



# **Client Handbook - Employee Services**

## **Handbook**

## **Government Services**

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## DIFC GOVERNMENT SERVICES OFFICE

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The Government Service Office was established to extend the support of Federal Authority for Identity and Citizenship – Dubai (GDRFA) to clients registered with DIFC. It has since become a one-stop-shop for a large number of visa related services such as Employment visa services, Visit Visa Services, Dependent Visa Services, Non DIFC sponsored employment services, etc.

The DIFC government service office Client Handbook – Employee Services is a detailed guide covering all aspects of employment visa related applications. The menu provides a comprehensive list of services offered by the Government Service Office, including the following details for each service:

- Definition
- Application process
- Documents required to be uploaded along with the application
- Original Documents required for the service
- Service Fees and timeframe

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## DIFC CLIENT PORTAL

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The DIFC client portal is a system dedicated to provide DIFC registered entities with various online services such as company and employee services. Through ‘Employee Services’, DIFC entities can apply for any of the services offered by Government Services Office such as new employment visa, renewal, cancellation, etc. The portal also facilitates the submission of dependent visa packages and a range of other optional services.

The initial user of the company account will be granted Super User access privileges which will allow him or her to add users, remove users or edit user’s access. For more details on User access, please click [here](#).

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## GENERAL INSTRUCTIONS

Please read the instructions below carefully to ensure smooth processing of the applications submitted:

- An employment permit issued by DIFC Services is mandatory in order to employ individuals in DIFC registered entities. Below are the list of employment permits approved in DIFC

Type of Employment	Definition
Permanent Sponsored Employee	Non-GCC, Non-Local individuals recruited on a permanent basis. The permanent employment visa is valid for 2 years and can be renewed upon expiry
UAE/GCC Employee	UAE and other GCC National employees recruited on a permanent basis. The UAE/ GCC employment permit is valid for 3 years and can be renewed upon expiry.
Secondment Card – Sponsored	Non-GCC, Non-Local individuals recruited on a secondment agreement from outside the UAE. The visa is valid for one year and renewal is subject to approval from DIFC Authority.
Secondment Card – Non-Sponsored	Individuals with a valid UAE employment visa/work permit (including UAE or GCC nationals), who are seconded to a DIFC- registered entity through a secondment agreement. The duration of the card is for a period of 3 months, 6 months and 12 months and the renewal of the card is subject to approval from DIFC Authority.
Employee Card – Non-Sponsored	Applicable to employees with an existing visa that includes: <ul style="list-style-type: none"> <li>• An employment visa where the applicant is an Equity Holder in the DIFC entity (shareholders, members or partners)</li> <li>• An employment visa with an NoC from the current sponsor to work in the DIFC entity</li> <li>• Long Term Visa holders.</li> </ul>

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	<ul style="list-style-type: none"> <li>Individuals with a valid UAE residence visa issued under 'individual' sponsorship.</li> </ul> <p>The card can be valid for 1 year or 2 years, and must be renewed upon expiry</p>
Internship Card	University students who are undertaking an internship at a DIFC-registered company, with a supporting letter from the University. The internship card can be applicable for 1 month or 3 months but is not renewable.
DL Employee Card	Applicable for employees under the sponsorship of DED entities obtained commercial permission (dual license) to operate from the DIFC. DL employee card is valid until the expiry of applicant's employment visa and renewable.
Commercial Permission (CP) Card	Applicable to employees of the entity that obtain a commercial permission (up to one year) for events or pocket shops or any other purposes excluding dual licensing

- The company establishment card must be valid to be able to apply for "Employee Services".
- All Permanent employees have to be enrolled for DIFC workplace saving scheme (DEWS) and pay his/her monthly accrued gratuity payment through DEWS account (Gratuity calculation will be 5.83% of employees current basic salary up to 5 years of service and 8.33% for the period in excess of 5 years )
- Visa applications should submit at least 10 days prior the expiry date of current visit visa or grace period of cancelled visa in order to avoid possible overstay fine.
- Applications with overstay fine will be kept on hold until the payment is made in the client portal.
- All employment visas should be renewed / cancelled within 30 days from the expiry date to avoid a fine up to USD 2000 and to obtain complete access for "Employee Services".
- The company should ensure that the portal account has enough balance prior to submitting a Service Request.

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- The Portal User will be able to track and view the status of a submitted application through the portal. However, DIFC Government Services Office will be contacting the client through email and SMS once the documents are ready for collection as well as if further documents/information is required.
- The documents uploaded along with the service request should be colored and scanned with a high resolution. Please ensure the passport photograph is with a white background, frontal view of the applicant. All uploads should be in .jpg format.
- All Certificates submitted along with the visa applications need to be either in English or Arabic. Certificates in any other languages should be legally translated in to Arabic only.
- Government Services related emails and SMS notifications will be sent to all portal users with 'Employee Services' access.
- All information provided on the applications submitted will be treated with confidentiality.
- Clients are requested to ensure that they provide accurate information on all applications to avoid any delays or errors. Government Services Office will not be responsible for any errors on documents due to the provision of inaccurate information.
- As per the DIFC information security policy, original documents will be delivered only to the appointed consignee or company PROs. An authorization email from the registered portal user, to [gs.helpdesk@difc.ae](mailto:gs.helpdesk@difc.ae), would be required if a third party wants to collect the document.
- All requirements and fees listed in the manual/portal are subject to immediate change by Federal Authority for Identity and Citizenship - Dubai or the Government Service Office without prior notice.

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- All Service Requests with pending information or documents for over six months will be deleted from the system. There will be no refund of the fee paid against the service.
- Value Added Tax (VAT) will be applicable for some of Employee Services. Kindly refer to the section 'Fees and Service Time' to know more about the VAT applicable services. A detailed Tax Invoice will be sent via email to the portal user upon submission of the Service Requests
- DIFC Government Services Office working hours are Monday through Friday – 08:00AM to 03:00PM. No appointments will be scheduled during Friday prayer from 12 to 2 PM. The office will be closed during announced public holidays.

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## HOW TO APPLY FOR EMPLOYEE SERVICES THROUGH THE DIFC PORTAL

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This section provides clear guidelines on the submission process on the DIFC Client Portal.

### 1. Submission of Service Requests on the DIFC Client Portal

- Below please find clear guidelines for the submission process on the DIFC Client Portal:
- Log in the DIFC Client Portal and click on "Requests"
- Select the required service from the list of services. You may also search for the relevant services using key words in the search box/
- Fill the online application and click on 'Save and Continue'.
- Upload the required documents then click on 'Proceed'.
- Review the application and click the button 'Submit and Pay'. Please ensure proper review of the service request is done before submission. Changes cannot be made after submitting the service request.
- Submit the original documents at the DIFC Government Services office if required only

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## 2. Submission and collection of original documents

- DIFC Services Office offers a free courier service along with all employee and dependent related services. Courier agents will contact the consignee mentioned in the service request in order to collect and deliver original documents as and when required. Courier can be tracked by calling 04-3622491 or emailing [courierservices@difc.ae](mailto:courierservices@difc.ae).

