



Welcome To
RAKEZ
Ras Al Khaimah Economic Zone

Service Catalogue

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1. Introduction

1.1 Welcome Message

Dear Valued Partner,

Welcome to the RAKEZ Service Handbook.

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

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

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

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

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

Warm regards,



Anas Hijjawi
Chief Commercial Officer

1. Introduction

1.2 About RAKEZ



RAKEZ LOCATIONS

Download PDF



ABOUT RAKEZ

Know More



KNOW MORE ABOUT RAS AL KHAIMAH

Know More



ZONES

Explore Zones



FACILITIES

Explore Our Facilities



COMPASS CO-WORKING

Explore Now



WORKERS PROTECTION INSURANCE PROGRAM

Learn About Program



NEWS & EVENTS

See What's New



2.

Business Setup

2. Business Setup

2.1 Our Products & Packages

RAKEZ Co-working Packages (0 Visa - 4 Visas)

Package Type	Co-working										
Visa Inclusion	0 Visa			1 Visa		2 Visas		3 Visas		4 Visas	
Bundle Name	Pro Zero	Max Zero	Lite	Pro Co 1	Max Co 1	Pro Co 2	Max Co 2	Pro Co 3	Max Co 3	Pro Co 4	Max Co 4
Facility	Co-working										
1 Year	6,000	8,550	12,000	14,000	16,550	18,000	20,050	22,000	25,050	26,000	29,050
2 Years	10,800	15,390	22,800	26,600	28,135	34,200	34,085	41,800	42,585	49,400	49,385
3 Years	15,300	21,800	32,400	37,800	39,720	48,600	48,120	59,400	60,120	70,200	69,720
4 Years	20,400	29,070	43,200	50,400	49,650	64,800	60,150	79,200	75,150	93,600	87,150
5 Years	25,500	36,340	51,000	59,500	62,065	76,500	75,190	93,500	93,940	110,500	108,940
6 Years	30,600	43,605	57,600	67,200	69,510	86,400	84,120	105,600	105,210	124,800	122,010
10 Years	51,000	72,675	90,000	105,000	115,850	135,000	140,350	165,000	175,350	195,000	203,350
Renewal price (1 & multi-year)	Same	Same	Same	Same	Same	Same	Same	Same	Same	Same	Same

Package Features											
# Shareholders	Up to 50	Up to 50	1	Up to 50	Up to 50	Up to 50	Up to 50	Up to 50	Up to 50	Up to 50	Up to 50
# Activities	Up to 10	Up to 10	1	Up to 10	Up to 10	Up to 10	Up to 10	Up to 10	Up to 10	Up to 10	Up to 10
Mix and match of activities	All	All	GT + E-commerce only	All	All	All	All	All	All	All	All

For Zero Visa packages, select "Networking" as the facility type on the portal (includes coworking lease at no additional cost).

Package Inclusion											
Immigration pre-approval	1 Shareholder	1 Shareholder	1 Shareholder	1 Shareholder	1 Shareholder	2 Shareholders	2 Shareholders	3 Shareholders	3 Shareholders	4 Shareholders	4 Shareholders
License & lease fee	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Visa fee (e-channel, entry permit, stamping, medical, EID & status change)	N/A	N/A	✓ 1 Visa	✓ 1 Visa	✓ 1 Visa	✓ 2 Visas	✓ 2 Visas	✓ 3 Visas	✓ 3 Visas	✓ 4 Visas	✓ 4 Visa
VIP Visa Processing (Add AED 480 for max packages)	N/A	N/A	AED 3,800 (per visa)	AED 3,800 (per visa)	✓ 1 Visa	AED 3,800 (per visa)	✓ 2 Visas	AED 3,800 (per visa)	✓ 3 Visas	AED 3,800 (per visa)	✓ 4 Visa
- Corporate bank account - Corporate Tax Registration - Corporate Tax Filing - Business consultations - Designated Zone lease 1 Complimentary Corporate Amendment	✗	✓	✗	✗	✓	✗	✓	✗	✓	✗	✓

Upgrade											
Upgrade to any package by paying package price difference only (no amendment fees)	✓ (Upgrade to Lite package not permitted)	✓ (Upgrade to Lite package not permitted)	✓	✓	✓	✓	✓	✓	✓	✓	✓

Important Note

- All listed prices are in AED
- Economic Registry Fee of AED 10 per year is applicable for all packages as a separate charge.
- For zero visa packages, select Networking as the facility type on the portal. The respective lease agreement is included in the package cost.
- Workers Protection Insurance and Health Insurance are excluded from the package price.
- AED 480 Health insurance fees is mandatory and payable with RAKEZ for the Max Packages (charged per applicant).

2. Business Setup

2.1 Our Products & Packages

RAKEZ Co-working Packages (5 Visa - 8 Visas)

Package Type	Co-working							
Visa Inclusion	5 Visa		6 Visa		7 Visas		8 Visas	
Bundle Name	Pro Co 5	Max Co 5	Pro Co 6	Max Co 6	Pro Co 7	Max Co 7	Pro Co 8	Max Co 8
Facility	Co-working							
1 Year	31,000	34,050	36,000	39,050	41,000	44,050	46,000	49,050
2 Years	49,600	57,885	57,600	66,835	65,600	74,885	73,600	83,385
3 Years	74,400	81,720	86,400	93,720	98,400	105,720	110,400	117,720
4 Years	99,200	102,150	115,200	117,150	131,200	132,150	147,200	147,150
5 Years	116,250	127,690	135,000	146,440	153,750	165,190	172,500	183,490
6 Years	139,500	143,010	162,000	164,010	184,500	185,010	207,000	206,010
10 Years	232,500	238,350	270,000	273,350	307,500	308,350	345,000	343,350
Renewal price (1 & multi-year)	Same	Same	Same	Same	Same	Same	Same	Same

Package Features								
# Shareholders	Up to 50	Up to 50	Up to 50	Up to 50	Up to 50	Up to 50	Up to 50	Up to 50
# Activities	Up to 10	Up to 10	Up to 10	Up to 10	Up to 10	Up to 10	Up to 10	Up to 10
Mix and match of activities	All	All	All	All	All	All	All	All

Package Inclusion								
Immigration pre-approval	5 Shareholders	5 Shareholders	5 Shareholders	5 Shareholders	5 Shareholders	5 Shareholders	5 Shareholders	5 Shareholders
License & lease fee	✓	✓	✓	✓	✓	✓	✓	✓
Visa fee (e-channel, entry permit, stamping, medical, EID & status change)	✓ 5 Visas	✓ 5 Visas	✓ 6 Visas	✓ 6 Visas	✓ 7 Visas	✓ 7 Visas	✓ 8 Visas	✓ 8 Visas
VIP Visa Processing (Add AED 480 for max packages)	AED 3,800 (per visa)	✓ 5 Visas	AED 3,800 (per visa)	✓ 6 Visas	AED 3,800 (per visa)	✓ 7 Visas	AED 3,800 (per visa)	✓ 8 Visas
- Corporate bank account - Corporate Tax Registration - Corporate Tax Filing - Business consultations - Designated Zone lease 1 Complimentary Corporate Amendment	✗	✓	✗	✓	✗	✓	✗	✓

Upgrade								
Upgrade to any package by paying package price difference only (no amendment fees)	✓	✓	✓	✓	✓	✓	✓	✓

Important Note

- All listed prices are in AED
- Economic Registry Fee of AED 10 per year is applicable for all packages as a separate charge.
- Workers Protection Insurance and Health Insurance are excluded from the package price.
- AED 480 Health insurance fees is mandatory and payable with RAKEZ for the Max Packages (charged per applicant).

2. Business Setup

2.1 Our Products & Packages

RAKEZ office packages

Package Type	Serviced Office							
Visa Inclusion	1 Visa		2 Visas		3 Visas		4 Visas	
Bundle Name	Pro Ser 1	Max Ser 1	Pro Ser 2	Max Ser 2	Pro Ser 3	Max Ser 3	Pro Ser 4	Max Ser 4
Facility	Serviced Office							
1 Year	20,500	23,000	24,500	27,000	28,500	31,000	34,050	35,000
2 Years	38,950	39,100	46,550	45,900	54,150	52,700	57,850	59,500
3 Years	55,350	55,200	66,150	64,800	76,950	74,400	81,650	84,000
4 Years	73,800	69,000	88,200	81,000	102,600	93,000	102,050	105,000
5 Years	87,125	86,250	104,125	101,250	121,325	116,250	N/A	131,250
6 Years	98,400	96,600	117,600	113,400	136,800	130,200	142,850	147,000
10 Years	153,750	161,000	183,750	189,000	213,750	217,000	N/A	245,000
Renewal price (1 & multi-year)	Same	Same	Same	Same	Same	Same	Same	Same

Package Features								
# Shareholders	50	50	50	50	50	50	50	50
# Activities	10	10	10	10	10	10	10	10
Mix and match of activities	All	All	All	All	All	All	All	All
Facility	Dedicated 1 Desk @ Shared Office							
One time deposit (refundable)	650							
Private office (with Lock and Key)	No							

Package Inclusion								
Immigration pre-approval	1 Shareholder	1 Shareholder	2 Shareholders	2 Shareholders	3 Shareholders	3 Shareholders	4 Shareholders	4 Shareholders
License & lease fee	✓	✓	✓	✓	✓	✓	✓	✓
Visa fee (e-channel, entry permit, stamping, medical, EID & status change)	✓ 1 Visa	✓ 1 Visa	✓ 2 Visas	✓ 2 Visas	✓ 3 Visas	✓ 3 Visas	✓ 4 Visas	✓ 4 Visas
VIP Visa Processing (Add AED 480 for max packages)	AED 3,800 (per visa)	✓ 1 Visa	AED 3,800 (per visa)	✓ 2 Visas	AED 3,800 (per visa)	✓ 3 Visas	AED 3,800 (per visa)	✓ 4 Visas
• Corporate bank account								
• Corporate Tax Registration								
• Corporate Tax Filing								
• Business consultations	✗	✓	✗	✓	✗	✓	✗	✓
• Designated Zone lease								
• 1 Complimentary Corporate Amendment								

Upgrade								
Upgrade to any package by paying package price difference only (no amendment fees)	✓	✓	✓	✓	✓	✓	✓	✓

Important Note

- All listed prices are in AED
- Economic Registry Fee of AED 10 per year is applicable for all packages as a separate charge.
- Workers Protection Insurance and Health Insurance are excluded from the package price.
- AED 480 Health insurance fees is mandatory and payable with RAKEZ for the Max Packages (charged per applicant).
- For Office Packages: The respective lease agreement is included in the above package cost.
- For Office Packages: An additional refundable deposit is applicable.

