



# **CLIENT HANDBOOK**

**Dependent Services - 2024**

**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 – Dependent Visa Services is a detailed guide covering all aspects of dependent visa related applications for the DIFC Sponsored Employees. The manual 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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DIFC client portal is dedicated to provide DIFC registered entities with various services. It offers online services, such as company and employee services. Through 'Employee Services', DIFC Entities can apply for any of the services offered by Government Services 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 entity account will be granted Super User privileges which will allow him/her to add users, remove users and edit user's access. For more details on user access, please click [here](#).

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## GENERAL INSTRUCTIONS

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

- The portal user with 'Employee Services' access will be able to apply for all Dependent visa related services
- The company should ensure that the portal account has enough balance prior to submitting a Service Request.
- 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
- 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 coloured clear and in .jpg format. Please ensure the passport photograph is with white a background, frontal view of the applicant. If the dependent is below 15 years of age, the photograph should also be aligned with EID requirements (clear picture looking straight to the camera, without showing teeth with no spectacles or heavy jewellery).
- Clients are requested to ensure that they provide accurate information on all applications to avoid any delays or errors. The Government Service Office will not be responsible for any errors on Federal Authority for Identity and Citizenship documents due to the provision of inaccurate information
- As per the DIFC information security policy, original passport will be delivered only to the appointed consignee or company PROs. An authorization email from the

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registered portal user, to gs.helpdesk@difc.ae, would be required if a third party wants to collect the document

- Visa related emails and SMS will be sent to all the portal users with 'Employee Services' access.
- All information provided on applications will be treated with confidentiality.
- 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.
- All DIFC Sponsored employees with a monthly salary of above AED 4,000 are entitled to apply for family visa applications. However salary above AED 25,000 is required for sponsoring domestic helper.
- 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 Dependent Visa Applications. A detailed Tax Invoice will be sent via email to portal user upon submission of the Service Request.
- DIFC Government Services Office working hours are: Monday through Friday – 08:00AM to 03:00PM. No appointments will be scheduled during Friday prayer from 1 to 2 PM. The office will be closed during announced public holidays.

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## HOW TO APPLY FOR GSO SERVICES THROUGH DIFC PORTAL

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

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

- Log in the DIFC Client Portal and click on 'Requests'.
- Select the required service from the list of services.
- Fill the online application and click on 'Save and Continue'.
- Upload the required documents then click on 'Proceed'.

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- Review the application by clicking on 'Actions' 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.

### **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)

### **Returned Services 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, please navigate to 'Pending Actions' icon 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' icon, replace the required document(s) and then click on 'Save'.
- If Government fines or additional payments are to be paid, navigate to 'Complete Pending Actions' and approve the payment.

### **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

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## Cancellation of Service Request

- 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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## DEPENDENT VISA SERVICES

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### NEW DEPENDENT VISA PACKAGE

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#### 1. Applicant outside the Country

This Service Request allows you to apply for new residence visas for the family member or domestic helper of a DIFC sponsored Employee while the dependent is outside the country.

#### Application Process

- Log on to the portal and select the service 'New Dependent Visa Package' under Employee Services. Select the service type as 'Applicant outside UAE', Fill the

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Service request with accurate information and submit after uploading the required documents.

- Submit Sponsor's original Emirates ID to DIFC Services Office.
- 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 (and maid contracts if the dependent is a domestic helper). The online visa needs to be sent to the applicant prior to his/her entry to UAE.
- Upload Entry permit with airport entry stamp in the DIFC portal once the applicant has entered the UAE in order to process his/her Emirates ID application form and schedule a medical fitness test appointment (Medical test is not required for children below 18 years of age and medical test for domestic helper is not included in the visa package). Emirates ID registration and visa stamping will be initiated if the medical test is not applicable.
- 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. Register the applicant for a Health Insurance through a DHA approved insurance provider.
- An e-mail notification will be sent once the emirates ID registration is completed to undergo a medical test at any DHA medical fitness Centre if applicant is a domestic helper. Complete the medical test and upload result in the portal.
- An e-mail notification will be sent once the visa stamping process is completed and Sponsor's Emirates ID 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.

