Spouse & child above 18 years	AED 2,390	
Child below 18 years	AED 2,090	
Status change (applicable if inside)	AED 985	
New born	AED 1,505	

Fee are exclusive of VAT.

Outcome



Digital UAE Residence Visa & Emirates ID (via ICP App)

Original Emirates ID Card (Delivered directly to your doorstep or P.O.Box)

Health Insurance (if selected through RAKEZ)

Required Documents

- Dependent's passport copy (valid for at least 6 months)
- Dependent's recent passport-sized, color photograph with white background.
- Sponsor's passport copy with valid residence visa
- Valid and attested tenancy contract or property ownership under sponsor's name
- Valid health insurance from one of the immigration-approved providers
  If sponsor is an investor/partner: AED 3,310 refundable deposit per dependent

Additional for Spouse

- Attested marriage certificate (UAE Embassy attestation + Arabic translation)

Additional for Child (Below or Above 18)

- Mother's passport copy
- Attested birth certificate (UAE Embassy attestation + Arabic translation)
- For daughters over 18: Undertaking letter in Arabic confirming she is single and living with the family

If the Sponsor is the Mother (for a child under 18)

- Father's passport copy
- No Objection Certificate (NOC) from father
- If the father is outside the UAE, the NOC must be attested by the Ministry of Foreign Affairs and translated into Arabic

Additional Document Requirements by Nationality

Iraq, Iran, Afghanistan, Pakistan	National Identity Card

Need help with health insurance or document attestation?

RAKEZ offers both services at competitive rates. You can opt in directly through the Customer 360 Portal. (Refer to the VAS services section for more details)

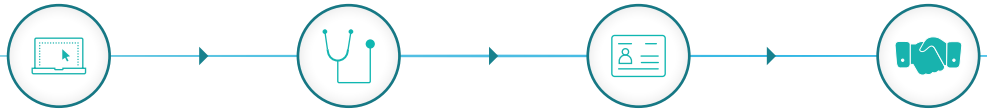
VISA RENEWAL - DEPENDENTS

This service allows individuals to renew residence visas for their dependents (spouse, children, or newborns) under their sponsorship.

Service Delivery Channel

Portal 360

Customer Journey



Apply for visa renewal
Visit Portal 360 to fill the application form. Applicant must be inside the UAE to apply

Book your medical test appointment
Book a medical fitness test appointment with RAKEZ Medical Fitness Centre

Apply for Emirates ID
Proceed with your EID application on RAKEZ Portal

Congratulations
Your visa has been renewed

Visa Service Fees & Delivery Timelines

Service Type	Normal	Special offer
End-to-end visa renewal	5 working days	
Dependent visa renewal	**AED 1,705**	10% discount for RAKEZ partners
Child below 18 years	**AED 1,405**	

*Fees are exclusive of VAT

Outcome



Digital UAE Residence Visa & Emirates ID (via ICP App)

Original Emirates ID Card (Delivered directly to your doorstep or P.O.Box)

Health Insurance (if selected through (RAKEZ)

Required Documents

- Dependent's passport copy (valid for at least 6 months)
- Dependent's photo with a white background
- Sponsor's passport copy with valid residence visa
- Valid and attested tenancy contract or property ownership under sponsor's name
- Valid health insurance from immigration-approved provider

Note: If sponsor is an investor/partner: AED 3,310 refundable deposit per dependent

If the dependent is a daughter over 18 years

- Undertaking letter in arabic confirming she is single and residing with her family

If applying for a child's Visa

- Mother's passport copy (valid for at least 6 months)

If the sponsor is the mother

- Father's passport copy (valid for at least 6 months)

Additional Document Requirements by Nationality

Iraq	National Identity Card

Need help with health insurance or document attestation?

RAKEZ offers both services at competitive rates. You can opt in directly through the Portal 360. (Refer to the appendix for more details)

OTHER VISA SERVICES

We offer a range of additional visa services to support various needs.
For each service below, simply click the link to view the latest requirements, timelines, and fees.
This ensures you have all the information you need before starting your application.



Golden & Green Visa



Student Visa



Tourist Visa



Non-Sponsored ID Card



Temporary Work Permit

HEALTH INSURANCE PLAN

Benefits	Essential Plan	Enhanced Plan	Elite Plan
	AED 480	**AED 525**	**AED 630**
Annual maximum limit person	AED 50,000 (max AED 15,000 per in-patient encounter)	AED 75,000 (max AED 25,000 per in-patient encounter)	AED 150,000 (max AED 50,000 per in-patient encounter)
In-patient service at designated net ork hospital	Sublimit: AED 45,000 with no coisurance	Sublimit: AED 65,000 with no coisurance	Sublimit: AED 130,000 with no coisurance
Out-patient service in network provider	Sublimit: AED 5,000	Sublimit: AED 10,000	Sublimit: AED 20,000
Pre-existing/chronic condition per erson per year - limit for in patient	Not covered	Sublimit: AED 10,000	Sublimit: AED 25,000
Pre-existing/chronic condition per person per year - limit for out- atient	Not covered	Sublimit: AED 5,000	Sublimit: AED 10,000
Maternity	Not covered	Not covered	Covered
Physiotherapy	Covered upto 6 sessions per person per year with 20% coinsurance	Covered upto 6 sessions per person per year with 20% coinsurance	Covered upto 8 sessions per person per year with 20% coinsurance
Emergency outside network with in UAE till the patient is stabilised	Not covered	Covered	Covered
Waiting period/pre-existing & chronic ailments (in-patient & out-patient)	Not covered	12 months	12 months
Claim submission period	Within 30 days of availing the treatment	Within 45 days of availing the treatment	Within 45 days of availing the treatment

Additional Fees

Additional mandatory costs (not included in the above pricing)
Work Protection Insurance (WPI)

Basic Salary Range	Premium Per Visa (AED) – Excluding VAT
Below AED 4,000	1 Year: 130 2 Years: 160
AED 4,001 & above	1 Year: 160 2 Years: 240

TRADE NAME CHANGE - FREE ZONE

The service is provided to change a trade/operating name of the company.

Service Delivery Channel

Portal 360

Service Delivery Time

7 to 10 working days
Inclusive of 3 days newspaper publication

Customer Journey

1. Login to Portal 360
2. Click on company services & select corporate amendment - Trade Name Change
3. Initiate your request & upload required documents & complete the payment
4. RAKEZ verifies your request & initiates the amendment process
5. RAKEZ initiates the legal documents preparation & newspaper publication
6. Sign the documents shared to shareholder's emails
7. RAKEZ verifies signatures & issues updated company documents
8. Request completed

Service Fees

Services	Price
Company name change *Inclusive of immigration file amendment and pre-approval	AED 1,999 **Note: 30% discount on second amendment**
Chamber of Commerce certificate amendment	AED 500

Outcome

- Amended e-license
- Amended e-partner list
- Memorandum of Association/Amendment to Memorandum of Association (when applicable)
- Amended Chamber of Commerce (For entities registered with COC)

Required Documents

- A resolution approving the required amendment must be signed by all shareholders or their authorized representatives holding a valid power of attorney. If any shareholder is a corporate entity, a separate resolution authorizing the amendment must be provided by the corporate shareholder.
  Note: Resolution attestation is required for parent companies as outlined below.
  - UAE-based parent companies: Notarized by UAE Notary Public
  - Non-UAE parent companies: Notarized and legalized up to the UAE Embassy level

Additional requirements for shareholders holding valid Authorised Representatives (POAs):

- Power of Attorney (if represented by an attorney) with a valid passport copy or Emirates ID. The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the country where it was issued. For assistance in attestation, please contact RAKEZ Value Added Services at vas@rakez.com

Additional requirements for companies with land/warehouse facility:

- NOC from Public Services Department.

Important notes:

The proposed company name should be in line with RAKEZ Company Name Guideline.

Templates of resolution:

1. Shareholders resolution template.
2. Corporate resolution template.

TRADE NAME CHANGE - NON-FREE ZONE

The service is provided to change the trade/operating name of the company.

Service Delivery Channel

Portal 360

Service Delivery Time

20 to 25 working days.
Inclusive of 14 days newspaper publications

Customer Journey

1. Login to Portal 360
2. Click on company services & select corporate amendment - Trade Name Change
3. Initiate your request & upload required documents & complete the payment
4. RAKEZ verifies your request & initiates the amendment process
5. RAKEZ initiates the legal documents preparation & newspaper publication
6. Sign the documents shared to your emial in front of RAK DED Legal department & share the original attested documents with us
7. RAKEZ verifies signatures & issues updated company documents
8. Request completed

Service Fees

Services	Price
Company name change *Inclusive of immigration file amendment and pre-approval	**AED 1,999** **Note: 30% discount on second amendment**
Chamber of Commerce certificate amendment	AED 1,000
DED amendment fee	AED 2,000
Name reservation	AED 2,500

RAK DED Attestation Fee as per DED regulation will apply

Outcome

- Amended e-license
- Memorandum of Association/Amendment to Memorandum of Association (when applicable)
- Amended Chamber of Commerce certificate (for entities registered with COC)

Required Documents

- 1. Company shareholders' resolution for the required amendment, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution for the required amendment is requested from the corporate shareholder authorising the changes. Resolution attestation is needed for parent companies as below:
  - UAE-based Parent Companies: Notarized by UAE Notary Public
  - Non-UAE Parent Companies: Notarized and legalized up to the UAE Embassy level

Templates of resolution:

1. Shareholders resolution template.
2. Corporate resolution template.

- 2. Trade name reservation

Important notes:

RAK Department of Economic Development Trade name rules apply.

Additional requirements for shareholders holding valid Authorised Representatives (POAs):

- Power of Attorney (if represented by an attorney) with a valid passport copy or Emirates ID.
- The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the Country where it was issued. For assistance in attestation, please contact RAKEZ Value Added Services at vas@rakez.com

Additional requirements for companies with land/warehouse facility:

1. NOC from Public Services Department. Please approach Public Services Department to obtain their NOC
2. NOC from the bank, if the company has registered security interest or mortgage.

SHAREHOLDER STRUCTURE CHANGE - FREE ZONE

This service provides a step-by step instruction & all details required on how to amend (add/remove) shareholders in your company. It supports both individual and corporate shareholders, ensuring flexibility for different types of ownership structures.

Service Delivery Channel

Portal 360

Service Delivery Time

8 to 10 working days

Customer Journey



Service Fees

Services	Price
Shareholder Structure Change *Inclusive of immigration file amendment and pre-approval	**AED 4,000** **Note: 30% discount on second amendment**
Chamber of Commerce certificate amendment	AED 500
E-channel registration (if applicable)	AED 2,300
E-channel renewal (if expired)	AED 1,300

Outcome



- Amended e-license
- Amended e-partner list
- Memorandum of Association/Amendment to Memorandum of Association (when applicable)
- Amended Chamber of Commerce
- Abbreviation change Certificate (when applicable)

SHAREHOLDER STRUCTURE CHANGE - FREE ZONE

This service provides a step-by step instruction & all details required on how to amend (add/remove) shareholders in your company. It supports both individual and corporate shareholders, ensuring flexibility for different types of ownership structures.