2. Business Setup

2.1 Our Products & Packages

RAKEZ office packages

Package Type	Standard Office								Executive Office	
Visa Inclusion	1 Visa		2 Visas		3 Visas		4 Visas		6 Visas	
Bundle Name	Pro Std 1	Max Std 1	Pro Std 2	Max Std 2	Pro Std 3	Max Std 3	Pro Std 4	Max Std 4	Pro Exec 6	Max Exe 6
Facility	Standard Office								Executive Office	
1 Year	27,000	29,500	31,000	33,500	35,000	37,500	38,050	41,500	48,050	50,550
2 Years	51,300	50,150	58,900	56,950	66,500	63,750	65,650	70,550	81,650	85,935
3 Years	72,900	70,800	83,700	80,400	94,500	90,000	91,250	99,600	114,150	121,320
4 Years	97,200	88,500	111,600	100,500	126,000	112,500	114,050	124,500	142,400	151,650
5 Years	114,750	110,625	131,750	125,625	148,750	140,625	N/A	155,625	N/A	189,565
6 Years	129,600	123,900	148,800	140,700	168,000	157,500	159,650	174,300	200,008	212,310
10 Years	202,500	206,500	232,500	234,500	262,500	262,500	N/A	290,500	N/A	353,850
Renewal price (1 & multi-year)	Same	Same	Same	Same	Same	Same	Same	Same	Same	Same

Package Features										
# Shareholders	50	50	50	50	50	50	50	50	50	50
# Activities	10	10	10	10	10	10	10	10	10	10
Mix and match of activities	All	All	All	All	All	All	All	All	All	All
Facility	Dedicated Office, 5-16 sqm								Dedicated Office, 16-24 sqm	
One time deposit (refundable)	750								950	
Private office (with Lock and Key)	Yes									

Package Inclusion										
Immigration pre-approval	1 Shareholder	1 Shareholder	2 Shareholders	2 Shareholders	3 Shareholders	3 Shareholders	4 Shareholders	4 Shareholders	5 Shareholders	5 Shareholders
License & lease fee	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Visa fee (e-channel, entry permit, stamping, medical, EID & status change)	✓ 1 Visa	✓ 1 Visa	✓ 2 Visas	✓ 2 Visas	✓ 3 Visas	✓ 3 Visas	✓ 4 Visas	✓ 4 Visas	✓ 6 Visas	✓ 6 Visas
VIP Visa Processing (Add AED 480 for max packages)	AED 3,800 (per visa)	✓ 1 Visa	AED 3,800 (per visa)	✓ 2 Visas	AED 3,800 (per visa)	✓ 3 Visas	AED 3,800 (per visa)	✓ 4 Visas	AED 3,800 (per visa)	✓ 6 Visas
• Corporate bank account										
• Corporate Tax Registration										
• Corporate Tax Filing										
• Business consultations	✗	✓	✗	✓	✗	✓	✗	✓	✗	✓
• Designated Zone lease										
• 1 Complimentary Corporate Amendment										

Upgrade										
Upgrade to any package by paying package price difference only (no amendment fees)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Important Note

- All listed prices are in AED
- Economic Registry Fee of AED 10 per year is applicable for all packages as a separate charge.
- Workers Protection Insurance and Health Insurance are excluded from the package price.
- AED 480 Health Insurance fees is mandatory and payable with RAKEZ for the Max Packages (charged per applicant).
- For Office Packages: The respective lease agreement is included in the above package cost.
- For Office Packages: An additional refundable deposit is applicable.

2.1 Our Products & Packages

FREELANCE PERMIT

A freelance permit is a legal authorization that allows an individual to work independently — without being employed by a company—while offering services to multiple clients. It is a simple, cost-effective alternative to a full company setup, enabling you to legally invoice and operate under a specific activity. The permit duration is aligned with your visa validity— a 1-year permit corresponds to a 1-year visa, while a 2-year permit corresponds to a 2-year visa.

Service Delivery Channel

 Email

Service Delivery Time

 1-3 Working Days

Customer Journey



Customise your package

With the help of our business development professionals, select the suitable [freelance permit activity](#)



Submit application & documents

Email the client documents to your dedicated account manager



Receive your Freelance Permit

The permit will be issued along with the Sponsorship Agreement

Service Fee

Features

Particulars

1 Year

2 Years

Freelance Permit Price

0 Visa

AED 6,000

AED 10,800

1 Visa

AED 6,585

AED 11,885

Renewal Price

Same as above

Additional Fees:

Visa Cost: Including (Entry Permit, Medical Application, EID & Stamping)

AED 3,300

AED 3,800

Visa fees: Status change

AED 985

Echannel Fees: New registration

AED 2,300

Echannel Fees: Renewal

AED 1,300

Pre-approval

AED 200

Permit Types

General | Media | Education

Profession

One profession per permit

Legal Form

The permit allows a client to operate in their own name.
(It is not a corporate formation)

Package Upgrade

Permitted within 0-1 visa packagees by paying package difference

Installment Facility

Not Applicable

Outcome



Freelance Permit



Sponsorship Agreement
(upon issuance of permit)

2.1 Our Products & Packages

FREELANCE PERMIT

A freelance permit is a legal authorization that allows an individual to work independently — without being employed by a company—while offering services to multiple clients. It is a simple, cost-effective alternative to a full company setup, enabling you to legally invoice and operate under a specific activity. The permit duration is aligned with your visa validity— a 1-year permit corresponds to a 1-year visa, while a 2-year permit corresponds to a 2-year visa.

Service Delivery Channel

 Email

Service Delivery Time

 1-3 Working Days

Required Documents

-  Freelance Permit [Application form](#)
-  Valid passport copy (minimum 6 months validity)
-  UAE resident visa copy or entry stamp
-  Updated Curriculum Vitae
-  Attested Academic Degree
-  [Business plan](#) detailing the proposed business
-  Experience Certificates
-  Business profile
-  Visa Undertaking Letter
-  Signed Sponsorship Agreement (upon issuance of permit)

Support Documents & Templates



Freelance Activity List



Freelance Permit Application Form



Academic Zone Business Plan



Visa Undertaking Letter

Terms and conditions

- Add-on fees:
 - Federal fee of AED 10 per year will be separately charged
 - Mandatory health insurance by the applicant to avail visa. Health insurance can be availed from RAKEZ starting from AED 450 or from any other provider
 - Medical test in Ras al Khaimah included in visacost. Client can opt for medical in Dubai for an additional fee of AED 50 –AED 200 depending on the medical center
 - Emirates ID delivery to be AED 30, if chosen
- Applicants need to be less than 59 years of age in-order to apply for the Freelance Permit.
- Applicants must hold a relevant education certificate or an attested diploma (from the UAE embassy in the issuing country). If the qualification does not match the selected activity, a minimum of 5 years' relevant experience letter is required. Final visa approval in such cases is subject to Immigration authority discretion.
- No Memorandum of Association, Certificate of Incorporation or Partner list shall be issued under Freelancer Permit
- A Freelancer shall conduct business in his/her own birth name as opposed to a company name. Immigration file will be opened for each Freelancer
- Existing sponsor's NOC has to be provided if a customer opts for a permit without visa
- Freelancers shall not be eligible to open a Corporate bank account
- Freelancers shall not be eligible to appoint any staff or obtain additional visa under the permit
- Freelancer can hold only 1 permit – no additional permit allowed
- Freelancer permit holder cannot have a Permit as well as RAKEZ license at the same time. If the Freelancer wishes to upgrade to full company package, the

BUSINESS SET UP

Service Delivery Channel

 Portal 360

Service Fee & Delivery Time

 Starting from AED 6,000

 1 to 3 working days

Customer Journey



Customize your package

With the help of our business development professionals, select your suitable legal entity, license type, facility & reserve your company name with these [guideline](#)



Submit application & documents

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



Receive your business license

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

Required Documents

Shareholder/Manager Documents:

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

If Applicable:

- Certain business activities may have an additional [Special Activity Fees](#) applicable on top of the license package cost.
- An AED 1,500 Compliance Services Fee may be charged for high-risk applications.
- A visa declaration ([self-signed](#)) or [NOC from the sponsor](#) is required for stakeholders holding a valid residence visa (except under the Investor or Partner category).

Corporate Shareholders Requirements:

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

RAKEZ Activity List

[Activity List](#) (For more details, please refer to the excel Activity List)

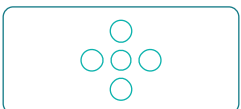
Templates



Trade Name Reservation
Guideline



Application for Registration
& Licensing



Application for Chamber of
Commerce Membership



UBO form

BUSINESS SET UP

Service Delivery Channel

 Portal 360

Service Fee & Delivery Time

 Starting from AED 6,000

 1 to 3 working days

2.2.1 Required attested documents for corporate shareholding setups

	UAE DED	UAE Free Zone	UAE Off Shore	Overseas Jurisdiction (All Setups)
Valid trade license	✓	✓	–	–
Certificate of incorporation	–	✓	✓	✓
Latest Commercial Extract (mostly Western Europe Except UK) Certificate of good standing	–	–	✓	✓
Certificate of Incumbency	–	✓	✓	✓
MOA / AOA	✓	✓	✓	✓
Corporate resolution	✓	✓	✓	✓
Organization ownership change (Attestation is not required)	✓	✓	✓	✓
Attestation From	Court or CoC	FZ Authority	OS Authority	Upto UAE Ministry of Foreign Affairs (MOFA)

Certificate of Good Standing (Substitutes)

- For Indian parent companies if you are cannot provide Good Standing Certificate, than the substitutes are Indian Income Tax Return Acknowledgement; or Company Master from Indian Ministry of Corporate Affairs website (<http://www.mca.gov.in/mcafoportal/viewCompanyMasterData.do>)
- For most of European countries except UK Latest Extract from Commercial Register (this will serve dual purpose, Certificate of Incorporation as well as Certificate of Good Standing.
- Certificate of Good standing from the Bank
- Online Registry Extract showing the Web Address
- Recent Certificate of Incumbency from the Regulating Authority of the Parent Company
- Notarized Letter from any Law Firm

Click below to access templates of resolution:

- [Shareholder resolution template](#)
- [Corporate resolution template](#)

REDOMICILITION - TRANSFER APPLICATIONS

Transfer of incorporation allows a company established outside RAKEZ to move into the RAKEZ Free Zone without dissolving or undergoing a process of dissolution or winding up. The process involves submitting a Continuation Application and undergoing due diligence by both the original authority and RAKEZ Registrar, while retaining the company's original incorporation date.

Customer Journey



Document Pre-Approval

Customer shall provide documents to dedicated account manager



Records Transfer

The entity will be notified of the requirements for the Records Transfer stage.



3rd Party Authority Approvals

If third party authority approval is required, which is applicable to certain business activities, RAKEZ will issue a letter addressed to the relevant authority.



Receive the Certificate of Continuation

Your certificate of continuation, Trade licence, partner list and bank letter will be issued.



Submit Original Documents

Send original & attested copies to RAKEZ within 30 days.

Required Documents

- Continuation application form (To be completed and signed)
- Business plan
- Company Profile:** An overview of the Non-RAKEZ entity's business, including its incorporation and history, management structure, nature of operations, and the products and services offered.
- Passport copies** (with Visa with Emirates ID if holding a UAE residency visa) for each Shareholder/ Director/ Manager/Legal Representative
- "Proof of residential address in country of residence for each Shareholder/ Director/ Manager/ Legal Representative
- Any of the below may be provided:
 - Valid tenancy contract
 - Utility bill

- Bank or lawyer reference letter
- Certificate of Incorporation
- Memorandum & Articles of Association
- Current Company Documents**
 - Certificate of Incorporation
 - Memorandum & Articles of Association
 - Valid trade/business licence
 - Ultimate Beneficial Owner (UBO) Form
 - Organisation Structure
- Shareholder Resolution/Board Resolution (approved by the transferring jurisdiction)

Outcomes



Trade License



Certificate of Continuation



Bank Letter which allows the Non-RAKEZ Entity to open a bank account in the UAE.