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

- Clear coloured passport photocopy of the applicant, with the personal details 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.
- Clear coloured passport photocopy of the sponsor, including the personal details and visa pages.
- Attested tenancy contract (attested by Ejari for properties in Dubai). If the sponsor owns the property, then a copy of the original Title Deed issued by the Dubai Land Department is required.
- A Copy of latest Water and Electricity bill under the sponsor's name. (New DEWA account holder can upload a copy of DEWA deposit receipt)
- If the tenancy contract is under the name of employer. A letter in Arabic from the company addressed General Directorate of Residency and Foreigner Affairs- Dubai, with the details of the apartment, confirming that the apartment is provided to the employee.
- For spouse sponsorship, Marriage Certificate attested by UAE Ministry of Foreign Affairs. If the husband and wife are of different nationalities and have been married outside of either of their home countries, the marriage certificate should be attested by the consulate of the husband's home country.
- Applicant's National ID, issued by the home country authority, if the applicant is from Pakistan, Afghanistan, Iraq or Iran.
- For child sponsorship, Birth Certificate attested by UAE Ministry of Foreign Affairs.
- For child sponsorship, copies of the mother's passport with the visa stamp page if the mother has a valid sponsorship.
- For child sponsorship, attested Marriage Certificate if spouse is not sponsored by the same sponsor.

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- For son above 18 years of age, a letter in Arabic from a UAE university, addressed to Federal Authority for Identity and Citizenship-Dubai, to confirm his continuity of education.
- For daughters above 18 years of age, an undertaking letter confirming the marital status (single) of the daughter. Undertaking template will be generated upon saving the service request in the portal.
- For Domestic Helper, copy of passport and visa of sponsor's spouse.
- For Domestic Helper, with the designation Driver, copy of applicant's Driving License.
- For Domestic Helper, with the designation Driver, copies of registration cards of two vehicles registered under Sponsor's name.
- For Domestic Helper, if the domestic helper's nationality is same as of sponsor or sponsors spouse, then an official letter from the home consulate, to indicate that they are not blood relatives.
- For Domestic Helper, copy of sponsor's Emirates ID (both sides)
- For Domestic Helper, Individuals of Sri Lankan, Ethiopian or Indonesian nationalities are required to submit their medical reports, issued by an authorised medical centre in their home country. Kindly email [gs.helpdesk@difc.ae](mailto:gs.helpdesk@difc.ae) for a list of approved medical centres. In case a copy is provided only, an undertaking letter from the recruiting agency in the UAE will be required.

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. 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.

### **Original Documents to be Submitted**

- Original Emirates ID of the sponsor.

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### Fees and Service Time

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	Below 18 years of Age	1,823	7 working days
	Above 18 years of Age	2,804	
	Domestic Helper	10,624	
Express	Below 18 years of Age	2,203	3 working days
	Above 18 years of Age	4,423	
	Domestic Helper	12,199	

#### Notes:

- 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.

## 2. Application Inside the Country

This Service Request allows you to apply for new residence visas for the family member or domestic helper of a DIFC sponsored Employee while the dependent is in the country.

### Application Process

- Log on to the portal and select the service 'New Dependent Visa 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.
- Submit Sponsor's original Emirates ID to DIFC Services Office.
- 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 (and maid contracts if the dependent is a domestic helper) and applicant's change of status and Medical fitness test appointment will be processed (Medical test is not required for children below 18 years of age and medical test for domestic helper is not included in the visa package) Emirates ID registration and visa stamping will be initiated if the medical test is not applicable.
- 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.