Service Delivery Channel

Portal 360

Service Delivery Time

8 to 10 working days

Required Documents

1. Company shareholders' resolution for the required amendment, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution for the required amendment is requested from the corporate shareholder authorising the changes (resolution attestation is needed for parent companies as below):

   - UAE-based parent companies: notarized by UAE notary public
   - Non-UAE parent companies: notarized and legalized up to the UAE embassy level

Templates of resolution:

1. Shareholders resolution template.
2. Corporate resolution template.

2. Color Passport Copy and Emirates ID/residency visa copy for the incoming shareholde.r (For UAE National, Family Book is required)
3. Acceptance Letter from the incoming shareholder. Click Here to access the template.
4. If the incoming shareholder is holding an employee visa, NOC from the current sponsor is required.
5. If incoming shareholder is corporate, below additional documents are needed (must be notarised and legalised up to the level of the UAE Embassy if its non UAE-based company, or Notarized by UAE Notary Public if it's a UAE-based based company):
   a. Certificate of Good Standing/Certificate of Incumbency/Extract from Commercial Register (as applicable).
   b. Trade License or Certificate of Registration.
   c. Memorandum and Articles of Association and any amendments (if applicable).
   d. Declaration of the Ultimate Beneficial Owner (UBO), along with his/her passport copy. Click Here to access the form
   e. Organizational chart showing the structure of the company up to the UBO names.

Important Notes:

1. The partner's visa for outgoing shareholder must be cancelled before issuing the amended license.
2. Outgoing shareholder holding the Portal 360 shall be removed upon issuance of the amended e-license. The new shareholder shall register a new access at RAKEZ Portal Login.

Additional requirements for shareholders holding valid Authorised Representatives (POAs):

Power of Attorney (if represented by an attorney) with a valid passport copy or Emirates ID. The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the Country where it was issued. For assistance in attestation, please contact RAKEZ Value Added Services at vas@rakez.com

Additional requirements for companies with land/warehouse facility:

1. NOC from Public Services Department. Please approach Public Services Department to obtain their NOC.
2. NOC from the bank, if the company has registered security interest or mortgage.

SHAREHOLDER STRUCTURE CHANGE - NON-FREE ZONE

The service caters to adding or removing or replacing individual or corporate shareholder(s) in the company for non-free zone segment of customers.

Service Delivery Channel

Portal 360

Service Delivery Time

25 to 30 working days
(including 14 days newspaper publication)

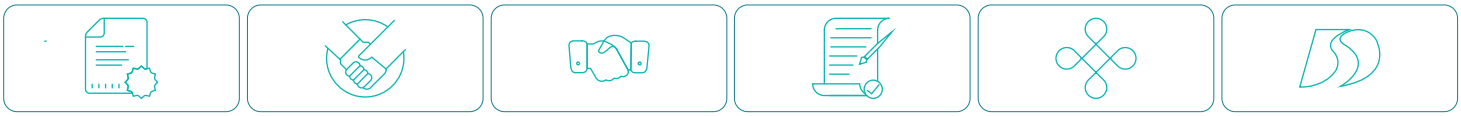
Customer Journey



Service Fees

Services	Price
Shareholder Structure Change *Inclusive of immigration file amendment and pre-approval	**AED 4,000** **Note: 30% discount on second amendment**
DED fees	AED 2,000
Chamber of Commerce certificate amendment	AED1,000
ED Amendment Fee	AED 2,000
RAK DED attestation fee	Varied based on Company Share Capital

Outcome



- Amended e-license
- Amended e-partner list
- Transfer agreement
- Memorandum of Association/Amendment to Memorandum of Association (when applicable)
- Amended Chamber of Commerce
- Amended RAK DED license

SHAREHOLDER STRUCTURE CHANGE - NON-FREE ZONE

The service caters to adding or removing or replacing individual or corporate shareholder(s) in the company for non-free zone segment of customers.

Service Delivery Channel

Portal 360

Service Delivery Time

25 to 30 working days
(including 14 days newspaper publication)

Required Documents

1. Company shareholders' resolution for the required amendment, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution for the required amendment is requested from the corporate shareholder authorising the changes (resolution attestation is needed for parent companies as below):

   - UAE-based parent companies: notarized by UAE notary public
   - Non-UAE parent companies: notarized and legalized up to the UAE embassy level

Templates of resolution:

1. Shareholders resolution template.
2. Corporate resolution template.

2. Color passport copy and Emirates ID/residency visa copy for the incoming shareholder. (For UAE National, Family Book is required)
3. Acceptance letter from the incoming shareholder. Click Here to access the template.
4. If the incoming shareholder is holding an employee visa, NOC from the current sponsor is required.
5. If incoming shareholder is corporate, below additional documents are needed (must be notarised and legalised up to the level of the UAE Embassy if its non UAE-based company, or Notarized by UAE Notary Public if it's a UAE-based based company):
   a. Certificate of Good Standing/Certificate of Incumbency/Extract from Commercial Register (as applicable).
   b. Trade License or Certificate of Registration.
   c. Memorandum and Articles of Association and any amendments (if applicable).
   d. Declaration of the Ultimate Beneficial Owner (UBO), along with his/her passport Copy. Click Here to access the form.
   e. Organizational chart showing the structure of the company up to the UBO names.

Important Notes:

1. The partner's visa for outgoing shareholder must be cancelled before issuing the amended license.
2. Outgoing shareholder holding the Portal 360 shall be removed upon issuance of the amended e-license. The new shareholder shall register a new access at RAKEZ Portal Login.

Additional requirements for Shareholders holding valid Authorised Representatives (POAs):

Power of Attorney (if represented by an attorney) with a valid passport copy or Emirates ID. The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the Country where it was issued. For assistance in attestation, please contact RAKEZ Value Added Services at vas@rakez.com

Additional requirements for companies with land/warehouse facility:

1. NOC from Public Services Department. Please approach Public Services Department to obtain their NOC.
2. NOC from the bank, if the company has registered security interest or mortgage.

SHARE CAPITAL CHANGE - FREE ZONE

This service allows for the increase or decrease of share capital in the company.

Service Delivery Channel

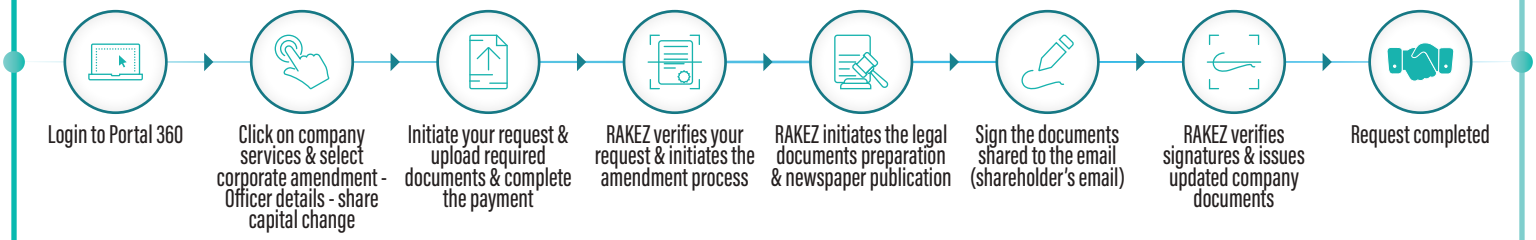
Portal 360

Pricing

AED 1,999

Note: Second amendment is on 30% discount

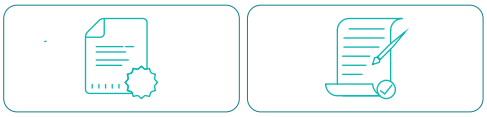
Customer Journey



Service Delivery Time

Change Type	Timeline
Increase of capital	5 to 7 working days
Decrease of capital	35 to 40 working days (Inclusive of the newspaper publication in 2 newspapers (Arabic and English) of general circulation in the UAE within 30 days)

Outcome



Amended e-license

Memorandum of Association/Amendment to Memorandum of Association (when applicable)

Required Documents

- 1. Company shareholders' resolution for the required amendment, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution for the required amendment is requested from the corporate shareholder authorising the changes (resolution attestation is needed for parent companies as below):
  - UAE-based parent companies: notarized by UAE notary public
  - Non UAE- based parent companies: notarized and legalized up to the UAE embassy level

Templates of resolution:

1. Shareholders resolution template.
2. Corporate resolution template.

Additional documents for increasing the capital

- Bank letter or bank statement from an existing bank located in UAE under the company name, stating a value equal to or greater than the new share capital, or auditor's confirmation letter certified by an auditor licensed in UAE is required.

Additional documents for decreasing the value of share capital

The provided resolution should be declaring either:

i. That on the date from which the reduction is to have effect, the company is solvent; or

ii. That all the creditors of the company on that date have consented to the reduction.

Auditor letter certified by an auditor licensed in UAE.

Additional requirements for shareholders holding valid Authorised Representatives (POAs):

- Power of attorney (if represented by an attorney) with a valid passport copy or Emirates ID. The POA must be notarized by a notary public in the uae or notarized and legalized up to the level of the uae embassy from the country where it was issued. For assistance in attestation, please contact rakez value added services at vas@rakez.com

SHARE CAPITAL CHANGE - NON-FREE ZONE

The service is provided to change a share capital (increase or decrease) in the non-free zone company.

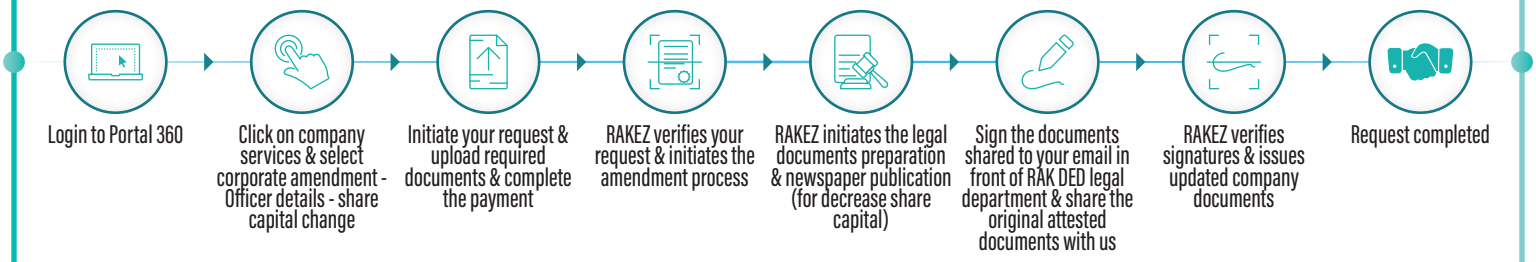
Service Delivery Channel

Portal 360

Outcome

The amended e-partner list

Customer Journey



Service Delivery Time & Fee

Change Type	Timeline	Fee
Increase of capital	5 to 7 working days	
Decrease of capital	35 to 40 working days (Inclusive of the newspaper publication in 2 newspapers (Arabic and English) of general circulation in the UAE within 30 days)	
Share capital change		AED 1,999
DED amendment fee		AED 2,000
RAK DED attestation fee		As per DED regulations

***Inclusive of immigration file amendment and pre-approval**

Required Documents

- 1. Company shareholders' resolution for the required amendment, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution for the required amendment is requested from the corporate shareholder authorising the changes (resolution attestation is needed for parent companies as below):
  - UAE-based parent companies: notarized by UAE notary public
  - Non UAE-based parent companies: notarized and legalized up to the UAE embassy level

Templates of resolution:

1. Shareholders resolution template.
2. Corporate resolution template.

Additional Documents for Increasing the Capital

- Bank letter or bank statement from an existing bank located in UAE under the company name, stating a value equal to or greater than the new share capital, or auditor's confirmation letter certified by an auditor licensed in UAE is required.