## 3. Returned Service Requests

- Upon submission, DIFC Government Services Officer will review the application and approve, return or reject the application. Incomplete applications will be sent back to the client for more information or documents re-upload.
- If the service request is returned for more information, navigate to 'Pending Actions' and provide required information in the field 'Client Comments' and then click on 'Save'.
- If the service request is returned for Re-upload Documents, please navigate to 'Pending Actions', replace the required document(s) and then click on 'Save'.

## 4. Fine Payment on the DIFC Client Portal

- If Government fines or additional payments are to be paid, navigate to 'Complete Pending Actions' and approve the payment.

## 5. Track the status of the submitted Service Request

The applicant can view the latest status of the application by clicking 'Requests – All Requests' in the client portal. The system will list all the service requests submitted by the entity with a clear status of each.

## 6. Cancellation of a submitted Service Request

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If you wish to cancel a submitted service request, then please follow the steps below.  
This is not applicable to service requests cancelled before submission.

- Open the service request by clicking 'View SR Status', Navigate to 'Action' and click on 'Cancel'
- DIFC GSO officer will verify the cancellation request and approve/reject accordingly.
- The service request will be stopped, and a refund will be processed if applicable only. Refund is applicable only for new and renewal of employment and dependent visa packages if the SR is cancelled before the medical fitness test is scheduled. If a medical test is not involved in the package, refund will be applicable until the visa stamping process is initiated.
- The refund amount will be credited back to the company's portal account after approval of DIFC finance within 20 working days.

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## COMPANY ESTABLISHMENT CARD SERVICES

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### Conditions

- A valid Establishment Card is required for all visa related services in Government Services Office.
- The Establishment Card is valid for one year only and until the expiry of the DIFC commercial license, whichever comes first, and is renewed annually as part of the DIFC license renewal process with Registry Services. Companies holding expired Establishment Cards will not be allowed to submit any visa related applications at the Government Services Office.
- Establishment card should be amended if there are any changes made in 'Trade Name' on the DIFC license.

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- Failure to renew the Establishment Card within one month of the expiry date will result in fines issued by the Federal Authority for Identity and Citizenship of Dubai at a rate of AED 100 per month of delay.

## 1. New Establishment Card

This Service Request allows you to obtain the Establishment Card for the first time if the entity did not request the establishment card as part of the application for Incorporation / Registration.

### Application Process

- Log in the portal and select the service ‘Apply for Establishment Card” under Employee Services. Fill the Service request with accurate information and submit after uploading the require documents.
- Receive an email to sign Personnel Sponsorship Agreement (PSA) digitally through DocuSign.
- Sign the document electronically and submit.
- An e-mail and SMS notification will be sent once the Electronic Establishment Card is ready with a copy attached.

### Documents to be uploaded.

- None

### Original Documents to be submitted.

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	2,370 + 2,500 (PSA Deposit)	3 working days
Express	2,500 + 2,500 (PSA Deposit)	1 working day

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Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## 2. Amendment of Establishment Card

This Service Request allows you to amend company details on an Establishment Card.

### Application Process

- Log in the portal and select the service ‘Manage Establishment Card’ under Employee Services. Fill the Service request with accurate information and submit after uploading the required documents.
- An e-mail and SMS notification will be sent once the electronic Establishment Card is ready with a copy attached.

### Documents to be uploaded.

- None

### Original Documents to be submitted.

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	850	3 working days
Express	1,120	1 working day

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## 3. Cancellation of Establishment Card

This Service Request allows you to Cancel an Establishment Card. Kindly ensure all employment visas are cancelled and employees have exited the country or transferred to

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another entity prior to applying for cancellation of the Establishment card. This service request is mainly for entities that are in the process of winding up.

### Application Process

- Log in the portal and select the service 'Manage Establishment Card' under Employee Services. Submit after uploading the required documents.
- Submit the original documents to DIFC Government Services Office if applicable.
- An e-mail and SMS notification will be sent once the Establishment Card Cancellation is completed.

### Documents to be uploaded.

- None

### Original Documents to be submitted.

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	1,420	2 working days

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## ADD A NEW SERVICE ON THE ESTABLISHMENT CARD

This service request allows you to add visit visa services to the company establishment card such as adding the 90 days visit visa services as well as increase the number of visit visas added already. If the visit visa is not added yet, the company will not be eligible for

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any visit visas. Eligibility for Visit visa services need to be renewed annually along with establishment card renewal for a fee of AED 200 for each category.

### Application Process

- Log in the portal and select the service 'Add a new service on the Establishment Card' under Employee Services. Submit after uploading the required documents.
- An e-mail and SMS notification will be sent once the required service is added to the Establishment Card

### Documents to be uploaded.

- None

### Original Documents to be submitted.

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Add Long Term Visit Visa	5,520 + 40+ Guarantee of AED 1,000 per visitor	2 working days
Increase the number of Long Term visit visa quota	740 + 40 + Guarantee of AED 1,000 per visitor	2 working days

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

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## EMPLOYMENT VISA SERVICES

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## NEW EMPLOYMENT VISA PACKAGES

### 1. Applicant outside the country

This Service Request allows you to apply for a new employment visa under DIFC sponsorship while the applicant is out of UAE. Employees on permanent recruitment should select 'permanent employment visa'. Seconded employment visa is for individual who is being seconded from the parent company located out of UAE to DIFC. A seconded employment visa renewal is subject for the approval of DIFCA Management

### Application Process

- Log in the portal and select the service 'New Employment Package' under Employee Services. Select the service type as 'Applicant outside UAE', Fill the Service request with accurate information and submit after uploading the required documents.
- An e-mail and SMS notification will be sent from the Government Service Office within 2 working days, given that there are no further delays by the Federal Authority for Identity and Citizenship, with the online entry permit attached. The online visa needs to be sent to the applicant prior to his/her entry to UAE. If the applicant belongs to any country listed below would need to visit UAE Embassy/consulate in his/her home country in order to obtain entry permit once notification is received by the Government Service Office.

Egypt	Indonesia	Kenya	Lebanon
Nigeria	Senegal	Sri Lanka	Tunisia

- Upload the entry permit with airport entry stamp in the DIFC portal once the applicant has entered the UAE to process his/her medical test appointment.
- E-mail and SMS notifications will be sent once medical fitness test has been scheduled.

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- Complete the medical fitness test at the DIFC medical center Located at level B1, The Gate. Dubai Health Authority will share the medical test result with the DIFC . Medical fitness test will be scheduled at Smart Salem Medical Centre located at level 1, Index Tower, DIFC, for express applications
- Emirates ID registration and visa stamping will be processed once medical fitness result is issued by Dubai Health Authority. Register the applicant for a Health Insurance through a DHA approved insurance provider
- An e-mail notification will be sent once the visa stamping process is completed and DIFC Employee card is ready for delivery.
- If Emirates ID biometrics is required, download Emirates ID registration form from the portal and proceed to DIFC Services Office or EID enrolment center mentioned in Emirates ID registration form and complete biometrics.