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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 emirates ID registration is completed to undergo a medical test at any DHA medical fitness Centre if applicant is a domestic helper. Complete the medical test and upload result in the portal.
- An e-mail notification will be sent once the visa stamping process is completed and Sponsor's Emirates ID 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 photocopy of the applicant, with the personal details 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.
- Clear coloured passport photocopy of the sponsor, including the personal details and visa pages.
- Attested tenancy contract (attested by Ejari for properties in Dubai). If the sponsor owns the property then a copy of the original Title Deed issued by the Dubai Land Department is required
- A Copy of latest Water and Electricity bill under the sponsor's name. (New DEWA account holder can upload a copy of DEWA deposit receipt)
- If the tenancy contract is under the name of employer, a letter in Arabic addressed General Directorate of Residency and Foreigner Affairs-Dubai from the company,

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with the details of the apartment, confirming that the apartment is provided to the employee.

- For spouse sponsorship, Marriage Certificate attested by UAE Ministry of Foreign Affairs. If the husband and wife are of different nationalities and have been married outside of either of their home countries, the marriage certificate should be attested by the consulate of the husband's home country
- Applicant's National ID, issued by the home country authority, if the applicant is from Pakistan, Afghanistan, Iraq or Iran.
- For child sponsorship, Birth Certificate attested by UAE Ministry of Foreign Affairs.
- For child sponsorship, copies of the mother's passport with the visa stamp page if the mother has a valid sponsorship.
- For child sponsorship, attested Marriage Certificate if spouse is not sponsored by the same sponsor.
- For son above 18 years of age, a letter in Arabic from a UAE university, addressed Federal Authority for Identity and Citizenship-Dubai, to confirm his continuity of education.
- For daughters above 18 years of age, an undertaking letter confirming the marital status (single) of the daughter. Undertaking template will be generated upon saving the service request in the portal.
- For Domestic Helper, copy of passport and visa of sponsor's spouse.
- For Domestic Helper with the designation Driver, copy of applicant's Driving License.
- For Domestic Helper with the designation Driver, copies of registration cards of two vehicles registered under Sponsor's name.
- For Domestic Helper, if the domestic helper's nationality is same as of sponsor or sponsors spouse, then an official letter from the home consulate, to indicate that they are not blood relatives.
- For Domestic Helper, copy of sponsor's Emirates ID (both sides)

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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. 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.

### Original Documents to be submitted

- Original Emirates ID of the sponsor.

### Fees and Service Time

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	Baby born in UAE with no exit	2,749	7 working days
	Below 18 years of Age	3,348	
	Above 18 years of Age	4,249	
	Domestic Helper	12,138	
Express	Baby born in UAE with no exit	3,698	3 working days
	Below 18 years of Age	4,139	
	Above 18 years of Age	6,899	
	Domestic Helper	13,923	

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.

## RENEWAL OF DEPENDENT VISA PACKAGE

This service request allows you to renew the residence visa of a DIFC Sponsored employee's family members or Domestic helper.

### Application Process

- Log on to the portal and select the service 'Renewal of Dependent Visa Package' under Employee Services. Fill the Service request with accurate information and submit after uploading the required documents.
- Submit the required original documents to DIFC Government Services Office.

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- An e-mail will be sent once the maid contract is ready for download if the applicant is a domestic helper. Download the maid contract and upload in colour with signature of both sponsor and domestic helper.
- E-mail and SMS notifications will be sent once the Emirates ID Registration is completed and medical fitness test has been scheduled (Medical test is not required for children below 18 years of age and medical test for domestic helper is not included in the visa package) Emirates ID registration and visa stamping will be initiated if the medical test is not applicable.
- 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 Sponsor's Emirates ID 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 photocopy of the applicant, with the personal details and visa 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
- For Domestic Helper : Attested tenancy contract (attested by Ejari for properties in Dubai). If the sponsor owns the property then a copy of the original Title Deed issued by the Dubai Land Department is required.

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- For Domestic Helper, A Copy of latest Water and Electricity bill under the sponsor's name. (New DEWA account holder can upload a copy of DEWA deposit receipt)
- For Domestic Helper, If the tenancy contract is under the name of employer. A letter in Arabic from the company addressed General Directorate of Residency and Foreigner Affairs-Dubai with the details of the apartment, confirming that the apartment is provided to the employee.
- For Domestic Helper, copy of passport and visa of sponsor's spouse.
- For Domestic Helper, copy of sponsor's emirates ID (both sides)
- For Domestic Helper with the designation Driver, copy of applicant's Driving License.
- For Domestic Helper with the designation Driver, copies of registration cards of two vehicles registered under Sponsor's name.