New Memorandum of Continuation

Original Document Requirements

After the redomiciliation/transfer is completed, the following Original documents must be submitted to RAKEZ within 30 days.

- Certificate of Incorporation
- Certificate of Incumbency
- Bank reference letter
- Trade/Business License
- Current Company Memorandum & Articles of Association
- Certificate of Good Standing of the parent company (for branch and subsidiary companies)

Templates



Continuation Application Form



Shareholder Resolution - Continuation of Non- RAKEZ company to RAKEZ



Business Plan

2.2.3 NOC's & 3rd Party Approvals

Review the NOC's and third-party approvals required at both pre-and post-license stages

Note: RAKEZ will provide an NOC letter to support 3rd party approvals, However it is the responsibility of the client or channel partner to obtain all required approvals.

2. Business Setup

2.3 RAKEZ Rules and Regulations

For more info visit <https://rakez.com/en/about-us/rules-and-regulations>

2.3.1 LEGAL ENTITIES, OWNERSHIP STRUCTURES AND LICENSE TYPES

Flexibility in Business Structures

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

Free Zone Jurisdiction

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

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

Legal Entities within Free Zone

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

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

3.

RAKEZ Post-License Services



3.1 Renewal

LICENSE RENEWAL - FREE ZONE

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

Service Delivery Channel

-  Portal 360
-  RAKEZ Mobile App

Service Delivery Time

-  3 working days

Customer Journey



Initiate your request
on Portal 360



Upload the required
documents



Pay the renewal
fees



Receive the
renewed license

Price

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

Outcome



Renewed e-License



Renewed lease agreement
(If applicable)



Renewed Immigration File
e-card (If applicable)



Renewed Chamber of Commerce
Certificate (If applicable)

Required Documents

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

Registered in the UAE mainland:

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

Registered in a UAE free zone or outside the UAE:

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

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

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

3. Renewed Lease Agreement (if applicable)

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

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

Note for staff: [kindly refer to the activity list](#)

3.1 Renewal

LICENSE RENEWAL - NON-FREE ZONE

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

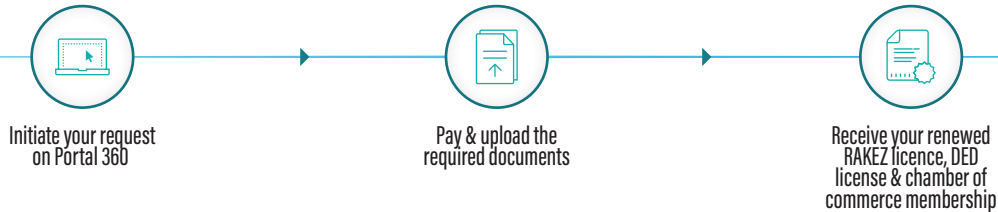
Service Delivery Channel

-  Portal 360
-  RAKEZ Mobile App

Service Delivery Time

-  3 working days

Customer Journey



Price

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

Outcome



Required Documents

Documents of the shareholder/parent company:

Registered in the UAE mainland:

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

Registered in a UAE free zone or outside the UAE:

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

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

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

3. Application forms for the renewal of RAK DED Licence

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

4. Renewed Lease Agreement (if applicable)

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

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

Note for staff: [kindly refer to the activity list](#).

6. Valid local service agent agreement (in case the copy previously submitted to RAKEZ expired).

3.2 Visa Services

NEW VISA - INVESTOR/PARTNER

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

Service Delivery Channel

 Portal 360

Customer Journey



Apply for entry permit

Visit Portal 360 to fill the application form



Entry permit approval

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



Activate your visa

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



Book your medical test appointment

Book a medical fitness test appointment with [RAKEZ Medical Fitness Centre](#)



Apply for Emirates ID

Proceed with your EID application on RAKEZ Portal



Complete your biometric

Visit RAKEZ Medical Fitness Centre to complete your biometric process



Congratulations

You are now a UAE resident

Visa Service Fees & Delivery Timelines

Service Type	VIP (All-inclusive - Fastest visa in the UAE)	STANDARD
End to end Visa and Emirates ID Issuance (in working days)	3 working days	6 working days
E2E Visa and Emirates ID Issuance	✓	✓
Same day medical & biometric processing	✓	✓
Health Insurance (Essential Plan)	✓	✗
Emirates ID courier to your door	✓	✗
20% discount on dependent visas	✓	✗
Price	All-inclusive: AED3,800	Package: 0

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

Outcome

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

Required Documents

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

Need help with health insurance or document attestation?

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

Additional Document Requirements by Nationality or Residency Status

Iraq, Iran, Afghanistan, Pakistan	National Identity Card
Ethiopia, Sri Lanka, Indonesia	Attested medical report • For outside the UAE
Egypt, Algeria, Cameroon, Kenya, Nigeria, Uganda, Iraq, Nepal, Afghanistan, Mexico, Bulgaria, Bhutan, Cuba, Sri Lanka, Ethiopia.	Good conduct certificate • For non-residents: (Inside UAE with tourist visa or outside UAE) attested by the UAE Embassy • For residents: (Inside UAE with valid visa or cancelled residence visa) issued by the UAE Police

3.2 Visa Services

NEW VISA - EMPLOYEE

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

Service Delivery Channel

 Portal 360

Customer Journey



Apply for entry permit

Visit Portal 360 to fill the application form



Entry permit approval

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



Activate your visa

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



Book your medical test appointment

Book a medical fitness test appointment with [RAKEZ Medical Fitness Centre](#)



Apply for Emirates ID

Proceed with your EID application on RAKEZ Portal



Complete your biometric

Visit RAKEZ Medical Fitness Centre to complete your biometric process



Congratulations

You are now a UAE resident

Visa Service Fees & Delivery Timelines

Service Type	VIP (All-inclusive - Fastest visa in the UAE)	STANDARD
End to end Visa and Emirates ID Issuance (in working days)	3 working days	6 working days
E2E Visa and Emirates ID Issuance	✓	✓
Same day medical & biometric processing	✓	✓
Health Insurance (Essential Plan)	✓	✗
Emirates ID courier to your door	✓	✗
20% discount on dependent visas	✓	✗
Price	All-inclusive: AED3,800	Package: 0

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

Outcome



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



Original Emirates ID card (delivered directly to your doorstep or P.O. Box)



Employment Certificate



RAKEZ Digital ID Card & Work Protection Insurance (WPI) Certificate



Health Insurance (if selected through RAKEZ)

Required Documents

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

Need help with health insurance or document attestation?

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

Additional Document Requirements by Nationality or Residency Status

Iraq, Iran, Afghanistan, Pakistan	National Identity Card
Ethiopia, Sri Lanka, Indonesia	Attested medical report • For outside the UAE
Egypt, Algeria, Cameroon, Kenya, Nigeria, Uganda, Iraq, Nepal, Afghanistan, Mexico, Bulgaria, Bhutan, Cuba, Sri Lanka, Ethiopia.	Good conduct certificate • For non-residents: (Inside UAE with tourist visa or outside UAE) attested by the UAE Embassy • For residents: (Inside UAE with valid visa or cancelled residence visa) issued by the UAE Police

VISA RENEWAL – INVESTOR/PARTNER

This service enables investor/partner visa holders to renew their visa.

Service Delivery Channel

-  Portal 360
-  RAKEZ Mobile App

Customer Journey



Apply for visa Renewal

Visit Portal 360 to fill the application form. **Applicant must be inside the UAE**



Book your medical test appointment

Book a medical fitness test appointment with [RAKEZ Medical Fitness Centre](#)



Apply for Emirates ID

Proceed with your EID application on RAKEZ Portal



Congratulations

Your visa has been renewed

Visa Service Fees & Delivery Timelines

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

Outcome

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

Required Documents

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

Need help with health insurance or document attestation?

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

Additional Document Requirements by Nationality

Iraq	National Identity Card
------	------------------------

3.2 Visa Services

VISA RENEWAL – EMPLOYEE

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

Service Delivery Channel

-  Portal 360
-  RAKEZ Mobile App

Customer Journey



Apply for visa renewal

Visit Portal 360 to fill the application form. **Applicant must be inside the UAE**



Book your medical test appointment

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



Apply for Emirates ID

Proceed with your EID application on RAKEZ Portal



Congratulations

Your visa has been renewed

Visa Service Fees & Delivery Timelines

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

Outcome

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

Required Documents

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

Need help with health insurance or document attestation?

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

Additional Document Requirements by Nationality

Iraq	National Identity Card
------	------------------------

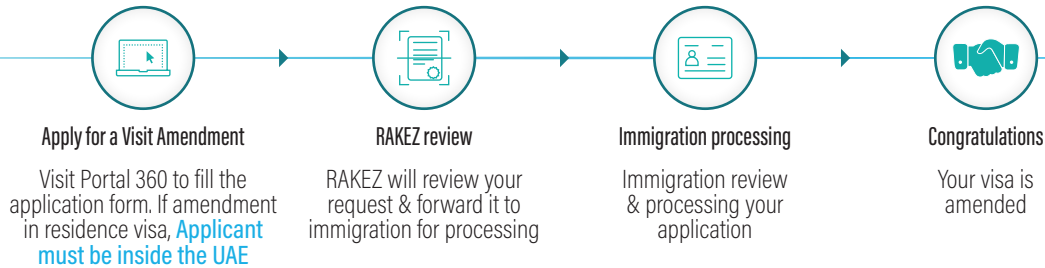
VISA AMENDMENTS

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

Service Delivery Channel

 Portal 360

Customer Journey



Visa Service Fees & Delivery Timelines

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

Outcome



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



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

Required Documents

For Name Change:

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

Need help with document attestation?

RAKEZ offers this service at competitive rates. You can opt in directly through the Portal 360. ([Refer to the Attestation Service section for details.](#))

For Visa Transfer to New Passport (same nationality):

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

For Job Title Change:

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

VISA CANCELLATION - INVESTOR/PARTNER

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

Service Delivery Channel

 Portal 360

Customer Journey



Apply for visa cancellation

Visit Portal 360 to fill the application form



RAKEZ Review

Review and forward to Immigration



Immigration Processing

Application form is processed by immigration



Process complete

Your visa is cancelled

Visa Service Fees & Delivery Timelines

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

Outcome



Digital visa cancellation document



eVisa with cancelled stamp

Required Documents

Applicant is inside the UAE

-  Passport copy
-  Copy of residency visa or eVisa

Applicant is outside the UAE

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

VISA CANCELLATION - EMPLOYEE

This service enables companies to cancel the visas issued to employees - residence visa or entry permit.