**Documents to be Uploaded (All upload documents except employment contract must be in .jpg format)**

- Clear coloured passport photocopy, including the personal details page. Failure to submit a clear copy will result in further delays. Passport should be valid for more than six months.
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of at least 600 dpi. Photograph needs to be taken from a studio in line with the requirements of Emirates ID authority.
- Copy of the employment contract signed by both parties highlighting the job title of the applicant. The employer is entitled to delete any sensitive commercial terms. The contract is to be between the company in DIFC and the employee which must be in compliance with DIFC employment Law. (The selected job title in the new visa application should be identical to the job title in the employment contract, if the same is available in the visa application form. If it is not available, please select a job title that is closest to the title mentioned on the employment contract. This requirement is

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not applicable for shareholder of the DIFC company (a proof of ownership can be uploaded instead)

- A copy of the highest educational certificate attested by UAE embassy in the country of certificate origin as well as Ministry of Foreign Affairs in UAE. (This requirement is not mandatory for certain job titles such as Clerks or Assistants).
- Applicant's National ID, issued by the home country authority, if the applicant is from Pakistan, Afghanistan, Iraq or Iran.
- A Good Conduct Certificate attested by UAE Embassy in applicant's home country if the applicant is a Kenyan National
- Kindly note that the above listed requirements are the standard requirements for the visa application and Federal Authority for Identity and Citizenship reserves the right to ask for other supporting documents even after submission of the application.

#### Original Documents to be submitted:

- None

#### Fees and Service Time

Service Type	Service Fee (AED) Permanent Employment visa	Service Fee (AED) Seconded employment visa	Timeframe
Normal	3,970+ 2,500 (PSA Deposit)	3,870+ 2,500 (PSA Deposit)	7 working days
Express	5,770 + 2,500 (PSA Deposit)	5,590 + 2,500 (PSA Deposit)	3 working days

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## 2. Applicant inside the country

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This Service Request allows you to apply for a new employment visa under DIFC sponsorship while the applicant is in the UAE. Employees on permanent recruitment should select 'permanent employment visa'. Seconded employment visa is for application for individual who is being seconded from the parent company located out of UAE to DIFC.

## Application Process

- Log in the portal and select the service 'New Employment Package' under Employee Services. Select the service type as 'Applicant inside UAE', fill the Service request with accurate information and submit after uploading the required documents.
- An e-mail and SMS notification will be sent from the Government Service Office within 2 working days, given that there are no further delays by the Federal Authority for Identity and Citizenship upon Entry Permit issuance, and applicant's change of status and Medical fitness test appointment will be processed
- E-mail and SMS notifications will be sent once medical fitness test has been scheduled.
- Complete the medical fitness test at the DIFC medical center located at level 1, The Gate. Dubai Health Authority will share the medical test result with the DIFC. Medical fitness test will be scheduled at Smart Salem Medical Centre located at level 1, Index Tower, DIFC, for express applications
- Emirates ID registration and visa stamping will be processed once medical fitness result is issued by Dubai Health Authority. Register the applicant for a Health Insurance through a DHA approved insurance provider
- An e-mail notification will be sent once the visa stamping process is completed and DIFC Employee card is ready for delivery.
- If Emirates ID biometrics is required, download Emirates ID registration form from the portal and proceed to DIFC Services Office or EID enrolment center mentioned in Emirates ID registration form/Email notification from the DIFC and complete biometrics.

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**Documents to be uploaded (All upload documents except employment contract must be in .jpg format)**

- Clear coloured passport photocopy, including the personal details page. Failure to submit a clear copy will result in further delays. Passport should be valid for more than six months.
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of at least 600 dpi. Photograph needs to be taken from a studio in line with the requirements of Emirates ID authority.
- Cancelled previous employment visa and a copy of the labour cancellation for individuals with a previous residency.
- Copy of the last visit visa, or last on-arrival visit visa stamp for individuals who are on a visit visa at the time of application.
- Copy of the employment contract signed by both parties highlighting the job title of the applicant. The employer is entitled to delete any sensitive commercial terms. The contract is to be between the company in DIFC and the employee which must be in compliance with DIFC employment Law. (Contracts signed overseas will not be accepted). The selected job title in the new visa application should be identical to the job title on the employment contract, if the same is available in the visa application form. If it is not available, please select a job title that is closest to the title mentioned in the employment contract. This requirement is not applicable for shareholder of the company (a proof of ownership can be uploaded instead)
- Highest educational certificate attested by UAE embassy in the country of certificate origin as well as Ministry of Foreign Affairs in UAE. (This requirement is not mandatory for certain job titles such as clerks or assistants)
- A Good Conduct Certificate issued by UAE authorities if the applicant is a Kenyan or Algerian National

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- Kindly note that the above listed requirements are the standard requirements for the visa application and Federal Authority for Identity and Citizenship reserves the right to ask for other supporting documents even after submission of the application.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED) Permanent Employment Visa	Service Fee (AED) Seconded employment visa	Timeframe
Normal	5,470 + 2,500 (PSA Deposit)	5,320+ 2,500 (PSA Deposit)	7 working days
Express	8,410 + 2,500 (PSA Deposit)	8,220 + 2,500 (PSA Deposit)	3 working days

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

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## RENEWAL OF EMPLOYMENT VISA

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This service request allows you to apply for employment visa renewal of a DIFC sponsored employee. Please ensure required original documents that the visa renewal is submitted prior to the expiry of the visa to avoid overstay fines.

### Application Process

- Log on to the portal and select the service 'Renewal of Employment Visa Package' under Employee Services. Select the applicant from the search option, fill the information and submit after uploading the required documents

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- E-mail and SMS notifications will be sent once Emirates ID registration is completed and medical fitness test has been scheduled.
- Complete the medical fitness test at the DIFC medical centre located at level B1, The Gate. Dubai Health Authority will share the medical test result with the DIFC. Medical fitness test will be scheduled at Smart Salem Medical Centre located at level 1, Index Tower, DIFC for express applications
- Visa stamping will be processed once medical fitness result is issued by Dubai Health Authority.
- An e-mail notification will be sent once the visa stamping process is completed and DIFC Employee card is ready for delivery.
- If Emirates ID biometrics is required, download Emirates ID registration form from the portal and proceed to DIFC Services Office or EID enrolment centre mentioned in Emirates ID registration form and complete biometrics.

### **Documents to be uploaded (All upload documents must be in .jpg format)**

- Clear coloured passport photocopies of the applicant, including the personal details page and visa stamp page.
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of at least 600 dpi. Photograph needs to be taken from a studio in line with the requirements of Emirates ID authority
- Copy of applicant's visa
- A copy of applicants Emirates ID (both sides)
- Kindly note that the above listed requirements are the standard requirements for the visa application and UAE Federal Authority for Identity and Citizenship -Dubai reserves the right to ask for other supporting documents even after submission of the application.