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. 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 into Arabic only.

### Original Documents to be submitted

- Original Emirates ID of the sponsor.

### Fees and Service Time

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	Below 18 years of Age	1,288	7 working days
	Above 18 years of Age	2,158	
	Domestic Helper	7,601	
Express	Below 18 years of Age	1,587	2 working days
	Above 18 years of Age	3,458	
	Domestic Helper	8,651	

#### Note:

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

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## CANCELLATION OF DEPENDENT VISA

### 1. Visa Cancellation (applicant in the UAE)

This service allows you to apply for cancellation of a family or domestic helper residence visa of a DIFC sponsored employee who is in UAE.

#### Application process

- Log on to the portal and select the service ‘Cancellation of Dependent Visa’ under Employee Services. Select the sponsor and dependent (if available) from the search option, fill the required information and submit after uploading the required documents.
- Submit the required original documents at DIFC Government Services Office.
- An e-mail and SMS notification will be sent once the Cancellation papers and sponsor’s Emirates ID are ready for collection/delivery.

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

- Clear coloured passport photocopy of the applicant, including the personal details page and visa stamp page.
- Clear coloured passport photocopy of the sponsor, including the personal details page and visa stamp page.
- Clear coloured copy of Sponsor’s Emirates ID (for domestic helper)

#### Original Documents to be submitted

- Original Emirates ID of the Sponsor.

#### Fees and Service Time

Normal	466	2 working days
Express	705	4 working hours

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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.

## 2. Visa Cancellation (Applicant is outside for less than six months)

This service allows you to apply for cancellation of a family of domestic helper residence visa of a DIFC sponsored employee who is outside UAE for less than six months with a valid UAE visa.

### Application process

- Log on to the portal and select the service ‘Cancellation of Dependent Visa’ under Employee Services. Select the sponsor and dependent (if available) from the search option, fill the required information and submit after uploading the required documents.
- Submit the required original documents at DIFC Government Services Office.
- An e-mail and SMS notification will be sent once the individual’s original passport, Cancellation papers and sponsor’s Emirates ID are ready for collection/delivery.

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

- Clear coloured passport photocopy of the applicant, including the personal details page and visa stamp page.
- Clear coloured passport photocopy of the sponsor, including the personal details page and visa stamp page.
- Clear coloured copy of Sponsor’s Emirates ID (for domestic helper)

### Original Documents to be submitted

- Original passport.
- Original Emirates ID of the Sponsor.

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	466	2 working days
Express	705	4 working hours

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Note:

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- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

### 3. Visa Cancellation (applicant is outside the country for more than six months)

This service allows you to apply for cancellation of a family or domestic helper who is outside UAE for more than six months or whose visa expired while he/she is out of UAE.

#### Application Process

- Log on to the portal and select the service ‘Cancellation of Dependent Visa’ under Employee Services. Select the sponsor and dependent (if available) from the search option, fill the required information and submit after uploading the required documents.
- An e-mail and SMS notification will be sent once the individual’s Cancellation papers and sponsor’s Emirates ID are ready for collection/delivery.

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

- Clear coloured passport photocopy of the applicant, including the personal details page and visa stamp page.
- Clear coloured passport photocopy of the sponsor, including the personal details page and visa stamp page.

#### Original Documents to be submitted

- Original Emirates ID of the Sponsor.

#### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	586	2 working days
Express	805	4 working hours

Note:

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

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- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

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## **AMENDMENT OF DEPENDENT 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 residence 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 Dependent Visa' under Employee Services. Select the sponsor and dependent (if available) from the search option, fill the required 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 the Passport and Sponsors Emirates ID are ready for collection/delivery.
- Contact any Emirates ID office with the original passport and Emirates ID in order to change the nationality in Emirates ID

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

- Clear coloured copy of passport of the applicant, including the personal details page and visa stamp page.
- Clear coloured copy of passport of the sponsor, including the personal details page and visa stamp page.
- Clear coloured copy of the new passport (if any).
- Applicant's recent photograph (not older than 3 months) with white background in .jpg format with a resolution of more than 200dpi

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- 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)
- 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)
- Original Emirates ID of the sponsor.

### Fees and Service Time

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	Change of Personal and passport details	482	3 working days
	Passport Lost	631	
	Change of Nationality	1,126	
Express	Change of Personal and passport details	598	1 working day
	Passport Lost	830	
	Change of Nationality	Not applicable	

#### Note:

- The fees are inclusive of 5% VAT and AED 20 for the Knowledge and Innovation Fee
- Change of Nationality application is subject for certain approvals at Federal Authority for Identity and Citizenship which may cause delay in service time.

## DEPENDENT ENTRY PERMIT SERVICES

### 1. Re-Issue Dependent 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 Dependent Entry Permit' under Employee Services. Select the sponsor and dependent (if available) from the search option, fill the required information and submit after uploading the required documents.
- Submit the original documents to DIFC Services Office.

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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 once the process is completed and the sponsor's original emirates id is ready to be collected/delivered.

### Documents to be uploaded

- None

### Original Documents to be submitted

- Original Emirates ID of the sponsor.

### Fees and Time of Service

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	Applicant Outside the UAE	1,051	3 working days
	Applicant Inside the UAE	1,613	
Express	Applicant Outside the UAE	1,270	1 working day
	Applicant Inside the UAE	1,943	

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.

## 2. Amendment of Dependent 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 Dependent Entry Permit' under Employee Services. Select the sponsor and dependent (if available) from the search option, fill the required information and submit after uploading the required documents.
- Submit the original documents to DIFC Services Office.

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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 once the process is completed and the sponsor's original emirates id is ready to be collected/delivered.

#### Documents to be uploaded

- None

#### Original Documents to be submitted

- Original Emirates ID of the sponsor.

#### Fees and Time of Service

Service Type	Service Fee (AED)	Timeframe
Normal	531	3 working days
Express	636	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.

### 3. Cancellation of Dependent Entry Permit

This service request allows you to apply for cancellation of a dependent visit visa or an issued entry permit before stamping the visa on the passport.

#### Application process

- Log on to the portal and select the service 'Cancellation of Dependent Entry Permit' under Employee Services. Select the sponsor and dependent (if available) from the search option, fill the required information and submit after uploading the required documents.
- Submit the original documents to DIFC Government Services Office.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the entry permit cancellation is completed to collect Sponsor Original Emirates ID.

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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
- Clear coloured copy of sponsor's passport including personal details and visa pages.

**Original Documents to be submitted**

- Original Emirates ID of the sponsor.

**Fees and Service Time**

Service Type	Service Fee (AED)	Timeframe
Normal	466	2 working days
Express	705	4 working hours

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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## **LONG TERM DEPENDENT VISA (GOLDEN VISA)**

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This service request allows you to apply for a Long-Term Residence visa for the family members (spouse and Children) of a DIFC employee under long Term residence visa. Long Term visa is available only for Spouse and Children. Applicants should be in UAE while applying long term dependent visa.

### **Application process**

- Log on to the portal and select the service 'Long Term visa services' under Employee Services. Select the sponsor from the search option, fill the information and submit after uploading the required documents.
- Submit Sponsor's original Emirates ID to DIFC Services Office upon request.
- An e-mail notification will be sent once the medical fitness test appointment is Scheduled (Medical test is not required for children below 18 years of age).
- Complete the medical fitness test at the Smart Salem medical centre located at level 1, Index Tower, DIFC. Dubai Health Authority will share the medical test result with the DIFC.
- Visa stamping and Emirates ID registration 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 Sponsor's Emirates ID 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**

- Clear coloured passport photocopy of the applicant, with the personal details 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.