Additional Documents for Decreasing the Value of Share Capital

The provided resolution should be declaring either:

i. That on the date from which the reduction is to have effect, the company is solvent; or

ii. That all the creditors of the company on that date have consented to the reduction.

Auditor letter certified by an auditor licensed in UAE.

Additional requirements for shareholders holding valid Authorized Representatives (POAs):

- Power of attorney (if represented by an attorney) with a valid passport copy or Emirates ID.
- The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the country where it was issued. For assistance in attestation, please contact rakez value added services at vas@rakez.com

OFFICER DETAILS CHANGE - FREE ZONE

This service provides detailed instructions on how to change officers in your company, allowing you to easily add, remove, or replace the Manager, Director/s, Authorized Signatory/ies or POA Holder.

Service Delivery Channel

Portal 360

Service Delivery Time

5 to 7 working days

Customer Journey

1. Login to Portal 360
2. Click on company services & select corporate amendment - change officer details (Manager, Director, POA Holder, Authorised Signatory)
3. Initiate your request & upload required documents & complete the payment
4. RAKEZ verifies your request & initiates the amendment process
5. RAKEZ initiates the legal documents preparation
6. Sign the documents shared to shareholder's emails
7. RAKEZ verifies signatures & issues updated company documents
8. Request completed

Service Fees

Services	Price
Officer details change *Inclusive of immigration file amendment and pre-approval	**AED 1,999** **Note: 30% discount on second amendment**
Chamber of Commerce certificate amendment (if applicable)	AED 500

Outcome

- Amended e-license
- Memorandum of Association/Amendment to Memorandum of Association (whenapplicable)
- Amended Chamber of Commerce (For entities registered with COC).

Required Documents

- 1. Company shareholders' resolution for the required amendment, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution for the required amendment is requested from the corporate shareholder authorising the changes (resolution attestation is needed for parent companies as below):
  - UAE-based parent companies: notarized by UAE notary public
  - Non-UAE parent companies: notarized and legalized up to the UAE embassy level

  Templates of resolution:
  1. Shareholders resolution template.
  2. Corporate resolution template.
- 2. Color passport copy and Emirates ID/residency visa copy for the incoming manager/director/authorised personnel.
- 3. Acceptance letter from the incoming manager/director. Click here to access the template.
- 4. If the incoming manager is holding an employee visa, NOC from the current sponsor is required.
- 5. Resignation/termination letter of the outgoing manager/director declaring receipt of all dues and end-of-service benefits. Click here to access the template

Additional requirements for shareholders holding valid Authorised Representatives (POAs):

- Power of attorney (if represented by an attorney) with a valid passport copy or Emirates ID. The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the country where it was issued. For assistance in attestation, please contact rakez value added services at vas@rakez.com

Important notes:

1. The visa of the outgoing manager shall be cancelled before issuing the amended license.
2. The company manager should have an employment visa under RAKEZ company, if the company activity falls under Economic Substance Regulations (ESR).
3. The new manager/director/authorised personnel must be 18 years old at the time of application.
4. Outgoing manager holding the Portal 360 shall be removed upon issuance of the amended e-license. The new manager shall register a new access at RAKEZ portal login.

OFFICER DETAILS CHANGE - NON-FREE ZONE

This service provides detailed instructions on how to change officers in your company, allowing you to easily add, remove, or replace the Manager, Director/s, Authorized Signatory/ies or POA Holder.

Service Delivery Channel

Portal 360

Service Delivery Time

5 to 7 working days

Customer Journey

1. Login to Portal 360
2. Click on company services & select corporate amendment - change officer details (Manager, Director, POA Holder, Authorised Signatory)
3. Initiate your request & upload required documents & complete the payment
4. RAKEZ verifies your request & initiates the amendment process
5. RAKEZ initiates the legal documents preparation
6. Sign the documents shared to you email in front of RAK DED Legal department & share the original attested documents with us
7. RAKEZ verifies signatures & issues updated company documents
8. Request completed

Service Fees

Services	Price
Officer details change *Inclusive of immigration file amendment and pre-approval	**AED 1,999** **Note: 30% discount on second amendment**
Chamber of Commerce certificate amendment	AED 1,000
DED amendment fee	AED 2,000

RAK DED attestation fee as per DED regulation will apply

Outcome

- Amended e-license
- Amended e-partner
- Memorandum of Association/Amendment to Memorandum of Association (when applicable)
- Amended Chamber of Commerce (For entities registered with COC).
- Amended DED license

Required Documents

- 1. Company shareholders' resolution for the required amendment, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution for the required amendment is requested from the corporate shareholder authorising the changes (resolution attestation is needed for parent companies as below):
  - UAE-based parent companies: notarized by UAE notary public
  - Non-UAE parent companies: notarized and legalized up to the UAE embassy level

  Templates of resolution:
  1. Shareholders resolution template.
  2. Corporate resolution template.
- 2. Color passport copy and Emirates ID/residency visa copy for the incoming manager/director/authorised personnel.
- 3. Acceptance letter from the incoming manager/director. Click here to access the template.
- 4. If the incoming manager is holding an employee visa, NOC from the current sponsor is required.
- 5. Resignation/termination letter of the outgoing manager/director declaring receipt of all dues and end-of-service benefits. Click here to access the template

Additional requirements for Shareholders holding valid Authorised Representatives (POAs):

- Power of attorney (if represented by an attorney) with a valid passport copy or Emirates ID. The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the country where it was issued. For assistance in attestation, please contact rakez value added services at vas@rakez.com.

Important notes:

1. The visa of the outgoing manager shall be cancelled before issuing the amended license.
2. The company manager should have an employment visa under RAKEZ company, if the company activity falls under Economic Substance Regulations (ESR).
3. The new manager/director/authorised personnel must be 18 years old at the time of application.
4. Outgoing manager holding the Portal 360 shall be removed upon issuance of the amended e-license. The new manager shall register a new access at RAKEZ portal login.

LICENSE AMENDMENT - FREE ZONE

License amendment includes adding, removing, or replacing the companies' licensed activities.

Service Delivery Channel
Email

Service Delivery Time
5 to 7 working days

Customer Journey

1. Fill the application form & activity amendment resolution
2. Submit the documents to customer service at customerservice@rakez.com
3. RAKEZ verifies your request & initiates the amendment process
4. RAKEZ initiates the legal documents preparation (if applicable)
5. Sign the documents shared to shareholder's emails
6. RAKEZ verifies signatures & issues updated company documents
7. Request completed

Service Fees

Service Type	Price
Activity / License Amendment	AED 1,999 **Note: 30% discount on second amendment**
If Applicable: Out of Bundle Additional Activity	Standard: AED 1,000 | Special: AED 5,000 annually
Additional License	As per license type - charged annually

Outcome

- Amended e-license
- Amended e-partner
- Amendment to Memorandum of Association (when applicable)
- Amended Chamber of Commerce (for entities registered with COC).

Required Documents

1. A resolution for the required amendment must be signed by all shareholders or their authorized representatives holding a valid power of attorney. If a shareholder is a corporate entity, a separate resolution from the corporate shareholder authorizing the amendment is also required.

Templates of resolution:

1. Shareholders resolution template.
2. Corporate resolution template.

- UAE-based parent companies: notarized by UAE notary public
- Non-UAE parent companies: notarized and legalized up to the UAE embassy level

2. Amendment application form

Additional requirements for Shareholders holding valid Authorised Representatives (POAs):

Power of Attorney (if represented by an attorney) with a valid passport copy or Emirates ID. The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the Country where it was issued. For assistance in attestation, please contact RAKEZ Value Added Services at vas@rakez.com

Additional Requirements for Companies with land/warehouse facility:

1. Detailed Application Form (DAF),
2. NOC from RAK Customs. Click Here to access the form to fill and submit to RAK Customs to obtain the NOC (Form needs to be signed & sealed by RAKEZ)
3. NOC from Public Services Department. Please approach Public Services Department to obtain their NOC

Note: Additional requirements might be requested depending on activity type

LICENSE AMENDMENT - NON-FREE ZONE

License amendment includes adding, removing or replacing the companies' licensed activities.

Service Delivery Channel
Email

Service Delivery Time
10 to 20 working days

Customer Journey

1. Fill the application form & activity amendment resolution
2. Submit the documents to customer service at customerservice@rakez.com
3. RAKEZ verifies your request & initiates the amendment process
4. RAKEZ initiates the legal documents preparation (if applicable)
5. Sign the documents shared to shareholder's emails
6. RAKEZ verifies signatures & issues updated company documents
7. Request completed

Service Fees

Service Type	Price
Activity / License Amendment	AED 1,999 **Note: 30% discount on second amendment**
DED Amendment Fees	AED 2,000
If Applicable: Out of Bundle Additional Activity	Standard: AED 1,000 | Special: AED 5,000 annually

Outcome

- Amended e-license
- Amended e-partner
- Amendment to Memorandum of Association (when applicable)
- Amended Chamber of Commerce (for entities registered with COC).
- Amended RAK DED license

Required Documents

1. A resolution for the required amendment must be signed by all shareholders or their authorized representatives holding a valid Power of Attorney. If a shareholder is a corporate entity, a separate resolution from the corporate shareholder authorizing the amendment is also required.