### **Original Documents to be submitted**

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- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	3,370	5 working days
Express	5,490	3 working days

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## CANCELLATION OF EMPLOYMENT/STUDENT VISA

### 1. Visa Cancellation (Applicant is inside UAE)

This service requests is to cancel an employee who is in UAE. Dependents visas should be cancelled prior to cancelling the employee's visa. If the employee moves to a main land company in Dubai and has obtained a work permit from the Ministry of Labour, or transferring to Golden Visa, the employment visa can be cancelled holding dependents, given that the dependents are in the UAE and the dependent visa is valid for more than three months.

### Application process

- Log on to the portal and select the service 'Cancellation of Employment Visa' under Employee Services. Select the employee from the search option, fill the required information and click on 'save'
- Print the 'Employee Confirmation Letter' generated in the system.
- Upload all the required documents and submit the service request.

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- An e-mail notification will be sent with the link to download the Cancellation Confirmation from the portal after cancellation is completed.

### **Documents to be uploaded (All upload documents must be in .jpg format)**

- Clear coloured copy of applicant's visa.
- Employee Confirmation Letter signed by the employee.
- Copy of Work Permit issued by Ministry of Labour (Applicable only in case of cancellation holding dependents).
- Copy of dependent(s) passport and visa (Applicable only in case of cancellation holding dependents)
- An Arabic employment and salary confirmation letter from new employer addressed to the Federal Authority for Identity and Citizenship - Dubai (Applicable only in case of cancellation holding dependents)

### **Original Documents to be submitted**

- None

### **Fees and Service Time**

Service Type	Service Fee (AED)	Timeframe
Normal	690	2 working days
Express	970	4 working hours

**Note:**

- An addition fee of AED 141 for each dependent and a refundable deposit of AED 5140 (for all family) will be required for cancellation holding family.
- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## **2. Visa Cancellation (Applicant is outside UAE- with passport)**

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This service requests is allows you to cancel an employee who is outside UAE for less than six months with a valid DIFC Visa. Dependents visas should be cancelled prior to cancelling the employee's visa.

### Application process

- Log on to the portal and select the service 'Cancellation of Employment Visa' under Employee Services. Select the employee from the search option, fill the required information and click on 'save'
- Upload all the required documents and submit the service request.
- Submit the original passport at DIFC Government Services Office.
- An e-mail notification will be sent once the individual's original passport, Cancellation papers are ready for collection/delivery.

### Documents to be uploaded (All upload documents must be in .jpg format)

- Clear coloured copy of applicant's visa.
- Company confirmation on payment of employee entitlements.

### Original Documents to be submitted

- Original Passport

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	690	2 working days
Express	970	4 working hours

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

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### 3. Visa Cancellation (Applicant is outside UAE -without passport)

This service allows you to cancel an employee who is outside UAE for more than six months or whose visa expired while he/she is out of UAE. Dependents visas should be cancelled prior to cancelling the employee's visa

#### Application process

- Log on to the portal and select the service 'Cancellation of Employment Visa' under Employee Services. Select the applicant from the search option, fill the information and submit after uploading the required documents
- An e-mail notification from DIFC Government Services Office will be sent with the link to download the Cancellation confirmation from the portal after cancellation is completed.

#### Documents to be uploaded (All upload documents must be in .jpg format)

- Clear coloured copy of applicant's visa.
- Company confirmation on payment of employee entitlements.

#### Original Documents to be submitted

- None

#### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	1,120	2 working days
Express	1,320	4 working hours

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

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## AMENDMENT OF EMPLOYMENT VISA

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This service allows you to amend personal details of an employee in the visa for the following reasons:

- a. Change of personal details
- b. Transfer of employment visa to new passport due to Renewal of Passport, Lost Replacement or Change of Nationality

### Application process

- Log on to the portal and select the service 'Amendment of Employment Visa' under Employee Services. Select the applicant from the search option, fill the information and submit after uploading the required documents
- Submit the original documents at DIFC Government Services Office.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once Documents are ready for collection/delivery.
- Contact any Emirates ID authority with the original passport and Emirates ID in order to change the details in Emirates ID

### Documents to be uploaded (All upload documents must be in .jpg format)

- Clear coloured copy of the old passport of the applicant, including the personal details page and visa stamp page.
- Clear coloured copy of the new passport
- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi
- Attested Educational Certificate if applicable
- Visa Information report issued by UAE Embassy in the country where the passport was lost (in case of passport lost and passport is lost out of UAE)

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- Lost Certificate issued by the police (in case of passport lost)
- Clear coloured copy of good conduct certificate issued by Dubai Police in case of change of nationality.

### Original Documents to be submitted

- Original Passport (In case of Change of Nationality)

### Fees and Service Time

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	Change of Personal and passport details	720	3 working days
	Passport Lost	1,120	
	Change of Nationality	1,200	
Express	Change of Personal and passport details	1,000	1 working day
	Passport Lost	1,390	
	Change of Nationality	Not applicable	

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## EMPLOYMENT ENTRY PERMIT SERVICES

### 1. Re-Issue Employment Entry Permit

This service request allows you to renew an expired entry permit.

### Application process

- Log on to the portal and select the service 'Re-Issue Employment Entry Permit' under Employee Services. Select the applicant from the search option, fill the information and submit after uploading the required documents

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- An e-mail and SMS notification from DIFC Government Services Office will be sent with the link to download the online entry permit from the portal.(if applicable)

### **Documents to be uploaded (All upload documents must be in .jpg format)**

- Clear coloured copy of the applicant's passport
- Attested Educational Certificate if applicable

### **Original Documents to be submitted:**

- None

### **Fees and Service Time**

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	Applicant outside the UAE	1,120	3 working days
	Applicant inside the UAE	1,720	
Express	Applicant outside the UAE	1,370	1 working day
	Applicant inside the UAE	1,970	

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## **2. Amendment of Employment Entry Permit**

This service request allows you to amend personal details of the applicant in an unused entry permit.

### **Application process**

- Log on to the portal and select the service 'Amendment of Employment Entry Permit' under Employee Services. Select the applicant from the search option, fill the information and submit after uploading the required documents

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- An e-mail and SMS notification from DIFC Government Services Office will be sent with the link to download the online entry permit from the portal.

### **Documents to be uploaded (All upload documents must be in .jpg format)**

- Clear coloured copy of the applicant's passport
- Attested Educational Certificate if applicable

### **Original Documents to be submitted:**

- None

### **Fees and Service Time**

Service Type	Service Fee (AED)	Timeframe
Normal	470	3 working days
Express	560	1 working day

#### **Note:**

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## **3. Cancellation of Employment Entry Permit**

This Service request allows you to cancel an issued entry permit before stamping the visa on the passport.