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- Clear coloured passport photocopy of the sponsor, including the personal details and visa pages.
- Attested tenancy contract (attested by Ejari for properties in Dubai). If the sponsor owns the property, then a copy of the original Title Deed issued by the Dubai Land Department is required
- A Copy of latest Water and Electricity bill under the sponsor's name. (New DEWA account holder can upload a copy of DEWA deposit receipt)
- If the tenancy contract is under the name of employer, a letter in Arabic addressed General Directorate of Residency and Foreigner Affairs-Dubai from the company, with the details of the apartment, confirming that the apartment is provided to the employee.
- For spouse sponsorship, Marriage Certificate attested by UAE Ministry of Foreign Affairs. If the husband and wife are of different nationalities and have been married outside of either of their home countries, the marriage certificate should be attested by the consulate of the husband's home country
- For child sponsorship, Birth Certificate attested by UAE Ministry of Foreign Affairs.
- For child sponsorship, copies of the mother's passport with the visa stamp page if the mother has a valid sponsorship.
- For child sponsorship, attested Marriage Certificate if spouse is not sponsored by the same sponsor.
- For son above 18 years of age, a letter in Arabic from a UAE university, addressed Federal Authority for Identity and Citizenship-Dubai, to confirm his continuity of education.
- For daughters above 18 years of age, an undertaking letter confirming the marital status (single) of the daughter. Undertaking template will be generated upon saving the service request in the portal.
- 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

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application. 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.

### Original Documents to be submitted

- Original Emirates ID of the sponsor.

### Fees and Service Time

Service Type	Service Fee (AED)	Service Fee (AED)	Timeframe
Normal	Above 18 years of age	6,411	5 working days
	Below 18 years of age	5,554	
	Baby born in UAE and never exited	4,204	
Express	N.A	N.A	N.A

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 General Directorate of Residency and Foreigners Affairs – Dubai.

## VISIT VISA SERVICES

This service request allows you to apply for a short term (30 days) or long term (90 days) Personal Visit Visa under the sponsorship of a DIFC sponsored employee. 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

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## 1. Short Term Visit Visa

This service request allows you to apply for short term (30 days) visit visa under the sponsorship of a DIFC sponsored employee.

### Application Process

- Log on to the portal and select the service 'Personal 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 once the process is completed and the sponsor's original emirates id is ready to be collected/delivered.

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

- Clear coloured passport photocopy of the applicant, with the personal details page.
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of at least 600dpi
- Clear coloured passport photocopy of the sponsor, including the personal details and visa pages.
- For spouse sponsorship, Marriage Certificate attested by UAE Ministry of Foreign Affairs. If the husband and wife are of different nationalities and have been married outside of either of their home countries, the marriage certificate should be attested by the consulate of the husband's home country.
- Attested tenancy contract (attested by Ejari for properties in Dubai). If the sponsor owns the property then a copy of the original Title Deed issued by the Dubai Land Department is required.
- A Copy of latest Water and Electricity bill under the sponsor's name. (New DEWA account holder can upload a copy of DEWA deposit receipt)

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- If the tenancy contract is under the name of employer. A letter in Arabic from the company addressed General Directorate of Residency and Foreigner Affairs- Dubai, with the details of the apartment, confirming that the apartment is provided to the employee.
- Applicants of Sri Lankan, Ethiopian or Indonesian nationalities are required to submit the original of their medical reports, issued by an authorised medical centre in their home country. Kindly email [gs.helpdesk@difc.ae](mailto:gs.helpdesk@difc.ae) for a list of approved medical centres. In case a copy is provided only, an undertaking letter from the recruiting agency in the UAE will be required
- For child sponsorship, Birth Certificate attested by UAE Ministry of Foreign Affairs.
- For child sponsorship, copies of the mother's passport with the visa stamp page if the mother has a valid sponsorship.
- For child sponsorship, attested Marriage Certificate if spouse is not sponsored by the same sponsor.
- For parent sponsorship, document to prove the relationship. E.g. Birth certificate.
- 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

- Original Emirates ID of the sponsor.