Service Delivery Channel

 Portal 360

Outcome

 Visa cancellation report

Customer Journey



Apply for visa cancellation

Visit Portal 360 to fill the application form



RAKEZ Review

Review and forward to Immigration



Immigration Processing

Application form is processed by immigration



Process complete

Your visa is cancelled

Visa Service Fees & Delivery Timelines

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

Outcome



Digital visa cancellation document



eVisa with cancelled stamp

Required Documents

Applicant is inside the UAE

-  Passport copy
-  Copy of residency visa or eVisa

Applicant is outside the UAE

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

NEW VISA - DEPENDENTS

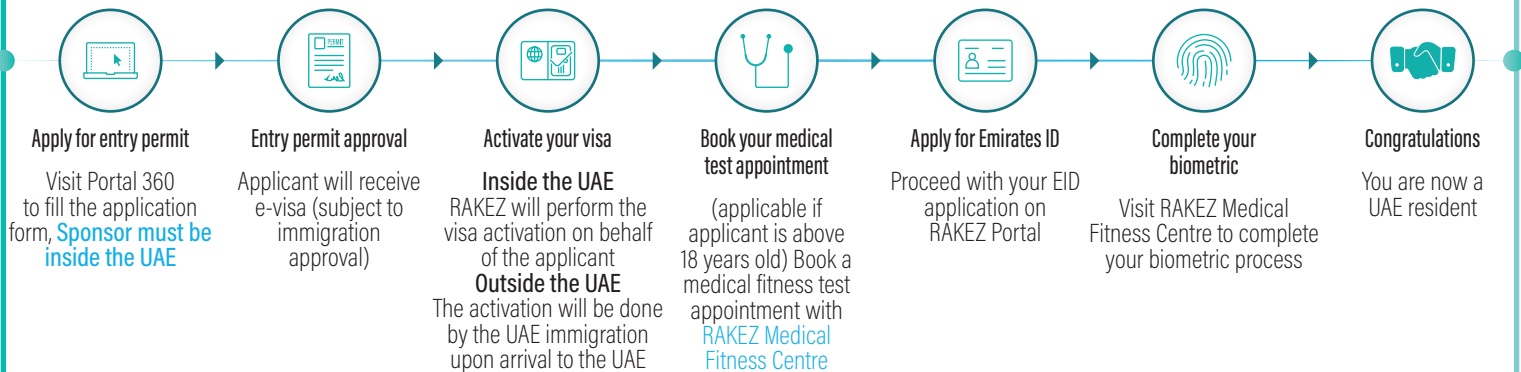
This service allows sponsors to apply for new residence visas for their dependents under their sponsorship (spouse, children, or newborns).

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

Service Delivery Channel

 Portal 360

Customer Journey



Visa Service Fees & Delivery Timelines

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

Outcome

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

Required Documents

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

Additional for Spouse

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

Additional for Child (Below or Above 18)

- Mother's passport copy
- Attested birth certificate (UAE Embassy attestation + Arabic translation)

- For daughters over 18: Undertaking letter in Arabic confirming she is single and living with the family

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

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

Additional Document Requirements by Nationality

Iraq, Iran, Afghanistan, Pakistan	National Identity Card
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Need help with health insurance or document attestation?

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

VISA RENEWAL - DEPENDENTS

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

Service Delivery Channel

 Portal 360

Customer Journey



Apply for visa renewal

Visit Portal 360 to fill the application form. **Applicant must be inside the UAE to apply**



Book your medical test appointment

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



Apply for Emirates ID

Proceed with your EID application on **RAKEZ Portal**



Congratulations

Your visa has been renewed

Visa Service Fees & Delivery Timelines

Service Type	Normal	Special offer
End-to-end New Visa	5 working days	
Dependent visa renewal	AED 450	Exclusive 20% discount for RAKEZ Partners
Child below 18 years	AED 2,390	

Fee are exclusive of VAT.

Outcome



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



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



Health Insurance (if selected through (RAKEZ))

Required Documents

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

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

If the dependent is a daughter over 18 years

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

If applying for a child's Visa

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

If the sponsor is the mother

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

Additional Document Requirements by Nationality

Iraq	National Identity Card
------	------------------------

Need help with health insurance or document attestation?

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

OTHER VISA SERVICES

We offer a range of additional visa services to support various needs.

For each service below, simply click the link to view the latest requirements, timelines, and fees.

This ensures you have all the information you need before starting your application.



Golden & Green Visa



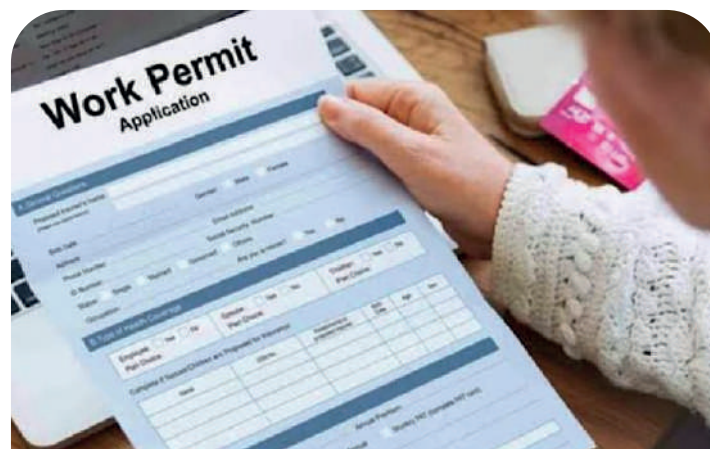
Student Visa



Tourist Visa



Non-Sponsored ID Card



Temporary Work Permit

HEALTH INSURANCE PLAN

Emergency Only	Popular	Best Value
Emergency Coverage AED 40.000	Essential Coverage AED 50.000	Elite Coverage AED 150.000
What should you unlock	What should you unlock	What should you unlock
Emergency admission (Northern Emirates only) ✓	Emergency admission (Northern Emirates only) ✓	Emergency admission ✓
Doctor consultation ✗	Doctor consultation (Northern Emirates only) ✓	Doctor consultation ✓
Pre-existing conditions ✗	Pre-existing conditions (12-months wait) ✓	Pre-existing conditions (12-months wait) ✓
Hospital network: across UAE and Asia ✗	Hospital network: across UAE and Asia ✗	Hospital network: across UAE and Asia ✓
Semi - private room ✗	Semi - private room ✗	Semi - private room ✓
Maternity ✗	Maternity ✗	Maternity ✓
Physiotherapy ✗	Physiotherapy ✗	Physiotherapy ✓
Emergency outside network cover ✗	Emergency outside network cover ✗	Emergency outside network cover ✓
Emergency coverage for AED 29/month	Emergency coverage for AED 8/month	Emergency coverage for AED 25/month
Choose basic - AED 350/year	Choose basic - AED 450/year	Choose basic - AED 750/year

Additional Fees

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

Basic Salary Range

Below AED 4,000

AED 4,001 & above

Premium Per Visa (AED) – Excluding VAT

1 Year: 130
 2 Years: 160

1 Year: 160
 2 Years: 240

3.3 Formation Amendments

TRADE NAME CHANGE - FREE ZONE

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

Service Delivery Channel

 Portal 360

Service Delivery Time

 7 to 10 working days
Inclusive of 3 days newspaper publication

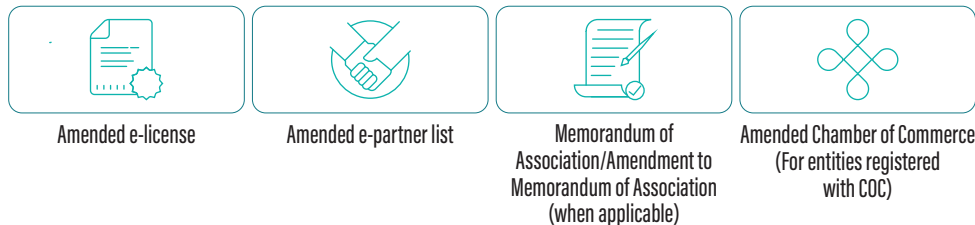
Customer Journey



Service Fees

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

Outcome



Required Documents

 A resolution approving the required amendment must be signed by all shareholders or their authorized representatives holding a valid power of attorney. If any shareholder is a corporate entity, a separate resolution authorizing the amendment must be provided by the corporate shareholder.
Note: Resolution attestation is required for parent companies as outlined below.

- UAE-based parent companies: Notarized by UAE Notary Public
- Non-UAE parent companies: Notarized and legalized up to the UAE Embassy level

Important notes:

The proposed company name should be in line with [RAKEZ Company Name Guideline](#).

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

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

Additional requirements for companies with land/warehouse facility:

 NOC from Public Services Department.

Templates of resolution:

1. [Shareholders resolution template](#).
2. [Corporate resolution template](#).

3.3 Formation Amendments

TRADE NAME CHANGE - NON-FREE ZONE

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

Service Delivery Channel

 Portal 360

Service Delivery Time

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

Customer Journey



Service Fees

Service	Price
Company name change *Inclusive of immigration file amendment and pre-approval	AED 1,999 Note: 30% discount on second amendment
Chamber of Commerce certificate amendment	AED 1,000
DED amendment Fee	AED 2,000
Name reservation	AED 2,500
RAK DED Attestation Fee as per DED regulation will apply	

Outcome

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

Required Documents

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

Templates of resolution:

- [Shareholders resolution template.](#)
- [Corporate resolution template.](#)

- 2. Trade name reservation

Important notes:

RAK Department of Economic Development Trade name rules apply.

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

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

Additional requirements for companies with land/warehouse facility:

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

3.3 Formation Amendments

SHAREHOLDER STRUCTURE CHANGE - FREE ZONE

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

Service Delivery Channel

 Portal 360

Service Delivery Time

 8 to 10 working days

Customer Journey



Login to Portal 360



Click on company services & select corporate amendment - change shareholders



Initiate your request & upload required documents & complete the payment



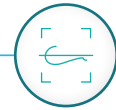
RAKEZ verifies your request & initiates the amendment process



RAKEZ initiates the legal documents preparation & newspaper publication



Sign the documents shared to shareholder's emails



RAKEZ verifies signatures & issues updated company documents



Request completed

Service Fees

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

Outcome



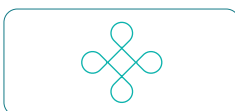
Amended e-license



Amended e-partner list



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



Amended Chamber of Commerce



Abbreviation change Certificate (when applicable)

Required Documents

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

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

Templates of resolution:

1. [Shareholders resolution template.](#)
2. [Corporate resolution template.](#)

 2. Color Passport Copy and Emirates ID/residency visa copy for the incoming shareholder. (For UAE National, Family Book is required)

 3. Acceptance Letter from the incoming shareholder. [Click Here to access the template.](#)

 4. If the incoming shareholder is holding an employee visa, NOC from the current sponsor is required.

5. If incoming shareholder is corporate, below additional documents are needed (must be notarised and legalised up to the level of the UAE Embassy if its non UAE-based company, or Notarized by UAE Notary Public if it's a UAE-based based company):

SHAREHOLDER STRUCTURE CHANGE - FREE ZONE

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

-  a. Certificate of Good Standing/Certificate of Incumbency/Extract from Commercial Register (as applicable).
-  b. Trade License or Certificate of Registration.
-  c. Memorandum and Articles of Association and any amendments (if applicable).
-  d. Declaration of the Ultimate Beneficial Owner (UBO), along with his/her passport copy. [Click Here to access the form](#)
-  e. Organizational chart showing the structure of the company up to the UBO names.