### **Application process**

- Log on to the portal and select the service 'Cancellation of Employment Entry Permit' under Employee Services. Select the applicant from the search option, fill the information and submit after uploading the required documents
- An e-mail and SMS notification from DIFC Government Services Office will be sent once cancellation of entry permit is completed.

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**Documents to be uploaded (All upload documents must be in .jpg format)**

- Clear coloured copy of the applicant's passport
- Clear coloured copy of the entry permit

**Original Documents to be submitted**

- None

**Fees and Service Time**

Service Type	Service Fee (AED)	Timeframe
Normal	690	2 working days
Express	970	4 working hours

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

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**NON SPONSORED EMPLOYMENT SERVICES**


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**1. Secondment Card – Non Sponsored**

This service allows you to obtain employee cards for non-sponsored employees. Seconded employee card renewal is subject for the approval of DIFC Authority. Client has to submit a letter to DIFC Services with justification if a seconded card renewal is required

**Application process**

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- Log on to the portal and select the service 'Non-Sponsored Employment Services' under Employee Services. Select the employee/ fill the required information and submit.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Employee Card is ready for delivery

### **Documents to be uploaded for Seconded Employee Card:**

- Clear coloured copy of the passport, including the personal details page and visa stamp page.
- A non-objection letter from the sponsor
- A copy of seconded employment contract signed by the DIFC company and the employee
- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi
- Copy of the commercial license of the sponsor.

### **Original Documents to be submitted**

- None

### **Fees and Service Time**

Service Type	Duration	Service Fee (AED)	Timeframe
Normal	3 months	320	3 working days
	6 months	620	
	12 months	1,160	
Express	3 months	420	1 working day
	6 months	820	
	12 months	1,390	

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

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### 3. Employee Card – Non Sponsored

This service allows you to obtain employee cards for:

- Company Equity holders such as shareholders, members or partners of a DIFC registered entity,
- Long Term Visa holders who wish to work for the DIFC entities,
- Employees with an NoC from the current sponsor to work in the DIFC entity.
- Employees sponsored by either spouse or Parents.

#### Application process

- Log on to the portal and select the service 'Employee Card – Non Sponsored' under Employee Services. Select the employee/ fill the required information and submit.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Employee Card is ready for delivery

#### Documents to be uploaded

- Clear coloured copy of the passport, including the personal details page and visa stamp page.
- Copy of Employment Contract (Employment contract is not required if the applicant is a shareholder of the entity)
- Proof of ownership (if applicant is not a direct shareholder as per DIFC public register)
- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi
- Non Objection letter from the current sponsor.

#### Original Documents to be submitted

- None

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### Fees and Service Time

Service Type	Duration	Service Fee (AED)	Timeframe
Normal	1 year 2 years	1,160 2,020	3 working days
Express	1 year 2 years	1,390 2,420	1 working day

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 4. DL Employee Card

This service allows you to obtain employee card for employees of DED entities operating from the DIFC by way of a Dual License permit

### Application process

- Log on to the portal and select the service 'Non-Sponsored Employment Services' under Employee Services. Select the employee/ fill the required information and submit.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Employee Card is ready for delivery

### Documents to be uploaded

- Clear coloured copy of the passport, including the personal details page and visa stamp page.
- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi
- Copy of the commercial license of the sponsor.

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## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	120	3 working days
Express	220	1 working day

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 5. Commercial Permission (CP) Card

This service request allows you to obtain employee card for employees of entities that obtain a commercial permission (up to one year) for events or pocket shops or any other purposes excluding dual licensing.

### Application process

- Log on to the portal and select the service 'Non-Sponsored Employment Services' under Employee Services. Fill the required information and submit.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Employee Card is ready for delivery.

### Documents to be uploaded

- Clear coloured copy of the passport, including the personal details page and visa stamp page.
- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi

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- Copy of the commercial license of the sponsor.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	120	3 working days
Express	220	1 working day

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 6. New/Renewal Employee Card for GCC National

This service allows you to obtain new employee card or renewal for a UAE/GCC National. The card will be issued until the expiry date of the passport or for a period of 3 years whichever comes first.

### Application process

- Log on to the portal and select the service 'Non-Sponsored Employment Services' under Employee Services. Select the employee / fill the required information and submit.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Employee Card is ready for collection/delivery.

### Documents to be uploaded:

- Clear coloured copy of the passport

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- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi
- Copy of the employment contract signed by both parties. The employer is entitled to delete any sensitive commercial terms.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	630	3 working days
Express	830	1 working day

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 7. Lost Replacement of Employee Card

This service allows you to obtain a replacement of the lost DIFC sponsored/non sponsored employee card.

### Application process

- Log on to the portal and select the service 'Non-Sponsored Employment Services' under Employee Services. Select the employee, fill the required information and submit.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Employee Card is ready for collection/delivery.

### Documents to be uploaded

- None

### Original Documents to be submitted

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- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	420	3 working days
Express	540	1 working day

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 8. Amendment of Employee Card

This service allows you to amend the personal details in a DIFC sponsored/non sponsored employee card.

### Application Process

- Log on to the portal and select the service “Non-Sponsored Employment Services’ under Employee Services. Select the employee, fill the required information and submit.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Employee Card is ready for collection/delivery.

### Documents to be uploaded

- Clear coloured copy of the passport, including the personal details page and visa stamp page.
- Applicant’s photograph with white background in .jpg format with a resolution of at least 600dpi.

### Original Documents to be submitted

- None

### Fees and Service Time

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Service Type	Service Fee (AED)	Timeframe
Normal	420	3 working days
Express	540	1 working day

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 10. Non-DIFC Sponsored Employment Cancellation

This service request allows you to cancel a valid non-sponsored employment permit.

### Application Process

- Log on to the portal and select the service 'Non-Sponsored Employment Services' under Employee Services. Fill the Service request with accurate information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent to confirm cancellation of the non-DIFC employee Card.

### Documents to be uploaded

- Clear copy of the Employee Card/Temporary Work Permit.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Non-sponsored Cards	230	2 working days
Temporary Work Permit	510	2 working days

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

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## LONG TERM VISA RELATED SERVICES

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### Long Term Residence Visa (Golden Visa)

This service request allows you to apply long term residence visa for high profile executives (with a monthly basic salary of more than AED 30,000) who have been with the DIFC entity sponsorship for more than 2 years and sponsoring entity has a workforce of at least 10 sponsored employees . or investors with a minimum investment of AED 2 million in the DIFC entity or Property owners in the DIFC, for a long term golden visa. Approval of golden visa nomination under the discretion of the General Directorate of residency and foreign affairs.