Templates of resolution:

1. Shareholders resolution template.
2. Corporate resolution template.

- UAE-based parent companies: notarized by uae notary public
- Non-UAE parent companies: notarized and legalized up to the uae embassy level

2. Amendment application form

Additional requirements for Shareholders holding valid Authorised Representatives (POAs):

Power of Attorney (if represented by an attorney) with a valid passport copy or Emirates ID. The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the Country where it was issued. For assistance in attestation, please contact RAKEZ Value Added Services at vas@rakez.com

Additional Requirements for Companies with land/warehouse facility:

1. Detailed Application Form (DAF), Click Here
2. NOC from RAK Customs. Click Here to access the form to fill and submit to RAK Customs to obtain the NOC (Form needs to be signed & sealed by RAKEZ)
3. NOC from Public Services Department. Please approach Public Services Department to obtain their NOC

Note: Additional requirements might be requested depending on activity type

AMENDMENT FINANCIAL YEAR - FREE ZONE

This service enables the company to change its financial year mentioned in the corporate document.

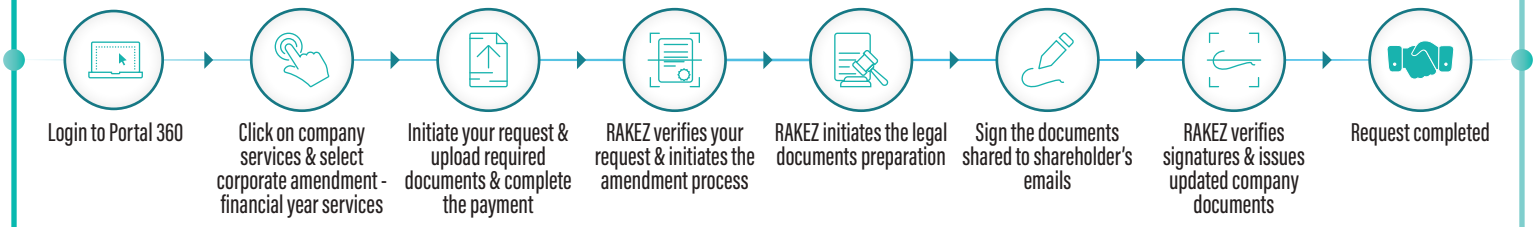
Service Delivery Channel

Portal 360

Outcome

Memorandum of Association/Amendment to Memorandum of Association

Customer Journey



Service Fees

Service Type	Price
Financial Year amendment	AED 1,999 **Note: 30% discount on second amendment**

Service Timeline

Service Type	Timeline
Financial Year amendment	3 to 5 working days

Required Documents

- A resolution for the required amendment must be signed by all shareholders or their authorized representatives holding a valid power of attorney. If a shareholder is a corporate entity, a separate resolution from the corporate shareholder authorizing the amendment is also required.

Templates of resolution:

1. Shareholders resolution template.
2. Corporate resolution template.

- UAE-based parent companies: notarized by UAE notary public
- Non-UAE parent companies: notarized and legalized up to the UAE embassy level

Additional requirements for shareholders holding valid Authorised Representatives (POAs):

- Power of attorney (if represented by an attorney) with a valid passport copy or Emirates ID.
- The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the country where it was issued. For assistance in attestation, please contact rakez value added services at vas@rakez.com

AMENDMENT FINANCIAL YEAR - NON-FREE ZONE

This service enables the company to change its financial year mentioned in the corporate document.

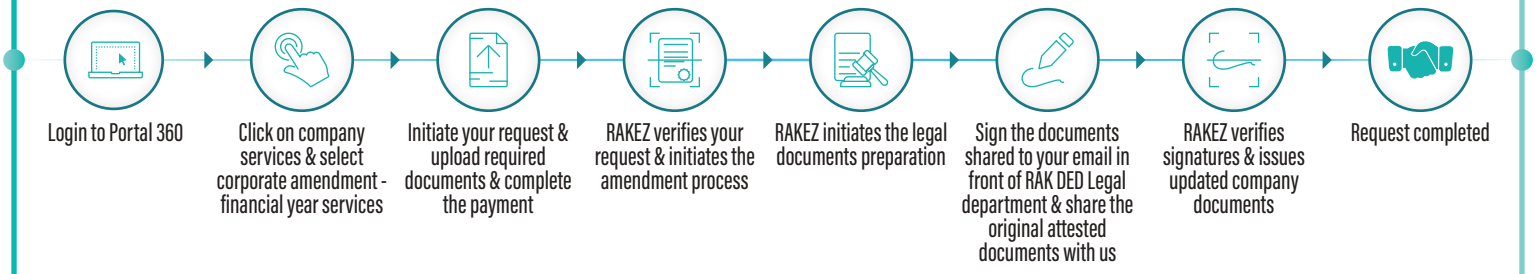
Service Delivery Channel

Portal 360

Outcome

Memorandum of Association/Amendment to Memorandum of Association

Customer Journey



Service Fees

Service Type	Price
Financial year amendment	AED 1,999 **Note: 30% discount on second amendment**

Service Timeline

Service Type	Timeline
Financial year amendment	3 to 5 working days

Required Documents

- A resolution for the required amendment must be signed by all shareholders or their authorized representatives holding a valid power of attorney. If a shareholder is a corporate entity, a separate resolution from the corporate shareholder authorizing the amendment is also required.

Templates of resolution:

1. Shareholders resolution template.
2. Corporate resolution template.

- UAE-based parent companies: notarized by UAE notary public
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Additional requirements for shareholders holding valid Authorised Representatives (POAs):

- Power of attorney (if represented by an attorney) with a valid passport copy or Emirates ID.
- The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the country where it was issued. For assistance in attestation, please contact rakez value added services at vas@rakez.com

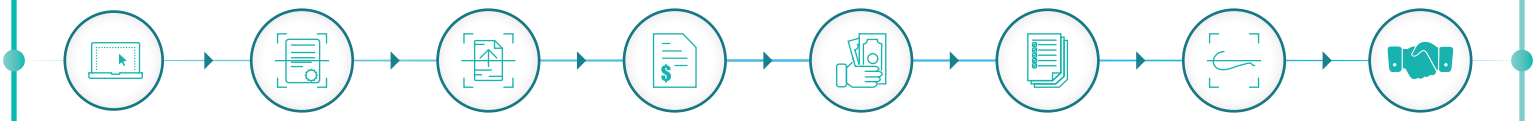
LEASE AMENDMENT (PHYSICAL)

The service aims to facilitate clients' request to change their lease records as per their business requirements (facility expansion/downsize) subject to RAKEZ rules and regulations

Service Delivery Channel

Email

Customer Journey



Submit request
Fill in this form and send to customerservice@rakez.com or visit of office

RAKEZ review
Leasing, KAM, TSS, and HSE teams will review your submission and approve it upon verification

Internal Processing
Internal teams (IT, Engineering/FM, Park Operations) will carry out necessary system and site updates

Invoice Issuance
RAKEZ Finance will generate the applicable amendment fee invoice

Payment
Settle the invoice via available payment channels

Agreement Preparation
Upon payment confirmation, RAKEZ will prepare and share the updated lease agreement for signature

Upload Signed Agreement
Upload the signed agreement to your service request

Completion & Key Handover
After verification, the lease amendment is finalized, and the Key Handover Form is issued

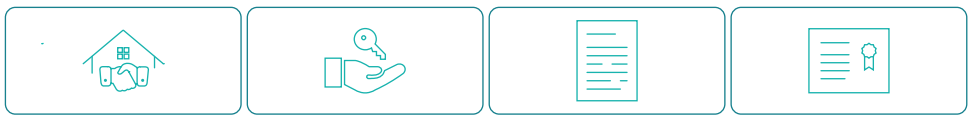
Service Fees

Service Type	Price
Service bundle (package), & catalogue price	**AED 1,000** (downsize fee) + other applicable charges
	No upgrade fee but fee will be charged as per the prevailing rental fee of the new facility.

Service Timeline

Service Type	Timeline
Office , labour/ staff accomodation	5 working days
Warehouse land	15 working days

Outcome



- New lease agreement or its amendment/addendum
- Key handover form (for physical office & warehouses)
- Deed of surrender (land cases)
- Certificate of possession (land cases)

Required Documents

1. Application form duly completed and signed by the owner or shareholder(s) or manager or authorized representative. (Available here)
2. Clearance for facilities with direct connection from Etisalat/Du.
3. Clearance from power supply providers. (for facilities with direct power connection from power suppliers)
4. RAK Customs Clearance - for free zone companies relocating from warehouse and land/plot facilities. Surrender the Land Lease Agreement (in case existing long-term land lease contact is cancelled/terminated)
5. Companies with Industrial activity are required to obtain NOC's from:
   - EPDA (Environmental Protection & Development Authority); and
   - Department of Civil Defence. (if applicable)
6. Additional drawing/site map. (for land cases)
7. Key Handover form to access the new facility. (office & warehouse)

LEASE AMENDMENT (CO-WORKING)

The service aims to facilitate clients' request to change their lease records as per their business requirements (facility expansion/downsize) subject to RAKEZ rules and regulations.

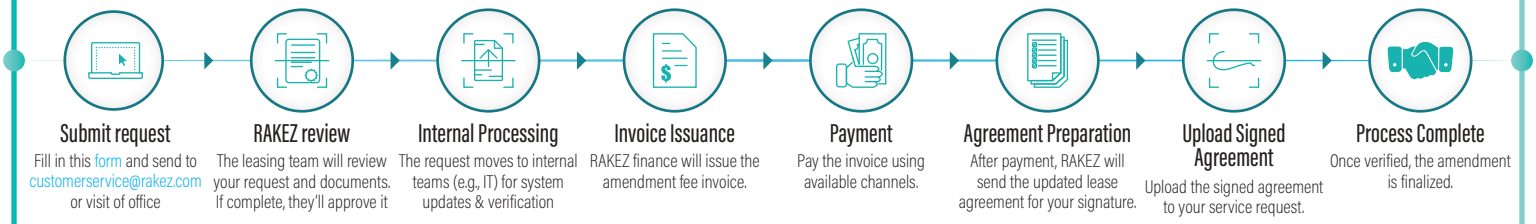
Service Delivery Channel

Email

Outcome

Co-working Agreement.

Customer Journey



Submit request
Fill in this form and send to customerservice@rakez.com or visit of office

RAKEZ review
The leasing team will review your request and documents. If complete, they'll approve it

Internal Processing
The request moves to internal teams (e.g., IT) for system updates & verification

Invoice Issuance
RAKEZ finance will issue the amendment fee invoice.

Payment
Pay the invoice using available channels.

Agreement Preparation
After payment, RAKEZ will send the updated lease agreement for your signature.

Upload Signed Agreement
Upload the signed agreement to your service request.

Process Complete
Once verified, the amendment is finalized.

Service Fee

Service Type	Fee
Downgrade	AED 1,000 (downsize fee) + other outstanding and fines if applicable
Upgrade	Difference price between new and existing facility + other outstanding and fines if applicable

Service Timeline

Service Type	Timeline
Downgrade	5-6 working days from SR submission
Upgrade	5-6 working days from SR submission

Required Documents

1. Application form duly completed and signed by the owner or shareholder(s) or manager or authorized representative. (Available here)
2. Power of Attorney duly notarized or legalized up to the level of the UAE Embassy, if the request is submitted by an authorized representative.