Important Notes:

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

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

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

Additional requirements for companies with land/warehouse facility:

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

3.3 Formation Amendments

SHAREHOLDER STRUCTURE CHANGE - NON-FREE ZONE

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

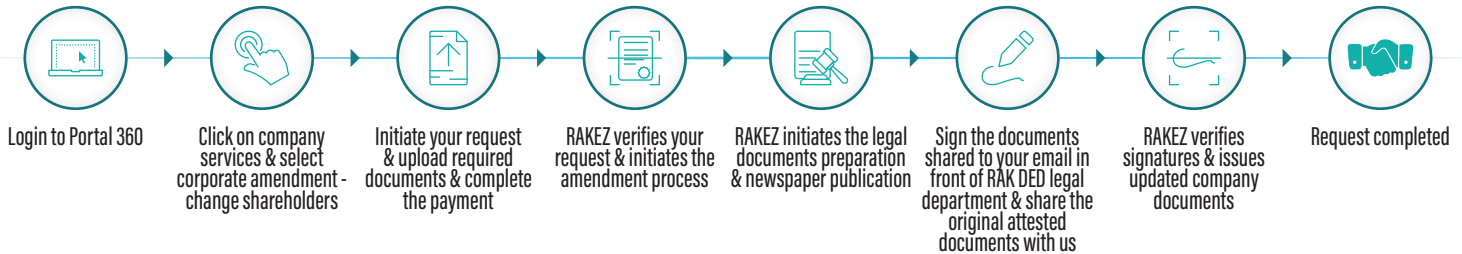
Service Delivery Channel

 Portal 360

Service Delivery Time

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

Customer Journey



Service Fees

Service	Price
Shareholder Structure change *Inclusive of immigration file amendment and pre-approval	AED 4,000 Note: 30% discount on second amendment
DED fee	AED 2,000
Chamber of Commerce certificate amendment	AED 1,000
ED amendment fee	AED 2,000
RAK DED attestation fee	Varied based on Company Share Capital

Outcome

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

Required Documents

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

Templates of resolution:

1. [Shareholders resolution template.](#)
2. [Corporate resolution template.](#)

2. Color passport copy and Emirates ID/residency visa copy for the incoming shareholder. (For UAE National, Family Book is required)
3. Acceptance letter from the incoming shareholder. [Click Here to access the template.](#)
4. If the incoming shareholder is holding an employee visa, NOC from the current sponsor is required.

SHAREHOLDER STRUCTURE CHANGE - NON-FREE ZONE

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

Service Delivery Channel

 Portal 360

Service Delivery Time

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

5. If incoming shareholder is corporate, below additional documents are needed (must be notarised and legalised up to the level of the UAE Embassy if its non UAE-based company, or Notarized by UAE Notary Public if it's a UAE-based based company):

-  a. Certificate of Good Standing/Certificate of Incumbency/Extract from Commercial Register (as applicable).
-  b. Trade License or Certificate of Registration.
-  c. Memorandum and Articles of Association and any amendments (if applicable).
-  d. Declaration of the Ultimate Beneficial Owner (UBO), along with his/her passport Copy. [Click Here to access the form.](#)
-  e. Organizational chart showing the structure of the company up to the UBO names.

Important Notes:

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

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

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

Additional requirements for companies with land/warehouse facility:

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

3.3 Formation Amendments

SHARE CAPITAL CHANGE - FREE ZONE

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

Service Delivery Channel

 Portal 360

Pricing

 AED 1,500

Customer Journey



Login to Portal 360



Click on company services & select corporate amendment - Officer details - share capital change



Initiate your request & upload required documents & complete the payment



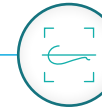
RAKEZ verifies your request & initiates the amendment process



RAKEZ initiates the legal documents preparation & newspaper publication



Sign the documents shared to the email (shareholder's email)



RAKEZ verifies signatures & issues updated company documents



Request completed

Service Delivery Time

Change Type

Increase of capital

Decrease of capital

Timeline

5 to 7 working days

35 to 40 working days

(Inclusive of the newspaper publication in 2 newspapers (Arabic and English) of general circulation in the UAE within 30 days)

Outcome



Amended e-license



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

Required Documents

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

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

Templates of resolution:

1. [Shareholders resolution template.](#)
2. [Corporate resolution template.](#)

Additional documents for increasing the capital

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

Additional documents for decreasing the value of share capital

The provided resolution should be declaring either:

- i. That on the date from which the reduction is to have effect, the company is solvent; or
- ii. That all the creditors of the company on that date have consented to the reduction.

Auditor letter certified by an auditor licensed in UAE.

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

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

vas@rakez.com

3.3 Formation Amendments

SHARE CAPITAL CHANGE - NON-FREE ZONE

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

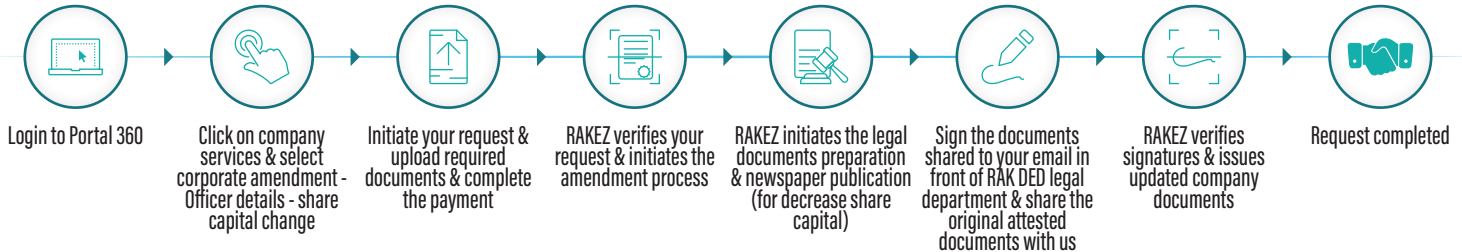
Service Delivery Channel

 Portal 360

Outcome

 The amended e-partner list

Customer Journey



Service Delivery Time & Fee

Change Type	Timeline	Fee
Increase of capital	5 to 7 working days	
Decrease of capital	35 to 40 working days (Inclusive of the newspaper publication in 2 newspapers (Arabic and English) of general circulation in the UAE within 30 days)	
Share capital change		AED 1,500
DED amendment fee		AED 2,000
RAK DED attestation fee		As per DED regulations
*Inclusive of immigration file amendment and pre-approval		

Required Documents

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

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

Templates of resolution:

1. [Shareholders resolution template.](#)
2. [Corporate resolution template.](#)

Additional Documents for Increasing the Capital

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

Additional Documents for Decreasing the Value of Share Capital

The provided resolution should be declaring either:

- i. That on the date from which the reduction is to have effect, the company is solvent; or
- ii. That all the creditors of the company on that date have consented to the reduction.

Auditor letter certified by an auditor licensed in UAE.

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

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

3.3 Formation Amendments

OFFICER DETAILS CHANGE - FREE ZONE

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

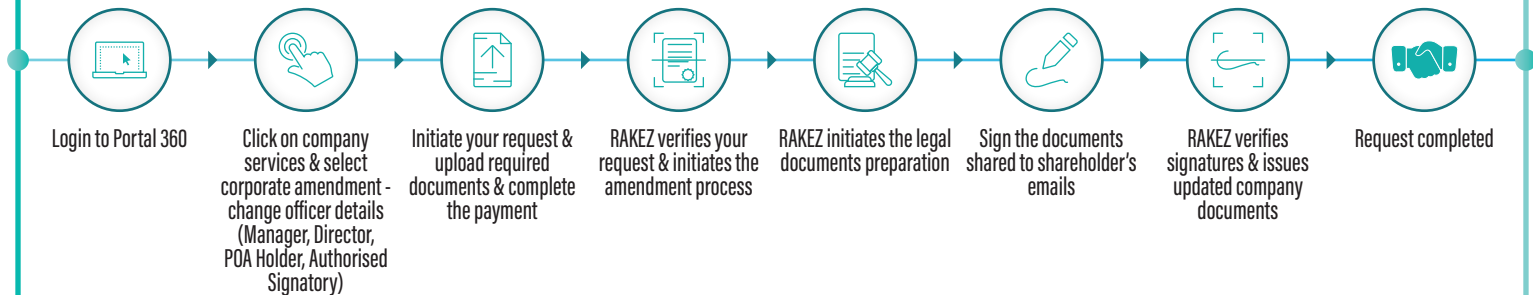
Service Delivery Channel

 Portal 360

Service Delivery Time

 5 to 7 working days

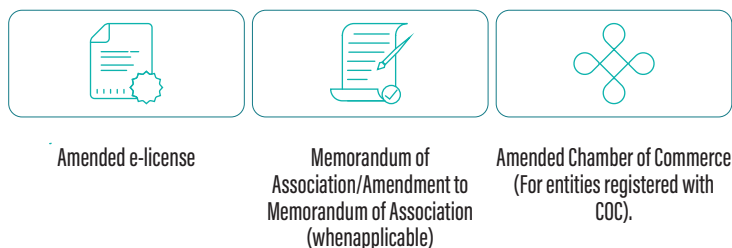
Customer Journey



Service Fees

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

Outcome



Required Documents

- 1. Company shareholders' resolution for the required amendment, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution for the required amendment is requested from the corporate shareholder authorising the changes (resolution attestation is needed for parent companies as below):
 - UAE-based parent companies: notarized by UAE notary public
 - Non-UAE parent companies: notarized and legalized up to the UAE embassy level**Templates of resolution:**
 - [Shareholders resolution template.](#)
 - [Corporate resolution template.](#)
 - 2. Color passport copy and Emirates ID/residency visa copy for the incoming manager/director/authorised personnel.
 - 3. Acceptance letter from the incoming manager/director. [Click here to access the template.](#)
 - 4. If the incoming manager is holding an employee visa, NOC from the current sponsor is required.
 - 5. Resignation/termination letter of the outgoing manager/director declaring receipt of all dues and end-of-service benefits. [Click here to access the template](#)
- www.rakez.com

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

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

Important notes:

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

3.3 Formation Amendments

OFFICER DETAILS CHANGE - NON-FREE ZONE

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

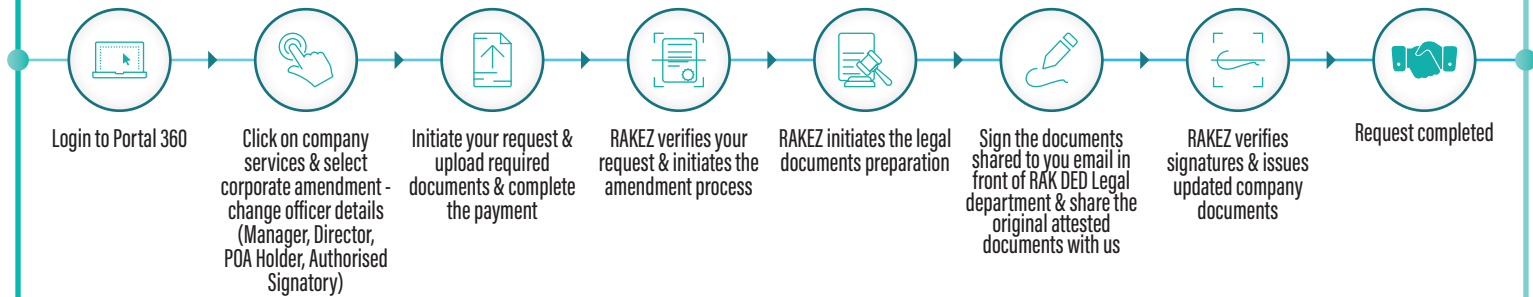
Service Delivery Channel

 Portal 360

Service Delivery Time

 5 to 7 working days

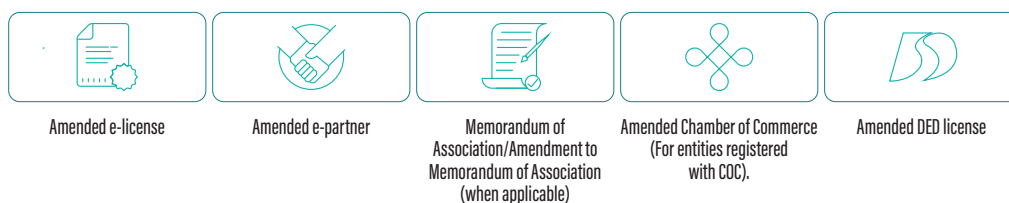
Customer Journey



Service Fees

Service	Price
Officer details change *Inclusive of immigration file amendment and pre-approval	AED 1,999 Note: 30% discount on second amendment
Chamber of Commerce certificate amendment	AED 1,000
DED amendment fee	AED 2,000
RAK DED attestation fee as per DED regulation will apply	

Outcome



Required Documents

1. Company shareholders' resolution for the required amendment, signed by all the shareholders or their authorized representative having a valid power of attorney. In case the shareholder is a corporate entity, another resolution for the required amendment is requested from the corporate shareholder authorising the changes (resolution attestation is needed for parent companies as below):
 - UAE-based parent companies: notarized by UAE notary public
 - Non-UAE parent companies: notarized and legalized up to the UAE embassy level**Templates of resolution:**
 1. [Shareholders resolution template.](#)
 2. [Corporate resolution template.](#)
2. Color passport copy and Emirates ID/residency visa copy for the incoming manager/director/authorised personnel.
3. Acceptance letter from the incoming manager/director. [Click here to access the template.](#)
4. If the incoming manager is holding an employee visa, NOC from the current sponsor is required.