#### Application process

- Log on to the portal and select the service 'Long Term Residence Visa' under Employee Services. Select the applicant from the search option, fill the information and submit after uploading the required documents
- E-mail and SMS notifications will be sent once the Long term visa is pre-approved and Medical fitness test has been scheduled.
- Submit the service request for employment visa cancellation in the DIFC Portal.
- Complete the medical fitness test at art Salem Medical centre located at level 1, Index Tower, DIFC. Dubai Health Authority will share the medical test result with the DIFC
- Emirates ID registration and visa stamping will be processed once medical fitness result is issued by Dubai Health Authority and current visa cancellation is completed.
- An e-mail notification will be sent once the visa stamping process is completed and DIFC Employee card is ready for delivery.
- If Emirates ID biometrics is required, download Emirates ID registration form from the portal and proceed to EID enrolment centre mentioned in Emirates ID registration form and complete biometrics.

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## Documents to be uploaded

- Clear coloured copy of the passport, including the personal details page including cancelled visa stamp page.
- Copy of emirates ID (both sides)
- University Degree certificate attested by UAE Ministry Of Foreign Affairs – Dubai if the applicant is an executive
- Certificate of Equivalency issued by UAE Ministry of Education if the applicant is an executive
- Dataflow report issued along with Certificate of Equivalency if the certificate is not a bachelor's degree or masters degree issued by a recognized university
- A detailed CV of the applicant if applicant is an executive
- Latest audited financial report if the applicant is an investor
- 3 months corporate bank statement if the applicant is an investor
- 3 months personal bank statement if the applicant is an investor
- 6 months bank statement if the applicant is an executive. Ensure applicant's name is mentioned in each page and salary entries are highlighted
- Copy of the applicant's employment contract. If the basic salary indicated in the contract is below AED 30,000, please provide additional supporting documents, such as proof of promotion or a recent salary increment.
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of at least 600 dpi. Photograph needs to be taken from a studio in line with the requirements of Emirates ID authority Original Documents to be submitted

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	6,411.00	7 working days
Express	7,409.00	3 working days

Note:

- There will be an additional fee for DIFC Employee ID for executive categories

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- b. The service time does not include any unforeseen delays from the General Directorate of Residency and Foreigners Affairs – Dubai.
- c. There will be an additional fee of AED 100 x number of dependents if the applicant has any dependent under his/her sponsorship
- d. The fees are inclusive of 5% VAT and AED 20 for the Knowledge and Innovation Fee

## VISIT VISA SERVICES

This service is to apply for short term (30 days), long term (90 days) visit visas for business visitors. Visitor is not permitted to work in UAE. The company should add visit visa category (30 days, 90 days or multiple entry) to their establishment card and open the quota, paying the required guarantee, prior to apply for the same.

Citizens of the countries listed below are entitled to an on-arrival visit visa upon entry to the UAE. A default number of visit days will be given upon arrival by DNRD.

Andorra	China	France	Ireland	Malaysia	Romania	South Korea
Australia	Croatia	Germany	Italy	Malta	Russia	Spain
Austria	Cyprus	Greece	Japan	Monaco	San Marino	Sweden
Belgium	Czech Republic	Holland (Netherlands)	Latvia	New Zealand	Seychelles	Switzerland
Brunei	Denmark	Hong Kong	Liechtenstein	Norway	Singapore	United Kingdom
Bulgaria	Estonia	Hungary	Lithuania	Poland	Slovakia	United States
Canada	Finland	Iceland	Luxembourg	Portugal	Slovenia	Vatican City

### 1. Short Term Visit Visa

This service request allows you to apply for short term (30 days) visit visa if the entity has already added short term visit visa quota to their establishment card.

#### Application process

- Log on to the portal and select the service 'Business Visit Visa' under Employee Services. Fill the Service request with accurate information and submit after uploading required documents.

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- An e-mail and SMS notification from DIFC Government Services Office will be sent with the link to download the online visit visa from the portal. The online visa needs to be sent to the applicant prior to his/her entry to UAE.

### **Documents to be uploaded (All uploads need to be in JPG format)**

- Clear coloured copy of the applicant's passport
- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi.

### **Original Documents to be submitted**

- None

### **Fees and Service Time**

Service Type	Service Fee (AED)	Timeframe
Normal	1,520	3 working days
Express	1,770	1 working day

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## **2. Long Term Visit Visa**

This service request allows you to apply for long term (90 days) visit visa if the entity has already added long term visit visa quota to their establishment card.

### **Application process**

- Log on to the portal and select the service 'Business Visit Visa' under Employee Services. Fill the Service request with accurate information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent with the link to download the online visit visa from the portal. The online visa needs to be sent to the applicant prior to his/her entry to UAE.

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**Documents to be uploaded (All uploads need to be in JPG format)**

- Clear coloured copy of the applicant's passport
- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi.

**Original Documents to be submitted**

- None

**Fees and Service Time**

Service Type	Service Fee (AED)	Timeframe
Normal	2,320	3 working days
Express	2,820	1 working day

**Note:**

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

**3. Cancellation of unused Visit Visa**

This service request allows you to apply for cancellation of an unused business visit visa. Unused visit visa are not cancelled automatically and must be cancelled by submitting a formal request to Federal Authority for Identity and Citizenship – Dubai.

**Application Process**

- Log on to the portal and select the service 'Cancellation of unused Visit Visa' under Employee Services. Select the applicant from the 'search option', fill the required information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the visit visa cancellation is completed.

**Documents to be uploaded (All upload documents must be in .jpg format)**

- Clear coloured copy of the applicant's passport
- Clear coloured copy of the visit visa

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## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	690	2 working days
Express	970	4 working hours

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## ON-ARRIVAL VISA EXTENSION

This service request allows you to extend the validity of an on arrival visa. Visitor must have entered through any port in Dubai Emirate, in order to extend the validity through DIFC Government Services Office.

## Application Process

- Log on to the portal and select the service 'Visa Extension' under Employee Services. Fill the Service request with accurate information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the visit visa extension is completed. Documents to be uploaded
- Clear coloured copy of the applicant's passport

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	1,180	3 working days
Express	1,340	1 working day

Note:

- The fees are inclusive of 5% VAT and AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

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## OTHER EMPLOYMENT VISA RELATED SERVICES

### 1. Letters and NOCs

This Service allows you to obtain various types of Non-objection letters; Salary Certificates or Employment Confirmation letter for a DIFC sponsored Employee. The service will also enable employees holding senior positions and sponsored by a DIFC entity for more than 2 years to obtain a No Objection Certificate (NOC) for a golden visa.

#### Application process

- Log on to the portal and select the service 'Letters and NOCs' under Employee Services. Select the applicant from the 'search option', fill the required information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Electronic Letter is approved with with approved letter attached .

#### Documents to be uploaded

- A copy of employment contract signed by the company and employee (applicable for 'Employment Confirmation on Pre-approval)
- An undertaking letter from the company to confirm that the applicant's DIFC employment visa will immediately be applied once his/her current visa got cancelled (applicable for 'Employment Confirmation on Pre-approval).