LEASE RENEWAL

This service aims to facilitate the renewal of the lease agreements of non-aligned leases and non-registered clients.

Service Delivery Channel

Email

Outcome

Lease Agreement/ Lease Addendum*

Notes: No Lease Agreement will be generated for "Signed Lease with Auto Renewal Clause".

Customer Journey



Service request creation (120 day) review the lease plan

Quotation is generated & sent to the client

Client pays and submit the request

Approve the lease documents (if any)

Receive the signed lease (in case of short-term lease)

Service Fees

Service Type	Fee
Lease Renewal	Prices may vary according to the facility type & the number of units taken

Service Timeline

Service Type	Timeline
Lease Renewal	1 working day from payment.

KYC UPDATE - FREE ZONE

The service is provided to change the personal details of the stakeholders of a company including name, nationality, address, updating passport number, renew passport data, updating mobile number and email address.

Service Delivery Time

3 to 5 working days

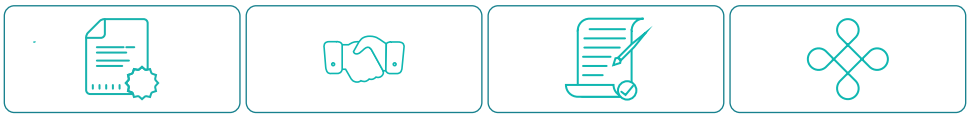
Customer Journey



Service Fees

Update Type	Fees
Personal details change on license (when applicable) *Inclusive of immigration file amendment and pre-approval	AED 1,999 **Note: 30% discount on second amendment**
Chamber of Commerce certificate amendment (when applicable)	AED 500

Outcome



Required Documents

- Request letter signed by the authorised signatory along with the required and applicable supporting documents.
- Colour passport copy for the concerned person.

In case the shareholder is corporate entity:

- Amended Memorandum and Article of Association
- Certificate of Name Change issued by the competent authority/extract from Commercial Register
- Certificate of Incumbency (in case of branch or subsidiary companies)
- Amended trade licence (if applicable)

Supporting documents must be notarised and legalised up to the level of the UAE Embassy if its non UAE-based company, or notarized by UAE Notary Public if it's a UAE-based company.

KYC UPDATE - NON-FREE ZONE

The service is provided to change the personal details of the stakeholders of the company including name, nationality, address, updating passport number, renew passport data, updating mobile number and email address.

Service Delivery Time

3 to 5 working days

Customer Journey

1. Login to Portal 360
2. Click on company services, then select corporate amendment, officer detail change, manager authorized signatory, director & POA
3. Initiate your request & upload required documents & complete the payment
4. RAKEZ verifies your request & initiate the amendement process
5. RAKEZ initiates the legal documents preparation
6. Sign the documents shared to your email in front of RAK DED legal department & share the original attested documents with us
7. RAKEZ verifies signatures & issue updated company documents
8. Request completed

Service Fees

Update Type	Fees
LC - personal details change on license (when applicable) *Inclusive of immigration file amendment and pre-approval	AED 1,999 **Note: 30% discount on second amendment**
Chamber of Commerce certificate amendment	AED 1,000
DED amendment fee	AED 2,000
RAK DED attestation fee	As per DED regulations

Outcome

- Amended e-license
- Amended e-partner list
- Memorandum of association / amendment to memorandum of association (when applicable).
- Amended Chamber of Commerce (for entities registered with COC).
- Amended DED license

Required Documents

- Request letter signed by the authorised signatory along with the required and applicable supporting documents.
- Colour passport copy for the concerned person.

In case the shareholder is corporate entity:

- Amended Memorandum and Article of Association
- Certificate of Name Change issued by the competent authority/extract from Commercial Register
- Certificate of Incumbency (in case of branch or subsidiary companies)
- Amended trade licence (if applicable)

Supporting Documents must be notarised and legalised up to the level of the UAE Embassy if its non UAE-based company, or Notarized by UAE Notary Public if it's a UAE-based company.

ACCOUNTING

Receive expert support from qualified tax accountants to maintain accurate, up-to-date financial records and ensure compliance with current tax regulations.

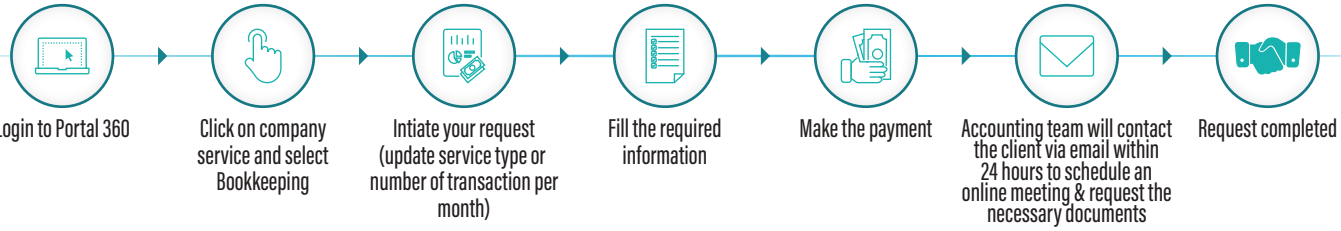
Service Delivery Channel

- RAKEZ Website
- RAKEZ Mobile App

Outcome

Accounting records maintained for a 12-month period.

Customer Journey



Service Delivery Time

The tax team will schedule an online meeting with the client within 24 hours of payment to assess their business and tax status. Following the meeting, the client will be asked to submit the necessary documents to initiate the accounting process. The tax team will maintain monthly contact with the client for 12 months.

Service Fees

Monthly Transactions	Fee
Fewer than 10	AED 5,250
10 – 20	AED 8,990
21 – 30	AED 11,450
31 – 50	AED 15,400
Over 50	Custom pricing

Required Documents

- Sales invoices
- Purchase/expense invoices
- Bank statements
- Additional documents as per business nature

CORPORATE TAX

Our qualified tax accountants are here to assist you with your corporate tax registration, filing, and submissions - so you can focus on growing your business.

Service Delivery Channel

- RAKEZ Website
- RAKEZ Mobile App

Customer Journey

1. Login to Portal 360
2. Click on company service and select Corporate tax
3. Initiate your request (Corporate tax registration, consultation, consultation & registration & filling, Corporate tax bundles)
4. Fill the required information
5. Make the payment
6. Accounting team will contact the client via email within 24 hour
7. Request completed

Service Delivery Time

Service	Timeline	Note
Consultation	1 day	Booking link sent immediately
Tax Registration	10 working days	After receiving all required documents
Tax Filing	10 working days	Based on company's filing deadline & document submission
Bundle 1	10 working days	Filing only; timeline based on deadline & document submission
Bundle 2	10 working days + 12-month bookkeeping	Filing based on deadline; includes 12 months of bookkeeping

Service Fees

Service	Fee
Corporate tax readiness consultation	AED 1,499
Consultation + registration	AED 1,999
Registration only	AED 1,249
Filing (zero turnover)	AED 1,800
Filing (with reporting turnover)	AED 3,749
Bundle 1: consultation, registration, filing (zero turnover)	AED 2,750
Bundle 1: consultation, registration, filing (reporting turnover)	AED 4,449
Bundle 2: consultation, registration, filing + bookkeeping (≤10 txns)	AED 9,449

Outcome

- Corporate tax registration certificate
- Corporate tax filing submitted
- Maintaining proper accounting records for availed bundles

Required Documents

- UAE mobile and email address
- Valid trade license
- Partners list
- Shareholders valid passport copies and EID copies
- MOA and Addendum to MOA (if applicable)
- Certificate of Incorporation

VIP BANK ACCOUNT OPENING

Experience priority access and personalized support with our VIP bank account opening service, tailored to meet the exclusive needs of high-value clients.

Service Delivery Channel

- RAKEZ Website
- RAKEZ Mobile App

Outcome

- Bank account opened

Customer Journey



Service Delivery Time and Fee

Timeline	Fees
20 working days	**AED 14,749**

Required Documents

- Certified company incorporation documents
- Company profile
- Valid passport copies of all shareholders
- Personal profiles (CVs) of all shareholders
- 6 months personal bank statements of all shareholders
- Emirates ID and residence visa copy of the primary signatory

STANDARD BANK ACCOUNT OPENING

Get an expert's support and guidance on the step-by-step application and documentation to open your business account.

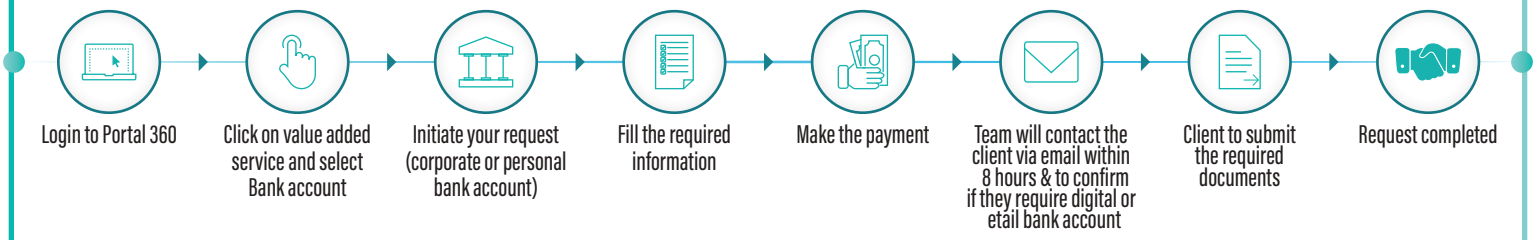
Service Delivery Channel

- RAKEZ Website
- RAKEZ Mobile App

Outcome

- Bank account opened

Customer Journey



Service Delivery Time

The banking team will contact the client within 48 hours to confirm whether they require a digital or retail bank account. Once the client specifies the type of account, the team will provide the list of required documents. After the documents are submitted, processing will take approximately 5 working days for a digital bank account and around 20 working days for a physical bank account.

Service Fee

Service	Fees
Standard Bank Account	**AED 2,750**
Personal Bank Account	**AED 1,050**

Required Documents

- Certified company incorporation documents
- Company profile
- Valid passport copies of all shareholders
- Personal profiles (CVs) of all shareholders
- 6 months personal bank statements of all shareholders
- Emirates ID and residence visa copy of the primary signatory

ATTESTATION & TRANSLATION

We provide translations in any language and assist with MOFA and embassy attestations in the UAE.