5. Resignation/termination letter of the outgoing manager/director declaring receipt of all dues and end-of-service benefits. [Click here to access the template](#)

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

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

Important notes:

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

3.3 Formation Amendments

LICENSE AMENDMENT - FREE ZONE

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

Service Delivery Channel

 Email

Service Delivery Time

 5 to 7 working days

Customer Journey



Fill the application form & activity amendment resolution



Submit the documents to customer service at customerservice@rakez.com



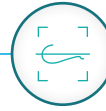
RAKEZ verifies your request & initiates the amendment process



RAKEZ initiates the legal documents preparation (if applicable)



Sign the documents shared to shareholder's emails



RAKEZ verifies signatures & issues updated company documents



Request completed

Service Fees

Service

Price

Activity / license amendment

AED 1,999

Note: 30% discount on second amendment

If applicable: out of bundle additional activity

Standard: AED 1,000 | Special: AED 5,000 annually

Additional license

As per license type - charged annually

Outcome



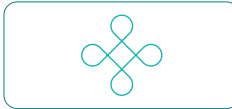
Amended e-license



Amended e-partner



Amendment to Memorandum of Association (when applicable)



Amended Chamber of Commerce (for entities registered with COC).

Required Documents

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

Templates of resolution:

1. [Shareholders resolution template.](#)
2. [Corporate resolution template.](#)

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

2. [Amendment application form](#)

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

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

Additional Requirements for Companies with land/warehouse facility:

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

Note: Additional requirements might be requested depending on activity type

3.3 Formation Amendments

LICENSE AMENDMENT - NON-FREE ZONE

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

Service Delivery Channel

 Email

Service Delivery Time

 10 to 20 working days

Customer Journey



Fill the application form & activity amendment resolution



Submit the documents to customer service at customerservice@rakez.com



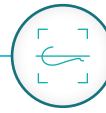
RAKEZ verifies your request & initiates the amendment process



RAKEZ initiates the legal documents preparation (if applicable)



Sign the documents shared to shareholder's emails



RAKEZ verifies signatures & issues updated company documents



Request completed

Service Fees

Service

Price

Activity / license amendment

AED 1,999

Note: 30% discount on second amendment

DED amendment fees

AED 2,000

If applicable: out of bundle additional activity

Standard: AED 1,000 | Special: AED 5,000 annually

Outcome



Amended e-license



Amended e-partner



Amendment to Memorandum of Association (when applicable)



Amended Chamber of Commerce (for entities registered with COC).



Amended RAK DED license

Required Documents

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

Templates of resolution:

1. [Shareholders resolution template.](#)
2. [Corporate resolution template.](#)

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

- 2. [Amendment application form](#)

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

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

Additional Requirements for Companies with land/warehouse facility:

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

Note: Additional requirements might be requested depending on activity type

3.3 Formation Amendments

AMENDMENT FINANCIAL YEAR - FREE ZONE

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

Service Delivery Channel

 Portal 360

Outcome

 Memorandum of Association/Amendment to Memorandum of Association

Customer Journey



Login to Portal 360



Click on company services & select corporate amendment - financial year services



Initiate your request & upload required documents & complete the payment



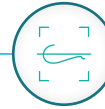
RAKEZ verifies your request & initiates the amendment process



RAKEZ initiates the legal documents preparation



Sign the documents shared to shareholder's emails



RAKEZ verifies signatures & issues updated company documents



Request completed

Service Fees

Service Type

Financial Year amendment

Price

AED 1,999

Note: 30% discount on second amendment

Service Timeline

Service Type

Financial Year amendment

Timeline

3 to 5 working days

Required Documents

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

Templates of resolution:

1. [Shareholders resolution template.](#)
2. [Corporate resolution template.](#)

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

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

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

3.3 Formation Amendments

AMENDMENT FINANCIAL YEAR - NON-FREE ZONE

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

Service Delivery Channel

 Portal 360

Outcome

 Memorandum of Association/Amendment to Memorandum of Association

Customer Journey



Service Fees

Service Type

Financial Year amendment

Price

AED 1,999

Note: 30% discount on second amendment

Service Timeline

Service Type

Financial Year amendment

Timeline

3 to 5 working days

Required Documents

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

Templates of resolution:

1. [Shareholders resolution template.](#)
2. [Corporate resolution template.](#)

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

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

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

3.4 Leasing Services

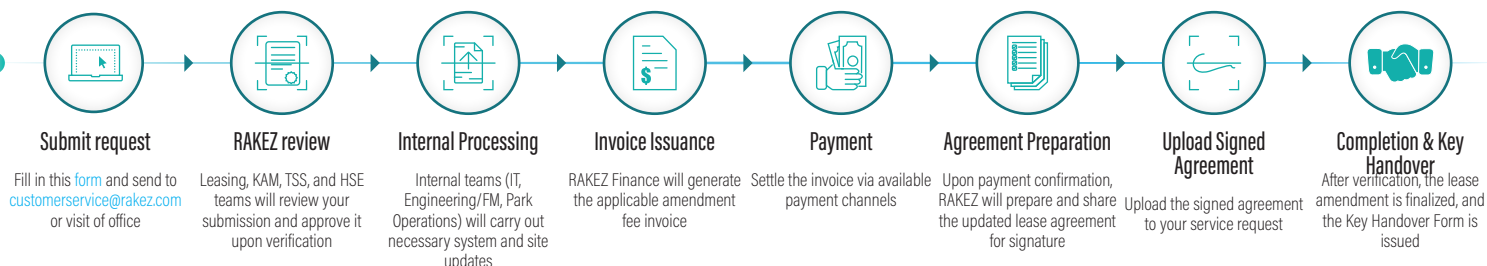
LEASE AMENDMENT (PHYSICAL)

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

Service Delivery Channel

Email

Customer Journey



Service Fees

Service Type

Service bundle (package), & catalogue price

Price

AED 1,000

(downsize fee) + other applicable charges

No upgrade fee but fee will be charged as per the prevailing rental fee of the new facility.

Service Timeline

Service Type

Office , labour/ staff accomodation

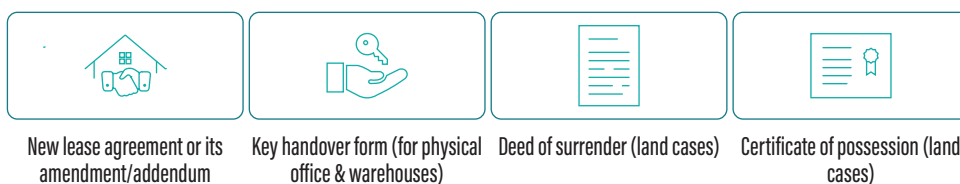
Warehouse land

Timeline

5 working days

15 working days

Outcome



Required Documents

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

LEASE AMENDMENT (CO-WORKING)

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

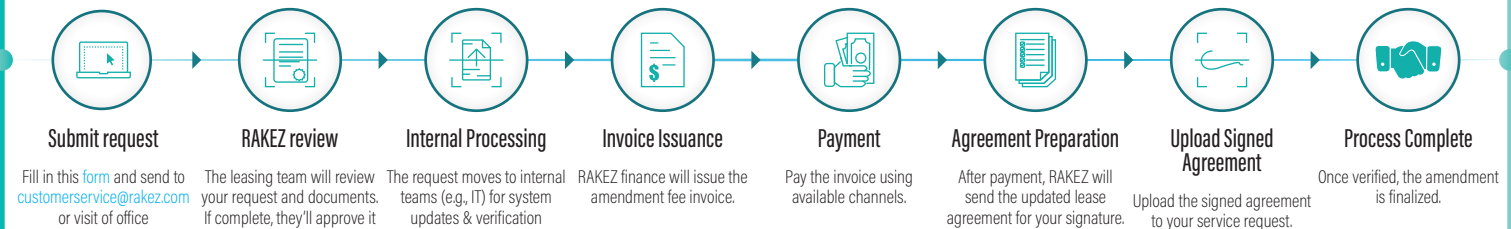
Service Delivery Channel

Email

Outcome

Co-working Agreement.

Customer Journey



Service Fee

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

Service Timeline

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

Required Documents

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

LEASE RENEWAL

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

Service Delivery Channel

Email

Outcome

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

Customer Journey



Service Fees

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

Service Timeline

Service Type	Timeline
Lease Renewal	1 working day from payment.