#### Original Documents to be submitted

- None

#### Fees and Service Time

Service Type	Letters and NoCs	NOC for Golden Visa	Timeframe
Normal	120	1,020	1 working day

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Express	220	N/A	1 Hour
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Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 2. Company List of Employees issued by Federal Authority for Identity and Citizenship – Dubai

This service request allows you to apply for the establishment report issued by Federal Authority for Identity and Citizenship – Dubai. The establishment report lists all the employees with a clear status and entry/exit dates for each.

### Application process

- Log on to the portal and select the service ‘Company List of employees issued by GDRFA’ under Employee Services. Select the type of request and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the report is ready to be downloaded from the client portal

### Documents to be uploaded

- None

### Original documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	650	2 working days

**Note:**

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

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### 3. New/Renewal P.O. Box

This service request allows applying for new/renewal PO Box in DIFC.

#### Application Process

- Log on to the portal and select the service 'P.O. Box' under Employee Services. Select the required service and submit the application. For new PO box application, please enter '50\*' in the search field and click on search to see the available number to select from.
- Print the generated P.O. Box application
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the NOC from the DIFC is ready be downloaded from the portal
- Submit the required set of application to DIFC Emirates Post office with the required payment to commence the P.O. Box services. If the company is in formation, the form can submit to Emirates Post only once the commercial license is issued

#### Documents to be uploaded

- None

#### Original Documents to be submitted

- None

#### Fees and Service Time:

Service Type	Service Category	Service Fee (AED)	Timeframe
Normal	New PO Box	335	1 working day
	Renew PO Box	320	
Express	New PO Box	440	4 working hours
	Renew PO Box	420	

Note:

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service fee for new PO Box is inclusive of 5% VAT

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#### 4. Cancellation/Transfer of P.O. Box

This service request allows Cancellation of PO Box or transfer the ownership to another company in DIFC.

#### Application Process

- Log on to the portal and select the service 'P.O. Box' under Employee Services. Select the required service and submit the application.
- Print the generated P.O. Box Clearance/Transfer Form
- Submit the Form to Emirates Post office located next to DIFC Courts and obtain a signature and stamp on the form
- An e-mail and SMS notification from DIFC Government Services Office will be sent once cancellation or transfer is approved by DIFC Government Services Office

#### Documents to be uploaded

- P.O Box Clearance/Transfer form filled, signed and stamped by the Emirates Post Authority

#### Original Documents to be submitted

- None

#### Fees and Service Time:

Service Type	Service Fee (AED)	Timeframe
Normal	120	1 working day

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

#### 5. PRO Card Application

This service request allows applying for new/renewal of the PRO Card for the individual who would be responsible to submit/collect documents from DIFC Government Services Office.

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## Application Process

- Log on to the portal and select the service 'PRO Card' under Employee Services. Fill the Service request with accurate information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the PRO Card is ready for collection/delivery.

## Documents to be uploaded

- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi.

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	320	3 working days
Express	420	1 working day

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 6. Request to Abscond an Employee

This service request allows you to declare an absent employee as an absconder. Company cannot declare an employee as an absconder if he/she is out of UAE. Reporting the employee as an absconder is subject for the verification of DIFC GSO.

## Application Process

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- Log on to the portal and select the service 'Request to Abscond Employee' under Employee Services. Select the employee from the search option, fill the required information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the absconding report is ready to be downloaded from the client portal.

### Documents to be uploaded

- A clear coloured copy of the Passport and Visa
- An official letter from the company with details of the case and contact details of the employee.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	1,520 + a Deposit of 2,000	2 working days
Express	2,020 + a Deposit of 2,000	4 working hours

**Note:**

- The fee is inclusive of AED 20 for the Knowledge and Innovation Fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

## 7. Request to withdraw an Absconding Status

This service request allows you to remove the 'absconder' status of a DIFC sponsored employee.

### Application Process

- Log on to the portal and select the service 'Request to withdraw an Absconding status' under Employee Services. Select the employee from the search option, fill the required information and submit after uploading required documents.

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- An e-mail and SMS notification from DIFC Government Services Office will be sent once the absconding status is withdrawn (if applicable).

### Documents to be uploaded

- A clear coloured copy of the Passport and Visa

### Original Documents to be submitted

- Original Passport

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	1,040	2 working days

**Note:** The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 8. Visitor Pass

This service request allows you to apply for a visitor pass for a visitor to the office.

### Application Process

- Log on to the portal and select the service 'Visitor Card' under Employee Services. Fill the required information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Visitor Card is ready for collection/delivery.

### Documents to be uploaded

- A clear coloured copy of the passport
- A clear copy of the Visit/Tourist Visa or On-arrival visa stamp page from the passport

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- Applicant's photograph with white background in .jpg format with a resolution of more than 200dpi.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Duration	Service Fee (AED)	Timeframe
Normal	1 months	120	3 working days
	3 months	320	
Express	1 months	220	1 working day
	3 months	420	

**Note:** The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 9. Access Card

This service request allows you to apply access card to employees who need to visit the DIFC office regularly and are working/ sponsored by the parent entity or another branch and as part of their role have an oversight function of a department or unit within the DIFC entity. Access Card is not an employment permit.

### Application Process

- Log on to the portal and select the service 'Access Card' under Employee Services. Fill the required information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Access Card is ready for collection/delivery.

### Documents to be uploaded

- A clear coloured copy of the passport
- A clear copy of the employment visa

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- Applicant's photograph with white background in .jpg format with a resolution of more than 200dpi.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	1,160	3 working days
Express	1390	1 working day

**Note:** The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 10. Internship Card

This service request allows you to apply for an Intern pass for a University student who wants to complete internship in a DIFC entity. Internship card is not renewable

### Application Process

- Log on to the portal and select the service 'Internship Card' under Employee Services. Fill the required information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Card is ready for collection/delivery.

### Documents to be uploaded

- A clear coloured copy of the passport
- Clear coloured copy of the visa if the visitor is on an Internship
- A supporting letter from the University
- Applicant's photograph with white background in .jpg format with a resolution of more than 200dpi.

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## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Duration	Service Fee (AED)	Timeframe
Normal	1 months	120	3 working days
	3 months	320	
Express	1 months	220	1 working day
	3 months	420	

**Note:** The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 11. Personal Information or Unified Number Report issued by Federal Authority for Identity and Citizenship – Dubai

This service request allows applying for complete details of an employee from Federal Authority for Identity and Citizenship – Dubai system. The report will show the visa status as well as last entry and exit details.