Service Delivery Channel

- RAKEZ Website
- RAKEZ Mobile App

Outcome

- Attested and translated documents

Customer Journey

1. Login to Portal 360
2. Click on company service and select Attestation & Translation
3. Initiate your request (Translation, Attestation or Attestation & Translation Bundles)
4. Fill the required information attached the document to be atte ted or tran ated in ca e of non-RAKEZ i ued documents
5. Make the payment
6. Accounting team will contact the client via email within 24 hours to to inform the timeline & in ca e of further document is required
7. Request completed

Service Delivery Time

Service	Timeline
Translation	2 to 5 working days
MOFA attestation	2 to 3 working days
Embassy attestation	Tailored to embassy's availability

Service Fees

Attestation	Translation	Attestation & Translation
MOFA Attestation starting from AED 2,500 + VAT	English to Arabic starting from AED 150 + VAT	Bundle 1: MOFA Attestation, Translation (any language) - AED 2,799 + VAT
Embassy International Attestation AED 5,999 + VAT	Translation (any language) starting from AED 500 + VAT	Bundle 2: MOFA Attesation, Embassy International Attestation, Translation (any language) - AED 8,599+VAT

Required Documents

- Documents that require either attestation or translation.

VAT REGISTRATION

Our qualified tax accountants ensure your compliance with UAE's VAT regulations by managing your VAT registration and filing, allowing you to focus on core business operations.

Service Delivery Channel

- RAKEZ Website
- RAKEZ Mobile App

Customer Journey

1. Login to Portal 360
2. Click on company service and select VAT registration
3. Initiate your request (VAT registration or assistance in quarterly VAT return)
4. Fill the required information
5. Make the payment
6. Accounting team will contact the client via email within 24 hour
7. Request completed

Service Fees & Delivery Timelines

Service	Timeline	Fee
VAT registration	15 to 20 working days	AED 1,249
Quarterly VAT returns assistance	3 to 5 working days	
VAT return filing (existing bookkeeping client)		AED 2,100
VAT return filing (non-bookkeeping client)		AED 6,300

Outcome

- Issuance of VAT certificate
- Quarterly VAT returns submitted

Required Documents

- UAE mobile number and email address
- Trade license
- Valid passport and Emirates ID copies of shareholders
- Memorandum of Association (MOA)
- Certificate of Incorporation
- Proof of daily revenue exceeding AED 375,000 (invoices, receipts, accounting records)

4.

De-Registration & Exit Procedures



Jump to index

DEREGISTRATION (COWORKING AND OFFICES)

This guide provides a comprehensive overview of the process, including step-by-step instructions, essential checklists, and procedures for facility handover and company cancellation.

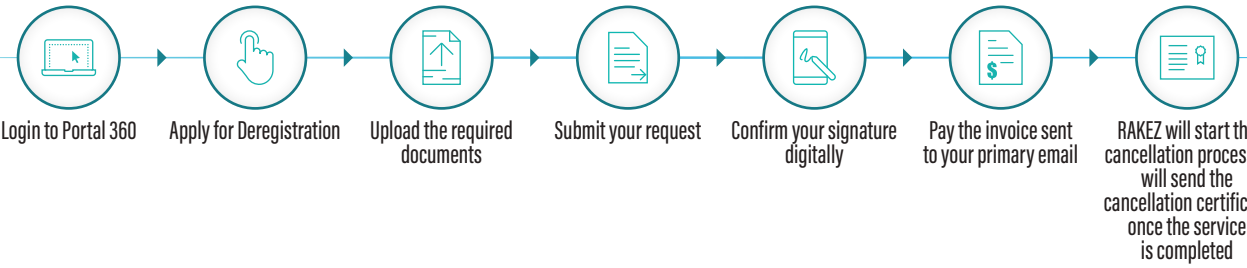
Service Delivery Channel

Portal 360

Outcome

De-registration Certificate

Customer Journey



Service Fees & Delivery Timelines

Processing time	Newspaper publication	License Cancellation
5 working days	14 days	AED 3,000 + third party fees if applicable.

Required Documents

- 1. Company shareholders resolution, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution from the corporate shareholder authorising the deregistration.
  Note: Resolution attestation is needed for parent companies as below:
  - UAE-based parent companies: notarized by UAE Notary Public
  - Non-UAE parent companies: notarized and legalized up to the UAE embassy level

Click below to access templates of resolution:

1. Shareholder resolution template
2. Corporate resolution template

- 2. Resignation/termination letter of the appointed general manager, acknowledging receipt of all dues from the company. Click here to access the template.
- 3. Termination of the local service agency agreement in case client has appointed local service agent for their company. (if applicable)

Important note:

In certain situations, RAKEZ may require the appointment of a liquidator for the seamless liquidation process of your company. This request aligns with our commitment to ensuring a transparent and lawful closure, meeting regulatory standards and safeguarding the interests of all parties involved.

The below requirements must be submitted by the liquidator:

- a. Liquidator's report along with company financial statement.
- b. Copy of the resolution of the general assembly meeting for dissolution of the company & appointment of the liquidator and its remuneration. Please refer to your company MOA regarding regulation for invitation of general assembly meeting & adhere to the procedure mentioned in it.
- c. Liquidators confirmation for their appointment.
- d. 45 days newspaper publication in two daily local newspapers. (english and arabic)

Additional requirements for Shareholders holding valid Authorised Representatives (POAs):

- Power of attorney (if represented by an attorney) with a valid passport copy or Emirates ID.
- The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the country where it was issued. For assistance in attestation, please contact rakez value added services at vas@rakez.com

DEREGISTRATION (LAND & WAREHOUSE)

This guide provides a comprehensive overview of the process, including step-by-step instructions, essential checklists, and procedures for facility handover and company cancellation.

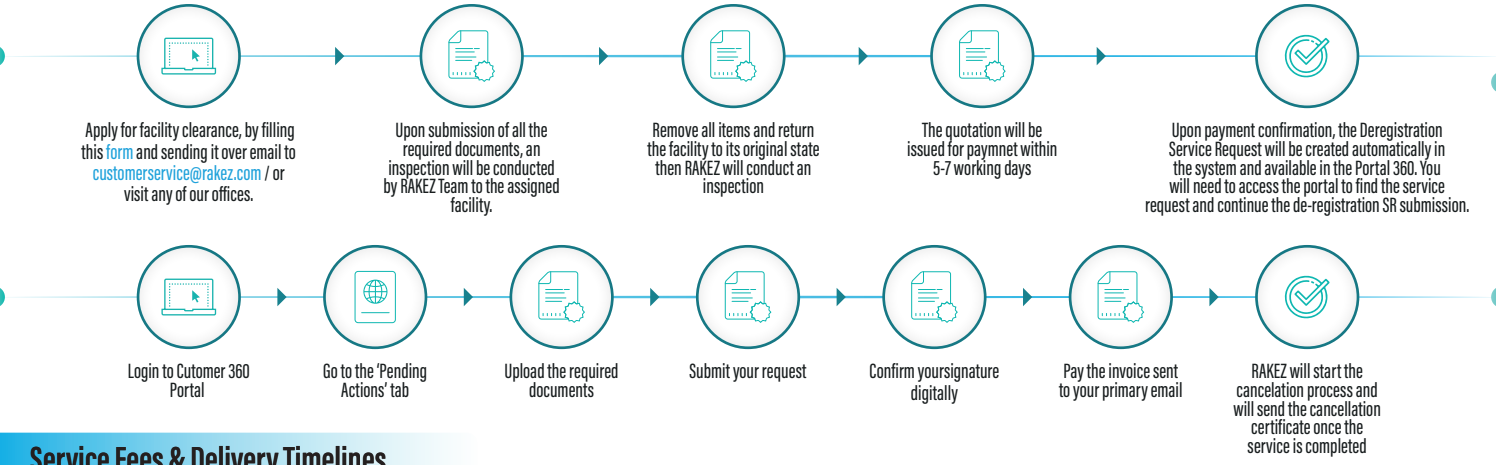
Service Delivery Channel

Portal 360

Outcome

De-registration Certificate

Customer Journey



Service Fees & Delivery Timelines

Processing time	Newspaper publication	License Cancellation
5 working days	14 days	AED 3,000 AED 4,500 for industrial license, plus external parties' fees (immigration and COC DED if applicable)

Required Documents

Important Note :
1. Customers with offices , you may apply for dereigstration on poral directly
2. for Warhouse, hand customers please contact your Key Account Manager

Step 1: Facility Clearance

1. Facility clearance form.
2. Security permit - asset movement.
3. Clearance from Etihad Electricity and Water Authority (Etihad WE/UTICO)
4. NOC from RAK customs. (to obtain the NOC, you need to have this form signed and sealed by RAKEZ, then submit it to RAK Customs).
5. Telecommunications provider clearance (Etisalat/Du) in case you have a direct connection.
6. Environmental protection and development authority (EPDA) clearance for clients with EPDA license.
7. Clearance from Civil Defense.
8. PSD clearance is required if the client has an existing agreement with the Public Service Department.
9. Bank clearance for companies with outstanding mortgage/security interests.

Step 2: A. License Cancellation

After handing over the facility to RAKEZ, you can submit the de-registration service request through Portal 360 to officially cancel the company.

1. Company shareholders' resolution, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution from the corporate shareholder authorising the deregistration.

Note: Resolution attestation is needed for parent companies as below:

- UAE-based parent companies: notarized by UAE notary public
- Non-UAE parent companies: notarized and legalized up to the UAE embassy level

Click below to access templates of resolution:

1. Shareholder resolution template
2. Corporate resolution template

2. Resignation/termination letter of the general manager, acknowledging receipt of all dues from the company. Click here to access the template.
3. Termination of the local service agency agreement in case client has appointed local service agent for their company. (if applicable)

Important note:

In certain situations, RAKEZ may require the appointment of a liquidator for the seamless liquidation process of your company. This request aligns with our commitment to ensuring a transparent and lawful closure, meeting regulatory standards and safeguarding the interests of all parties involved.

The below requirements must be submitted by the liquidator:

a. Liquidator's report along with company financial statement.
b. Copy of the resolution of the general assembly meeting for dissolution of the company and appointment of the liquidator and its remuneration. Please refer to your company MOA regarding regulation for invitation of general assembly meeting and adhere to procedure mentioned in it.
c. Liquidators confirmation for their appointment
d. 45 days newspaper publication in two daily local newspapers (English and Arabic)

Additional requirements for Shareholders holding valid Authorised Representatives (POAs):

Power of Attorney (if represented by an attorney) with a valid passport copy or Emirates ID.
The POA must be notarized by a notary public in the UAE or notarized and legalized up to the level of the UAE embassy from the Country where it was issued. For assistance in attestation, please contact RAKEZ Value Added Services at vas@rakez.comt

5.