KYC UPDATE - FREE ZONE

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

Service Delivery Time

 3 to 5 working days

Customer Journey



Service Fees

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

Outcome



Amended e-license



Amended e-partner list



Memorandum of association / amendment to memorandum of association (when applicable)



Amended Chamber of Commerce (for entities registered with COC)

Required Documents

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

In case the shareholder is corporate entity:

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

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

3.5 Contact Details Amendment

KYC UPDATE - NON-FREE ZONE

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

Service Delivery Time

 3 to 5 working days

Customer Journey



Service Fees

Update Type

Personal details change on license (when applicable)
*Inclusive of immigration file amendment and pre-approval

Fees

AED 1,999

Note: 30% discount on second amendment

Chamber of Commerce certificate amendment

AED 1,000

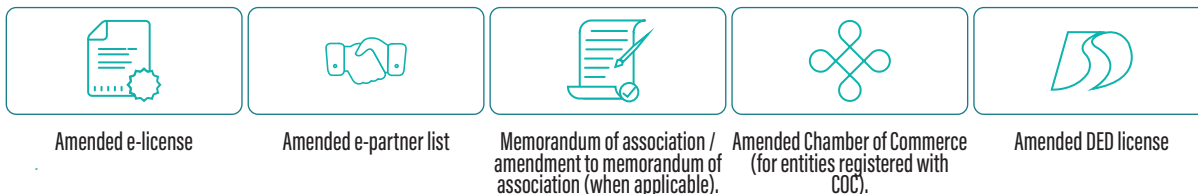
DED amendment fee

AED 2,000

RAK DED attestation fee

As per DED regulations

Outcome



Required Documents

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

In case the shareholder is corporate entity:

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

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

ACCOUNTING

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

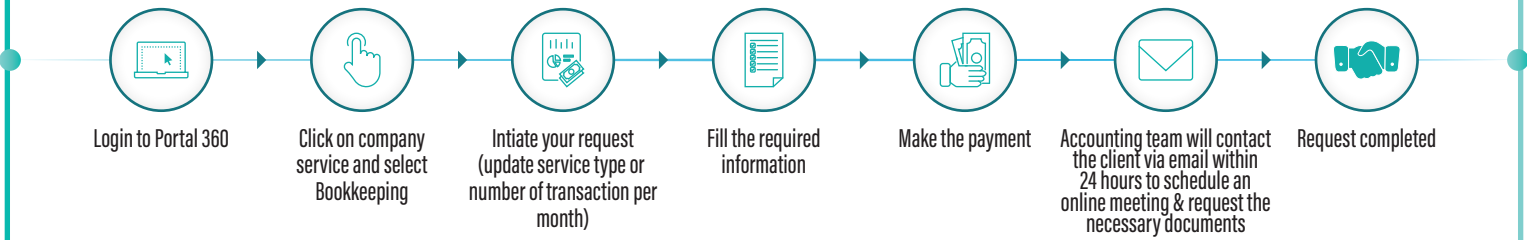
Service Delivery Channel

-  RAKEZ Website
-  RAKEZ Mobile App

Outcome

-  Accounting records maintained for a 12-month period.

Customer Journey



Service Delivery Time

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

Service Fees

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

Required Documents

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

3.6 Value Added Services

CORPORATE TAX

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

Service Delivery Channel

-  RAKEZ Website
-  RAKEZ Mobile App

Customer Journey



Login to Portal 360



Click on company service and select Corporate tax



Initiate your request (Corporate tax registration, consultation, consultation & registration & filing, Corporate tax bundles)



Fill the required information



Make the payment



Accounting team will contact the client via email within 24 hours



Request completed

Service Delivery Time

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

Service Fees

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

Outcome



Corporate tax registration certificate



Corporate tax filing submitted



Maintaining proper accounting records for availed bundles

Required Documents

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

3.6 Value Added Services

VIP BANK ACCOUNT OPENING

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

Service Delivery Channel

- RAKEZ Website
- RAKEZ Mobile App

Outcome

- Bank account opened

Customer Journey



Service Delivery Time and Fee

Timeline	Fees
20 working days	AED 14,749

Required Documents

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

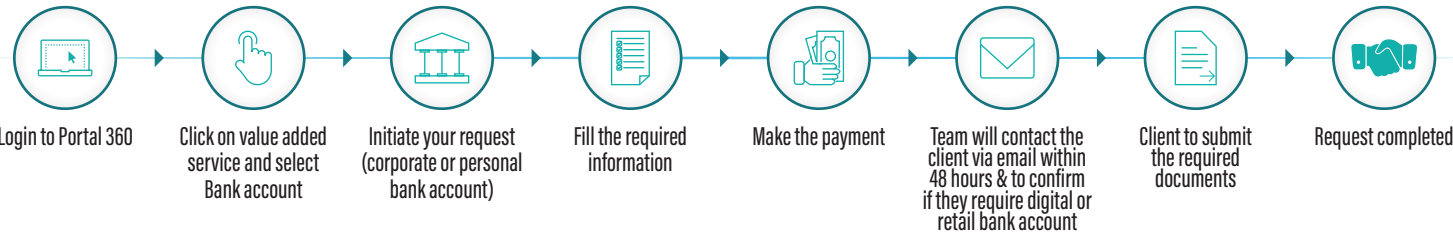
- RAKEZ Website
- RAKEZ Mobile App

- Bank account opened

STANDARD BANK ACCOUNT OPENING

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

Customer Journey



Service Delivery Time

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

Service Fee

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

Required Documents

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

ATTESTATION & TRANSLATION

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

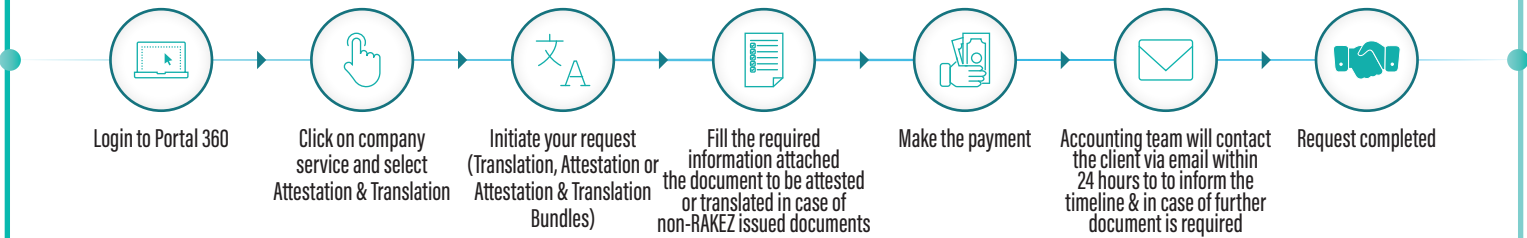
Service Delivery Channel

- RAKEZ Website
- RAKEZ Mobile App

Outcome

- Attested and translated documents

Customer Journey



Service Delivery Time

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

Service Fees

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

Required Documents

- Documents that require either attestation or translation.

3.6 Value Added Services

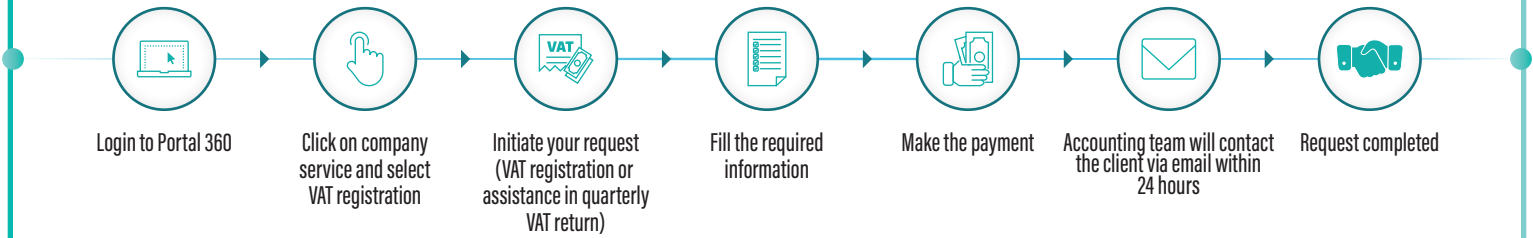
VAT REGISTRATION

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

Service Delivery Channel

- RAKEZ Website
- RAKEZ Mobile App

Customer Journey



Service Fees & Delivery Timelines

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

Outcome



Issuance of VAT certificate



Quarterly VAT returns submitted

Required Documents

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

4.

De-Registration & Exit Procedures



4. De-registration & exit procedures

DE-REGISTRATION (CO-WORKING AND OFFICES)

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

Service Delivery Channel

 Portal 360

Outcome

 De-registration Certificate

Customer Journey



Service Fees & Delivery Timelines

Processing time

5 working days

Newspaper publication

14 days

License Cancellation

AED 3,000
+ third party fees if applicable.

Required Documents

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

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

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

Click below to access templates of resolution:

1. [Shareholder resolution template](#)
2. [Corporate resolution template](#)

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

Important note:

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

The below requirements must be submitted by the liquidator:

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

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

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

4. De-registration & exit procedures

DE-REGISTRATION (LAND & WAREHOUSES)

(Office, land, warehouse)

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

Service Delivery Channel

 Portal 360

Outcome

 De-registration Certificate

Customer Journey



Apply for facility clearance, by filling this [form](#) & sending it over email to customerservice@rakez.com / or visit any of over offices.



Upon submission of all the required documents, an inspection will be conducted by RAKEZ Team to the assigned facility



Remove all items and return the facility to its original state then RAKEZ will conduct an inspection



The quotation will be issued for payment within 5-7 working days



Upon payment confirmation, the Deregistration Service Request will be created automatically in the system & available in the Portal 360. You will need to access the portal to find the service request & continue the de-registration SR submission.



Login to Customer 360 Portal



Go to the 'Pending Actions' tab



Upload the required documents



Submit your request



Confirm your signature digitally



Pay the invoice sent to your primary email



RAKEZ will start the cancellation process and will send the cancellation certificate once the service is completed

Service Fees & Delivery Timelines

Processing time

5 working days

Newspaper publication

14 days

License Cancellation

AED 3,000

AED 4,500 for industrial license, plus external parties' fees (immigration and COC DED if applicable)

Required Documents

Important Note :

1. Customers with offices , you may apply for deregistration on portal directly
2. for Warhouse, hand customers please contact your Key Account Manager

Step 1: Facility Clearance

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

Step 2: A. License Cancellation

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

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

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

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

Click below to access templates of resolution:

1. [Shareholder resolution template](#)
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Important note:

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

The below requirements must be submitted by the liquidator:

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

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

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

A man and a woman in business attire are seated at a desk in a modern office. The man, on the left, is wearing a dark suit and tie, looking towards the camera. The woman, on the right, is seen from the back, wearing a light-colored blazer. They are positioned in front of a large window that offers a view of a city skyline. The entire image is overlaid with a semi-transparent blue filter.

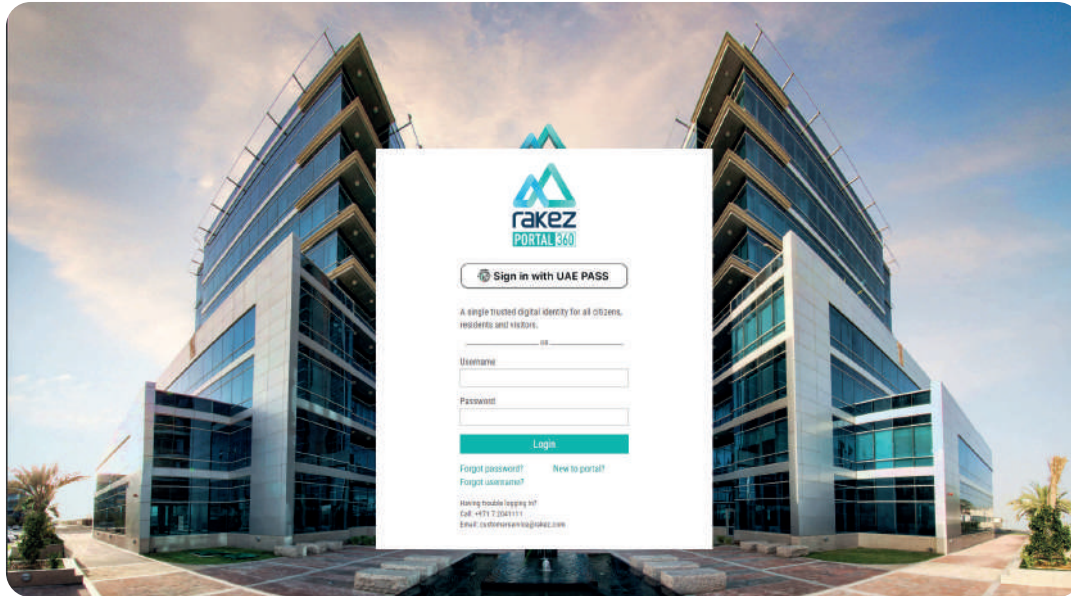
5.