## Application Process

- Log on to the portal and select the service ‘Personal Information or Unified Number Report issued by GDRFA’ under Employee Services. Select the employee from the search option or fill the required information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the report is ready to be downloaded from the client portal

## Documents to be uploaded

- A clear coloured copy of the passport and visa

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	380	3 working days
Express	590	1 working day

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**Note:** The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 12. Re-Entry Certificate

This service request allows applying Re-entry certificate for Employees who stayed out of UAE for more than six months for a valid reason (medical or educational) and visa has not expired

### Application Process

- Log on to the portal and select the service 'Re-Entry Certificate' under Employee Services. Select the employee from the search option or fill the required information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the report is ready to be downloaded from the client portal

### Documents to be uploaded

- A clear coloured copy of the passport and visa
- A justification letter from the applicant mentioning the reason for staying outside

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	630 + 100 for each month stayed after six	3 working days
Express	860 + 100 for each month stayed after six	1 working day

**Note:** The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## REQUEST A REFUND

The service allows the companies who cancelled/transferred the employment visa of an employee and wishes to refund the PSA deposit paid for the same employee. PSA deposit will be moved to 'Excess PSA Deposit' in the portal as soon as the

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cancellation/transfer is completed. This amount can either be utilized against new employment visa or refunded. This service will also allow to refund from the company's portal balance and transfer fund between two DIFC companies. A refund process will be completed within 20 business days after approval.

### **Application Process**

- Log on to the portal and select the service 'Request a Refund' under 'Other Services', fill the required information and submit after uploading required documents.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the refund is processed

### **Documents to be uploaded**

- Copy of the exit stamp/copy of the employee's new visa. If the employer is unable to provide the required documents then the employer should apply for a Personal Information or Unified Number Report issued by Federal Authority for Identity and Citizenship – Dubai (applicable for PSA Deposit).
- A non-objection letter from the company authorized signatory as per the commercial license if the refund needs to be processed in favour of a third party. Non-objection letter from the appointed liquidator will be required if the company is in liquidation.
- Copy of passport of the beneficiary if the refund is for a third party individual.

### **Original Documents to be submitted**

- None

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## **GSO CLEARANCE FOR DISSOLUTION OF A COMPANY**

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The service allows you to obtain a clearance from DIFC Government Services Office to complete the dissolution of a company in DIFC. This service is not a part of portal services.

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## Application Process

- Cancel all employment visas and ensure all employees have exited the country or transferred to another company.
- Cancel the PO Box through the DIFC client portal, if the company holds a PO Box in DIFC.
- Cancel the company Establishment Card through the DIFC Client Portal
- Submit a request the portal to refund the PSA Deposit (if any)
- Government Services Office will provide required clearance to the concerned Department and notify the applicant accordingly.

## Required Documents

- None

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## MEDICAL FITNESS TEST FOR NON-DIFC SPONSORSHIP

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The service allows you to avail a medical test at DIFC Medical Fitness Test Centre for a non-DIFC sponsored individual.

## Application Process

- Log on to the portal and select the service 'Medical Fitness Test for Non-DIFC Sponsorship' under Employee Services. Fill the required information and submit after uploading required documents.
- An e-mail and SMS notification will be sent once the medical fitness test has been scheduled.
- Complete the medical fitness test at the DIFC medical centre located at level B1, the Gate. Medical fitness test will be scheduled at Smart Salem Medical Centre located at level 1, Index Tower, DIFC, for express applications.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Medical Report is ready to be downloaded from the client portal.

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## Documents to be uploaded

- A clear coloured copy of the Passport and visa.
- A clear coloured copy of the sponsor's passport and visa if the applicant is sponsored by an individual.
- Applicant's photograph with white background in .jpg format with a resolution of more than 200dpi.

## Original Documents to be submitted

- None

## Fees and Time of Service

Service Type	Service Fee (AED)	Timeframe
Normal	983	3 working days
Express	1,581	1 working day

Note: The fees are inclusive of 5% VAT and AED 20 for the Knowledge and Innovation Fee

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## SAVING SCHEME SERVICES

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### 1. Add DEWS Exemption

This Service allows you to apply for 'DEWS Exemption Certificate' for eligible employees as per article 2.3.1 of the DIFC Employment Law, DIFC Law No. 2 of 2019 and its Regulations which allows 2 types of exemptions:

- The Employer is under a statutory duty in another country to make pension, retirement, saving, gratuity or any substantially similar contributions into a Scheme in such other country in respect of an Employee; or
- The Employer is making payments to a Group Scheme on behalf of its Employees, where the value of such payments (not including any payment or contribution made by the Employer or the Group to the costs of operating the Group Scheme) is in excess of the value of the Core Benefits required to be made to a Qualifying

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Scheme in favor of Employees under Article 66(7) of the Law. The group scheme must be available in at least 4 countries.

### Application process

- Log on to the portal and select the service 'Saving Scheme Services' under Employee Services. Select the employees from the list, fill the information, and submit after uploading the required documents
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the application process is completed with DEWS Exemption Certificate attached.

### Documents to be uploaded

- Copy of relevant Law or Regulations supporting the exemption request if the applicant is under a statutory duty.
- Scheme rules and regulations if contributions are made to a group scheme.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	1,856.25		10 working days
Express	N.A		

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## 2. Certificate of Compliance

This service allows you to request a 'Certificate of Compliance' for utilizing an alternative qualifying scheme that adheres to the requirements of the Qualifying Scheme outlined in

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article 66 of the DIFC Employment Law, DIFC Law No.2 of 2019, and its corresponding regulations.

### **Application process**

- Log on to the portal and select the service 'Saving Scheme Services' under Employee Services. Select the employees from the list, fill the information, and submit after uploading the required documents
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the application process is completed with Certificate of Compliance attached.

### **Documents to be uploaded (not applicable for existing qualifying schemes)**

- Copy of relevant Law or Regulations supporting the exemption request if the applicant is under a statutory duty.
- Scheme rules and regulations if contributions are made to a group scheme.

### **Original Documents to be submitted**

- None

### **Fees and Service Time**

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	1,856.25		10 working days
Express	N.A		

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

## **3. Update/Remove DEWS Exemption**

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This Service allows you to update the details of an approved DEWS exemption such as adding new employees the exemption, adding a new country or updating the details of the group scheme.

### Application process

- Log on to the portal and select the service 'Saving Scheme Services' under Employee Services. Select the employees form the list, fill the information, and submit after uploading the required documents
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the application process is completed with the updated DEWS Exemption Certificate attached.

### Documents to be uploaded

- Copy of relevant Law or Regulations supporting the exemption request if the applicant is under a statutory duty.
- Scheme rules and regulations if contributions are made to a group scheme.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	N.A		10 working days
Express	N.A		

## 4. DEWS Annual Filing

As per article 8.1.5 of the DIFC Employment Regulations 2022, Employers who have been provided with an Exemption Certificate/Certificate of Compliance are required to make annual filings in respect of each Exempt Scheme and the details of the Employees subject to any exemption under Regulation 2.1.3.

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This Service allows you to complete this filing and is required from the initial issuance date of the first Exemption Certificate/Certificate of Compliance. The filing will be created under the pending actions section on the DIFC portal a month before it is due for submission.

### Application process

- Log on to the portal and select the service 'Saving Scheme Services' under Employee Services and submit the request. Alternatively, you will be able to click on the service under the pending action tab.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the application process is completed.

### Documents to be uploaded

- None

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	387.25		1 working day
Express	N.A		N.A

Note: The fee is inclusive of AED 20 for the Knowledge and Innovation Fee

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