How To Access & Manage Services



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5. HOW TO ACCESS & MANAGE SERVICES

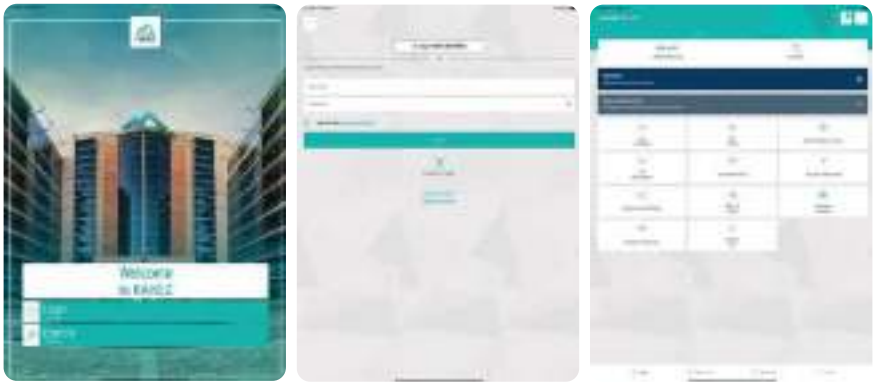
RAKEZ Portal & Mobile App

RAKEZ Portal

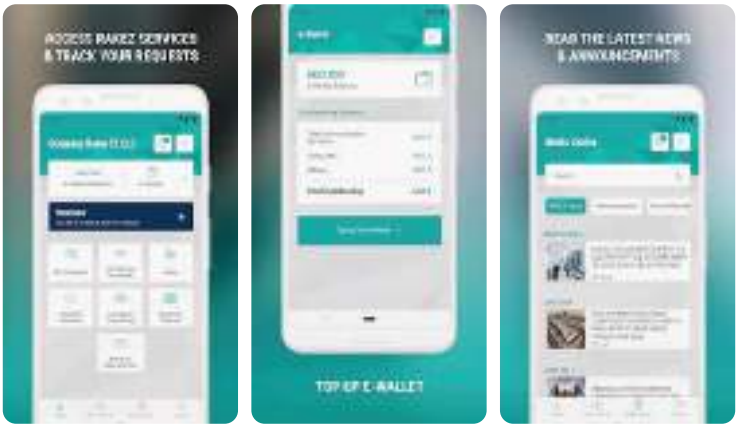


Click Here for RAKEZ Portal 360

RAKEZ iOs App



RAKEZ Android App



6.

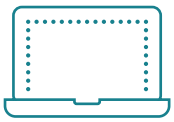
Payment Options



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6. PAYMENT OPTIONS

Available Payment Methods



RAKEZ PORTAL 360

Make payments using your e-wallet in the portal. You can top up your balance using your credit card, Apple Pay and bank transfer.
You can watch the tutorial here



RAKEZ MOBILE APP

Make payments using your credit card and Apple Pay.



PAYMENT LINK

Click the link on your SF-Quotation, which leads you to a secured online payment gateway where you can make the payment using your debit/credit card.



BANK TRANSFER

Transfer payments from your bank to our bank account details mentioned in your invoice.



UAE BANK CHEQUES

Deposit your UAE bank cheques via ATM to the RAKEZ account mentioned in your invoice and send the deposit slip to creditcontrol@rakez.com.



AL ANSARI EXCHANGE

Visit any branch of Al Ansari Exchange across the UAE to top up your e-Wallet.

7.

Licensing & Leasing Terms & Conditions



Jump to index

7. LICENSING & LEASING TERMS & CONDITIONS

1. All documents must be in English and/or Arabic. Documents in any other language must be accompanied by a certified/authenticated English/Arabic translation.
2. All documents of foreign companies shall be notarised and legalised up to the level of the UAE Embassy of that country.
3. RAKEZ reserves the right to call for any additional documents and/or attestations as and when necessary.
   For assistance in attestation or translation, please contact RAKEZ Value Added Services at vas@rakez.com
4. Shareholder(s)/Manager(s)/Director(s)/Authorised Personnel(s) must be 18 years old at the time of application.
5. Updated information contained in a license and partner list shall take effect upon issuance of the amended licence and partner list by RAKEZ.
6. RAKEZ reserves the right to request upgrade company facility depending on number of shareholders in the Company.
7. The Director/Authorized signatory role in the Company does not entitle the person to get an employment visa. The visa is solely depending on the number of visa quota and facility of the company and subject to RAK Immigration approval.
8. The minimum issued share capital of the Company shall in accordance with the sum as the Authority may specify from time to time. Certain activities may require a higher share capital amount.
9. The par value of each share should be AED 1,000/-.
10. Shares are indivisible and shall not be in fractions.
11. Bearer shares are not allowed to be issued.
12. An existing company trade name will not be available for new trade name reservation within a span of one year from the date of deregistration or company name change.
13. Trade name change requires pre-approval from Immigration.
14. Entities established within the Zone may conduct any lawful business activity as prescribed by the Authority from time to time.
15. A Company must carry on its principal business activity in the Zone, unless the Authority otherwise permits.
16. No Company may engage in or carry on or purport to carry on any trade or business activity without the applicable license granted by the Authority in accordance with these Companies Regulations.
17. The first Financial Year of a Company shall commence on the date of its incorporation and shall be for a period of not less than six (6) months, nor more than eighteen (18) months as determined by the Company and as notified to the Registrar in the form prescribed within three (3) months of the date of incorporation of the Company.
18. A Company may, by notice to the Registrar in the form prescribed, specify a new Financial Year provided that in no case may the Financial Year of a Company exceed eighteen (18) months or be shorter than six (6) months.
19. All outstanding fees owed to RAKEZ must be cleared before deregistering the company.
20. Penalty fee of AED 50 per day will be imposed in case of not deregistering within the validity of the company.
21. Delay or failure to close immigration file after the expiry date will result in incurring a fine of AED1200 for the first month from licence expiry plus AED 100 penalty for the succeeding months.
22. Delay or failure to cancel the COC Membership after the expiry date will result in incurring fines.
23. Delay or failure to cancel the DED Membership after the expiry date will result in incurring fines.
24. The visa of Investor/partner/manager must be cancelled before the completion of deregistration. In the event of non-compliance and delay of submission, appropriate penalties will be imposed.
25. Dependent visa must be cancelled prior to sponsor (Investor/Partner/Manager) visa cancellation.
26. Payments must be settled within ten (10) days from the issuance of the initial and unrevised deregistration invoice. In the event of non-compliance and delay of payment, additional penalties will be imposed which will be covered by a revised quotation.
27. It is understood and agreed that all existing deposits will be returned to the E-Wallet of the Company to fund the deregistration fees and all other outstanding fees owed to RAKEZ.

7. LICENSING & LEASING TERMS & CONDITIONS

28. The lapse of fourteen (14) days from publication of deregistration, one in Arabic and one in English, is required before the issuance of Deregistration/Cancellation Certificate.
29. The Power of Attorney (POA) must be submitted in original format for verification.
30. The Authority will conduct extra due diligence to identify & verify the signatures of the shareholder/authorized representative as per applicable procedures.
31. Facility must be returned to its original condition including removal of the civil/electrical modifications and signboards
32. **Authorization for Facility Actions:** By submitting this Service Request, you acknowledge and confirm that you are giving RAKEZ the authority, at its sole discretion, to take any necessary actions regarding items found within the facility, including the option to sell them.
33. **Facility Entry and Repossession Authorization:** You agree and authorize RAKEZ to enter and repossess the facility, taking necessary actions to restore it to its original condition at your expense. This can be done without seeking permission from any third party and without the need for notice, legal procedures, or judgments.
34. **Indemnification and Waiver:** You declare and confirm that you will hold RAKEZ free and harmless, agreeing to indemnify against any actions, complaints, or liabilities arising from the mentioned actions. You also confirm the waiver of your rights to any claims related to the above terms and conditions.
35. **Facility Surrender and Maintenance:** The Lessee shall surrender the facility in good condition, reinstating it to its original state as of the handover date. If maintenance works are needed, the Lessee agrees to pay the estimated maintenance charges provided by RAKEZ. If the Lessee wishes to perform the maintenance, written approval from RAKEZ is required, and the approval is at the sole discretion of RAKEZ. If approved, the Lessee covers the maintenance charges, paying rent on a pro-rata basis until completion and handover in good condition. All other RAKEZ terms and conditions apply.

Additional Charges might be requested as below:

- The late de-registration fee is AED 50 per day, from the license expiry date
- Investor/Partner Visa Cancellation is AED 685
- Employee/ Manager Visa Cancellation is AED 385
- E-channel Registration Cancellation AED 385
- E-channel Registration Cancellation with deposit AED 685
- IT Charges
- Mazeed's Charge is AED 150
- Emirates P.O Box cancellation fee (by Emirates Post)
- If applicable, Chamber of Commerce Membership cancellation fee is up to AED 1000/-
- If applicable, Department of Economic Development cancellation fee is up to AED 1000/-.
- If applicable, Immigration File Late Penalty is AED 1200/- for the first month and AED 100/- for each following month

Leasing Terms & Conditions

1. If the purpose of expanding the facility is to obtain additional visas for your business needs, upon completion of the process, visa eligibility will be updated accordingly. However, the approval of visa request is subject to rules and regulations implemented by the Immigration Authority. To find out more, please contact governmentservices@rakez.com.
2. Branches and Subsidiaries (FZEs & FZCs owned by companies) are not entitled for Investor/Partner Visa.
3. By changing the facility from physical offices to Coworking facilities (Business Centre), the assigned fax number will be changed. Contact IT Helpdesk for more details at +971 7 2041111 or helpdesk@rakez.com.

7. LICENSING & LEASING TERMS & CONDITIONS

4. By changing your facility, the assigned telephone number(s) will be changed as per RAKEZ's IT Telecom Terms & Conditions. If the change of facility is to physical office, the monthly telecom fee of AED 360 (+VAT charges) will apply in addition to a one-time installation fee of AED 550.
   * Applies for facilities located at RAKEZ Business Zones.
5. If the facilities are changed within the Business Park, the telephone/fax number (as applicable) will remain the same. If the facility is changed to any other location outside the coverage, the client should obtain the necessary communication services from the local service providers (Etisalat/Du).
6. A Free Zone entity with Warehouse/Land facility that decides to shift to another location must approach the Customs Department office to get a No Objection letter from Customs. This also applies for companies cancelling their temporary warehouse(s).
7. In the event of changing the facility, all the items and/or furniture of the client should be removed from the existing facility within four (4) days for office and fourteen days (14) days for industrial facility from the payment date. RAKEZ has the full right to dispose the goods found abandoned after the aforesaid period or claim liquidated damages. Companies holding warehouse and land plots are required to obtain a third-party clearance as per the checklist.
8. Applicants shifting to Executive Offices and Warehouses can utilize the visas allocated if the Company ensures that such office or warehouse/s has a signboard or a fixed name board, fully furnished and operational.
9. The request for downsizing the facility will be subject to the revision of visa allocation/quota.
10. The request should be completed by remitting the necessary payments within (10) days from the date of the invoice or the request stands invalid.
11. The Lessee shall surrender the facility in good condition, and reinstate it to the original condition during the handover date. In case there are maintenance cost to restore the facility to its original condition for any damage or misuse noticed in the assigned facility or works that need to be done within the facility, the Lessee shall pay the maintenance charges as estimated by the Lessor. If the Lessee is willing to perform the maintenance works, then the Lessee shall get the Lessor's written approval and the Lessor shall approve or reject this request at his sole and absolute discretion. In case the Lessor grants approval, the maintenance charges shall be borne solely by the Lessee and the Lessee shall pay the Lessor the rent on pro rata basis until completion of the maintenance works and handing over the facility to the Lessor.
12. Any plot downgrade must not violate the Maximum Building Foot-Print (ground coverage) - 60% of plot area (40% desirable). The minimum clear distance of 5 m between the buildings and plot limit on all sides. (6 m desirable) shall be maintained.
13. Companies having mortgage on their facilities must obtain NOC/Approval from their concerned bank before initiating an amendment request.
14. Physical facility is required (Office, warehouse and/or land) for companies having high risk activities and will not be permitted to downgrade to Coworking space.
15. If the additional facility taken is not within the same RAKEZ Business location, the client may be required to take additional license.
16. The new facility must be suitable to the activity/ies of the company.
17. All other terms, rules and regulations of RAKEZ shall apply.
18. All outstanding dues must be cleared.
19. Failure to renew on or before the expiry date will result in incurring late renewal penalty charge of AED 50 per day from the Last Paid Up-to Date.
20. In case a lease contract expires and lease review needs to be done, between 120 days and 30 days before the renewal deadline, the lease negotiations need to happen and be closed.
21. TOF process will be initiated after 30 days from lease payment term expiration.