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	880 + 1,060 (Guarantee)	3 working days
Express	1,010 + 1,060 (Guarantee)	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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## 2. Long Term Visit Visa

This service request allows you to apply for long term (90 days) visit visa under the sponsorship of a DIFC sponsored employee. Long Term visa will be provided only for immediate relatives of the employee.

### Application process

- Log on to the portal and select the service 'Personal 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 once the process is completed and the sponsor's original emiratesid is ready to be collected / delivered.

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

- Clear coloured passport photocopy of the applicant, with the personal details page.
- Applicant's recent photograph with white background in jpg format with a resolution of at least 600dpi
- Clear coloured passport photocopy of the sponsor, including the personal details and visa pages.
- Attested tenancy contract (attested by Ejari for properties in Dubai). If the sponsor owns the property, then a copy of the original Title Deed issued by the Dubai Land Department is required.
- A Copy of latest Water and Electricity bill under the sponsor's name. (New DEWA account holder can upload a copy of DEWA deposit receipt)
- If the tenancy contract is under the name of employer. A letter in Arabic from the company addressed General Directorate of Residency and Foreigner Affairs- Dubai, with the details of the apartment, confirming that the apartment is provided to the employee.

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- For spouse sponsorship, Marriage Certificate attested by UAE Ministry of Foreign Affairs. If the husband and wife are of different nationalities and have been married outside of either of their home countries, the marriage certificate should be attested by the consulate of the husband's home country.
- Applicants of Sri Lankan or Indonesian nationalities are required to submit the original of their medical reports, issued by an authorised medical centre in their home country. Kindly email [gs.helpdesk@difc.ae](mailto:gs.helpdesk@difc.ae) for a list of approved medical centres. In case a copy is provided only, an undertaking letter from the recruiting agency in the UAE will be required.
- For child sponsorship, Birth Certificate attested by UAE Ministry of Foreign Affairs.
- For child sponsorship, copies of the mother's passport with the visa stamp page if the mother has a valid sponsorship.
- For child sponsorship, attested Marriage Certificate if spouse is not sponsored by the same sponsor.
- For parent sponsorship, document to prove the relationship. E.g. Birth certificate.
- 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

- Original Emirates ID of the sponsor

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	1,291+ 1,060 (Guarantee)	3 working days
Express	1,740+ 1,060 (Guarantee)	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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## WIDOW VISA

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This service request allows you to apply for a one year valid visa to a woman living in the UAE on her husband's visa that is widowed. Widow visa is subject for the approval of UAE Immigration's Humanitarian Cases Department

### Application process

- Log on to the portal and select the service 'Widow 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 medical fitness test has been scheduled.
- Complete the medical fitness test at the DIFC medical centre.
- Visa stamping process will be initiated once medical fitness test result is issued and an e-mail notification will be sent to submit original passport once visa stamping is approved.
- Submit original passport to DIFC Government Services Office.
- An e-mail and SMS notification will be sent once the individual's original passport is ready for collection/delivery and emirates id registration form is ready to be downloaded from the DIFC Portal.

### Documents to be uploaded

- Clear coloured passport photocopy of the applicant, with the personal details page.
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of more than 200dpi
- Clear coloured passport photocopy of the sponsor, including the personal details and visa pages.
- Copy of applicant's emirates ID (both sides)
- Valid UAE health insurance Certificate

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- Attested Death Certificate of the sponsor.
- 3 months bank statement of the sponsor
- Attested tenancy contract (attested by Ejari for properties in Dubai). If the sponsor owns the property then a copy of the original Title Deed issued by the Dubai Land Department is required.
- A Copy of latest Water and Electricity bill under the sponsor’s name. (New DEWA account holder can upload a copy of DEWA deposit receipt)
- 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. 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.

**Original Documents to be submitted**

- None

**Fees and Service Time**

Normal	1,657.00	7 working days
Express	N.A	N.A

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 General Directorate of Residency and Foreigners Affairs – Dubai.

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