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Non-Free Zone Jurisdiction

The Non-Free Zone serves as a dynamic hub for businesses targeting local markets and the esteemed Gulf Cooperation Council (GCC) region. Tailored to meet the demands of regional growth, it offers strategic advantages while accommodating the specific regulatory frameworks around foreign ownership in select sectors. Embrace the Non-Free Zone as your gateway to regional market expansion and unparalleled opportunities.

- **Governing Law:** Federal Commercial Companies Law
- **Ownership:** 100% foreign ownership allowed on specific businesses
- **Customs:** Customs duties apply on imports to other countries
- **Taxation:** Subject to the UAE Corporate Tax Law, with a 9% corporate tax rate on income exceeding AED 375,000.

Legal Entities within Non-Free Zone Jurisdiction

1. Individual Establishment
2. Single Person Limited Liability Company
3. Limited Liability Company (LLC)
4. Branches Licence Types in Non-Free Zone Jurisdiction

The following options provide businesses with the flexibility to choose the environment that best suits their operations and goals:

1. **Industrial License**
2. **Commercial License**
3. **Professional License**

2.3.2 CUSTOMS AND TAXATION LANDSCAPE

The customs and taxation landscape in the UAE is meticulously designed to facilitate business operations, encouraging both local and international investment. This section provides a detailed overview of customs procedures and taxation policies applicable within RAKEZ and the wider UAE, offering a clear understanding for businesses and investors.

Customs Landscape

The UAE's Customs framework is governed by the Gulf Cooperation Council (GCC) Common Customs Law, which aims to harmonise customs procedures across all GCC member states. The UAE's strategic location coupled with its membership in global organisations such as the World Trade Organisation (WTO) and World Customs Organisation (WCO), further strengthen its customs operations.

General Customs Procedures

- GCC Customs Union: The UAE is member of the GCC Customs Union, established to eliminate trade barriers among member states. The Union enforces a Unified Customs Tariff, typically imposing a 5% duty on the CIF (Cost, Insurance, and Freight) value of imported goods. Exceptions include higher duties for tobacco and alcohol, while certain goods may benefit from a 0% duty based on exemptions.
- Customs Duty on Imports: Goods imported into the UAE from outside the GCC are subject to customs duties based on several factors, including the nature of goods, their country of origin, and their destination within the UAE. While the standard rate is 5%, certain

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items may qualify for reduced duties or exemptions under specific trade agreements

Free Zones and Customs Treatment

- **Duty-Free Imports into Free Zones:** RAKEZ free zone entities enjoy 100% exemption from customs duties on goods imported into the free zone. This exemption applies to machinery, equipment, raw materials, and finished products, provided they are intended for re-export or use within the free zone.
- **Transfer Between Free Zone Entities:** Goods transferred between companies within the free zone are not subject to customs duties, provided proper documentation is maintaine, and the transfer complies with licensing requirements.
- **Import from Free Zones to Mainland UAE:** Goods moved from Free Zones to the UAE mainland are generally subject to a 5% customs duty, unless specific exemptions apply—such as in cases of re-export or preferential trade agreements.

Industrial Exemptions

Local manufacturers operating outside the free zones can benefit significantly from customs duty exemptions on machinery, equipment, spare parts, unprocessed raw materials, semi-finished products, and packaging materials. To qualify for these exemptions, the manufacturer must be registered with Ministry of Industry and Advanced Technology (MOIAT) and the Ministry of Economy (MoE).

Registration Requirements with MOIAT

- **Memorandum of Association:** The company must submit its Memorandum of Association.
- **Employee Requirement:** The company must have a minimum of 10 employees.
- **Capital Requirement:** The company's capital must be at least AED 250,000.
- **Industrial Licence:** The company must hold a valid industrial license by the local licensing department.

Registration Requirements with MoE

- **Industrial License:** The company must hold an industrial License.
- **Chamber of Commerce Membership:** The company must be a member of the Chamber of Commerce.
- **Factory Documentation:** A scanned copy of the factory map and the authorised signatories' card must be submitted.

Value-Added Certificate from MOIAT:

To facilitate the export of products to GCC and Arab countries, manufacturers must obtain a Value-Added Certificate from MOIAT. This certificate is crucial as it calculates the percentage of the national component in the final product, which must be at least 40% of the total production costs. This ensures that the factory can register in the system of certificates of origin with the MoE.

Requirements for the Value-Added Certificate:

- Financial statements for the company's last fiscal year, including the balance sheet, income statement, and a detailed analysis of the cost of sales and general administrative expenses.
- Invoices for raw materials purchased from local or Gulf factories within the same year.

Certificate of Origin from MoE:

Once all the above requirements are satisfied, the Ministry of Economy (MoE) issues the Certificate of Origin. This certificate is essential for proving the origin of a national product, enabling the factory to export its products out of the UAE with the benefits of customs duty exemptions. These procedures ensure that local manufacturers can fully leverage the UAE's customs framework, facilitating cost effective

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operations and enhancing their competitiveness in both local and international markets.

Compliance and Documentation

- **Simplified Customs Clearance:** RAKEZ businesses benefit from streamlined customs clearance processes, minimizing delays and facilitating the quick movement of goods. The process is further enhanced by digital platforms that allow businesses to complete customs documentation online.
- **Intra-GCC Trade and GAFTA Agreements:** The UAE grants duty-free imports to most goods originating from GCC member states and GAFTA countries. Future agreements are expected to extend similar benefits to European Free Trade Association (EFTA) countries. Taxation Landscape. The UAE's taxation policies are relatively new and are designed to support economic diversification, align with international standards, and attract foreign investment. The following sections outline the various taxes applicable within the UAE. Value Added Tax (VAT)
- **Introduction of VAT:** VAT was introduced in the UAE on 1 January 2018, as part of a broader GCC initiative. VAT is a consumption-based tax applied at a standard rate of 5% on most goods and services.
- **Scope and Application:** VAT applies across the UAE, including in free zones, unless the zone is designated as a 'Designated Zone'. In such cases, certain transactions may be exempt from VAT, particularly those related to exports.

Exemptions and Zero-Rated Supplies:

- **Exempt Supplies:** Financial services, certain residential property transactions, supply of bare land, and local passenger transport are exempt from VAT.
- **Zero-Rated Supplies:** These include exports outside the GCC, international transportation, certain healthcare and education services, and precious metals for investment.
- **Registration Requirements:** Businesses must register for VAT if their taxable supplies and imports exceed AED 375,000. Voluntary registration is available for entities with supplies exceeding AED 187,500.
- **Introduction and Scope:** The UAE introduced Corporate Income Tax effective from 1 June 2023. This tax applies to all business activities except for the extraction of natural resources, which remains subject to emirate-level taxation.

Tax Rates:

- **Mainland Entities:** Subject to a 9% tax rate on income exceeding AED 375,000.
- **Free Zone Entities:** 0% tax rate on qualifying income, provided they meet certain regulatory requirements. Non-qualifying income is taxed at 9%.

Regulatory Requirements for Free Zone Businesses:

Free zone businesses can benefit from the 0% taxation rate on qualifying income derived from qualifying activities provided they meet the following criteria:

- Have adequate substance in the UAE
- Perform core income-generating activities in a free zone
- Maintain adequate assets and an adequate number of qualifying employees
- Incur an adequate amount of operating expenditure qualifying activities
- Manufacturing of goods or materials
- Processing of goods or materials
- Holding of shares and other securities

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- Ownership, management, and operation of ships
- Headquarter services to related parties
- Trading of qualifying commodities
- Financing and leasing of aircraft, including engines and rotable components
- Logistics services
- Distribution of goods or materials within or from a 'Designated Zone' to customers who resell, process, alter, or use these goods (or parts thereof) for sale or resale requires businesses to register and file a Corporate Tax (CT) return. Compliance by Free Zone entities with the specified qualifying activities is essential to maintain eligibility for 0% taxation on qualifying income.

Excise Tax

The UAE introduced Excise Tax on 1 October 2017, as a form of indirect tax targeting specific goods harmful to human health or the environment, known as 'Excise Goods'. Applicable Rates Excise Tax rates vary for different goods:

- 50% on carbonated drinks
- 100% on tobacco products
- 100% on energy drinks
- 100% on electronic smoking devices
- 100% on liquids used in electronic smoking devices and tools
- 50% on any product with added sugar or other sweeteners

Difference from VAT

- Unlike VAT, Excise Tax is not due at every stage of the transaction. Once paid on the goods, it satisfies the excise tax liability for those specific goods. This distinction reduces the number of businesses required to register and account for excise tax, contributing to a more streamlined taxation process.
- Importers, stockpilers, producers, or those releasing excise goods must register for excise tax, becoming taxable persons for excise tax purposes, and account for the due tax to the Federal Tax Authority (FTA).

Tax Residency and Compliance

- Tax Residency Certificate (TRC): Companies in RAKEZ can apply for a TRC from the UAE Ministry of Finance to benefit from Double Taxation Avoidance Agreements (DTAAs) with over 100 countries. This certificate prevents businesses from being taxed twice on the same income.

Transfer Pricing

- Compliance with International Standards: RAKEZ businesses that are part of multinational groups must adhere to transfer pricing regulations aligned with OECD guidelines. This ensures that related party transactions are conducted at arm's length, maintaining fairness and transparency.
- Transfer Pricing Documentation: Companies are required to maintain proper documentation, including local files and master files, depending on their global revenue thresholds.



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