How To Access & Manage Services

5. HOW TO ACCESS & MANAGE SERVICES

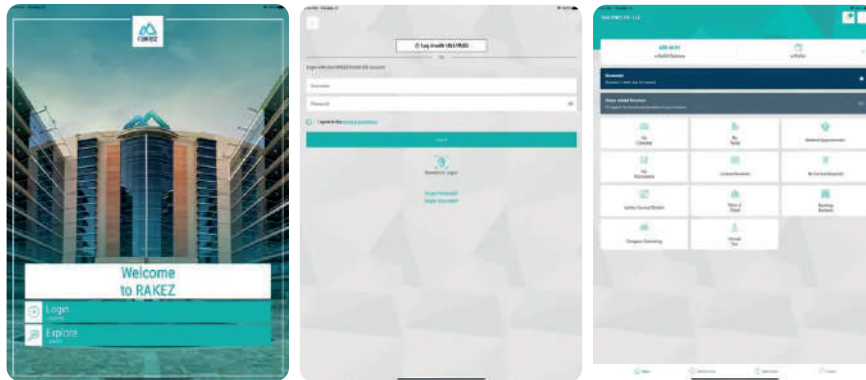
RAKEZ Portal & Mobile App

RAKEZ Portal

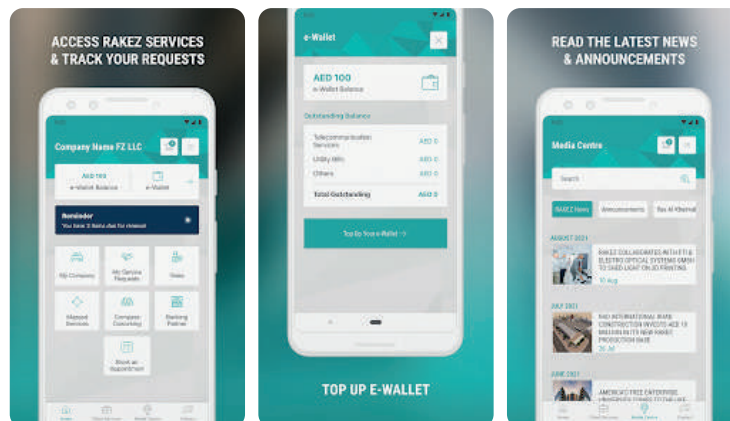


[Click Here for RAKEZ Portal 360](#)

RAKEZ iOS App



RAKEZ iOS App



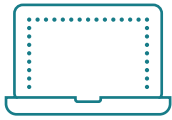
6.

Payment Options



6. PAYMENT OPTIONS

Available Payment Methods



RAKEZ PORTAL 360

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



RAKEZ MOBILE APP

Make payments using your credit card and Apple Pay.



PAYMENT LINK

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



BANK TRANSFER

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



UAE BANK CHEQUES

Deposit your UAE bank cheques via ATM to the RAKEZ account mentioned in your invoice and send the deposit slip to creditcontrol@rakez.com
[Guidelines](#) for cheque installment approval



AL ANSARI EXCHANGE

Visit any branch of [Al Ansari Exchange](#) across the UAE to top up your e-Wallet.

COMMISSIONS & INCENTIVES

Commissions & Incentives: These are payments earned by RAKEZ Channel Partners for generating business and closing successful deals. These rewards are linked to performance, targets, and overall contribution and are designed to motivate and recognise partner achievements.

Service Delivery Channel

 Portal 360

Service Delivery Time

 3-7 Working Days

Customer Journey



Receive the Business Licence

Once the client's registration documents and bank letter are issued upon completion of the licensing process, an incentive tray will be created for invoice submission.



Prepare your incentive Invoice

Prepare your incentive invoice in line with the provided [checklist](#) and requirements.



Upload on the Agent Portal

Upload the completed invoice through the Agent Portal for processing.
[Guidelines](#) for submission



Receive Commissions

Commissions Successfully Received

Commissions & Incentive Calculations

Depends on the Partner agreement terms

Note: Federal Fees to be excluded as they are not part of the commisionable amount.

Commissions & Incentive Calculations

Eligibility: Commissions are paid on completed and fully paid business setup transactions referred by the partner.

Payment Terms: Are clearly specified within the Agreement with RAKEZ

Templates



[General Invoice](#)



[TAX Invoice](#)

7.

Licensing & Leasing Terms & Conditions

7. LICENSING & LEASING TERMS & CONDITIONS

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

7. LICENSING & LEASING TERMS & CONDITIONS

28. The lapse of fourteen (14) days from publication of deregistration, one in Arabic and one in English, is required before the issuance of Deregistration/Cancellation Certificate.
29. The Power of Attorney (POA) must be submitted in original format for verification.
30. The Authority will conduct extra due diligence to identify & verify the signatures of the shareholder/authorized representative as per applicable procedures.
31. Facility must be returned to its original condition including removal of the civil/electrical modifications and signboards
32. **Authorization for Facility Actions:** By submitting this Service Request, you acknowledge and confirm that you are giving RAKEZ the authority, at its sole discretion, to take any necessary actions regarding items found within the facility, including the option to sell them.
33. **Facility Entry and Repossession Authorization:** You agree and authorize RAKEZ to enter and repossess the facility, taking necessary actions to restore it to its original condition at your expense. This can be done without seeking permission from any third party and without the need for notice, legal procedures, or judgments.
34. **Indemnification and Waiver:** You declare and confirm that you will hold RAKEZ free and harmless, agreeing to indemnify against any actions, complaints, or liabilities arising from the mentioned actions. You also confirm the waiver of your rights to any claims related to the above terms and conditions.
35. **Facility Surrender and Maintenance:** The Lessee shall surrender the facility in good condition, reinstating it to its original state as of the handover date. If maintenance works are needed, the Lessee agrees to pay the estimated maintenance charges provided by RAKEZ. If the Lessee wishes to perform the maintenance, written approval from RAKEZ is required, and the approval is at the sole discretion of RAKEZ. If approved, the Lessee covers the maintenance charges, paying rent on a pro-rata basis until completion and handover in good condition. All other RAKEZ terms and conditions apply.
36. **Refund eligibility:** The amount paid is non-refundable
37. **Automated license contract rules:**
 - The lease and licence shall commence MAXIMUM 31 days after the receipt of payment or obtaining the Immigration pre-approval, whichever is later.
 - The client is required to complete the registration & licensing formalities within MAXIMUM 30 days from the date of payment or obtaining the Immigration pre-approval, whichever is later. Failure to do so, the Authority reserves the right to assign the abovementioned property to other interested parties at its sole discretion and without notice; or the Authority shall calculate the lease and licence fees from the 31st day. The client can still avail the facility/similar facility and licence but only for the remaining validity period and in any circumstances, the amount paid shall not be refunded.
38. **Cloning Fees:** An AED 500 fee will apply if changes are requested to the company structure after payment has been made but before the licence is issued.

Additional Charges might be requested as below:

- The late de-registration fee is AED 50 per day, from the license expiry date
- Investor/Partner Visa Cancellation is AED 685
- Employee/ Manager Visa Cancellation is AED 385
- E-channel Registration Cancellation AED 385
- E-channel Registration Cancellation with deposit AED 685
- IT Charges
- Mazeed's Charge is AED 150
- Emirates P.O Box cancellation fee (by Emirates Post)
- Visa violation AED 1,500

7. LICENSING & LEASING TERMS & CONDITIONS

- If applicable, Chamber of Commerce Membership cancellation fee is up to AED 1000/-
- If applicable, Department of Economic Development cancellation fee is up to AED 1000/-.
- If applicable, Immigration File Late Penalty is AED 1200/- for the first month and AED 100/- for each following month

Leasing Terms & Conditions

1. If the purpose of expanding the facility is to obtain additional visas for your business needs, upon completion of the process, visa eligibility will be updated accordingly. However, the approval of visa request is subject to rules and regulations implemented by the Immigration Authority. To find out more, please contact governmentservices@rakez.com.
2. Branches and Subsidiaries (FZEs & FZCs owned by companies) are not entitled for Investor/Partner Visa.
3. By changing the facility from physical offices to Coworking facilities (Business Centre), the assigned fax number will be changed. Contact IT Helpdesk for more details at [+971 7 2041111](tel:+97172041111) or helpdesk@rakez.com.
4. By changing your facility, the assigned telephone number(s) will be changed as per RAKEZ's IT Telecom Terms & Conditions. If the change of facility is to physical office, the monthly telecom fee of AED 360 (+VAT charges) will apply in addition to a one-time installation fee of AED 550.
* Applies for facilities located at RAKEZ Business Zones.
5. If the facilities are changed within the Business Park, the telephone/fax number (as applicable) will remain the same. If the facility is changed to any other location outside the coverage, the client should obtain the necessary communication services from the local service providers (Etisalat/Du).
6. A Free Zone entity with Warehouse/Land facility that decides to shift to another location must approach the Customs Department office to get a No Objection letter from Customs. This also applies for companies cancelling their temporary warehouse(s).
7. In the event of changing the facility, all the items and/or furniture of the client should be removed from the existing facility within four (4) days for office and fourteen days (14) days for industrial facility from the payment date. RAKEZ has the full right to dispose the goods found abandoned after the aforesaid period or claim liquidated damages. Companies holding warehouse and land plots are required to obtain a third-party clearance as per the checklist.
8. Applicants shifting to Executive Offices and Warehouses can utilize the visas allocated if the Company ensures that such office or warehouse/s has a signboard or a fixed name board, fully furnished and operational.
9. The request for downsizing the facility will be subject to the revision of visa allocation/quota.
10. The request should be completed by remitting the necessary payments within (10) days from the date of the invoice or the request stands invalid.
11. The Lessee shall surrender the facility in good condition, and reinstate it to the original condition during the handover date. In case there are maintenance cost to restore the facility to its original condition for any damage or misuse noticed in the assigned facility or works that need to be done within the facility, the Lessee shall pay the maintenance charges as estimated by the Lessor. If the Lessee is willing to perform the maintenance works, then the Lessee shall get the Lessor's written approval and the Lessor shall approve or reject this request at his sole and absolute discretion. In case the Lessor grants approval, the maintenance charges shall be borne solely by the Lessee and the Lessee shall pay the Lessor the rent on pro rata basis until completion of the maintenance works and handing over the facility to the Lessor.
12. Any plot downgrade must not violate the Maximum Building Foot-Print (ground coverage) - 60% of plot area (40% desirable). The minimum clear distance of 5 m between the buildings and plot limit on all sides. (6 m desirable) shall be maintained.
13. Companies having mortgage on their facilities must obtain NOC/Approval from their concerned bank before initiating an amendment request.
14. Physical facility is required (Office, warehouse and/or land) for companies having high risk activities and will not be permitted to

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downgrade to Coworking space.

15. If the additional facility taken is not within the same RAKEZ Business location, the client may be required to take additional license.
16. The new facility must be suitable to the activity/ies of the company.
17. All other terms, rules and regulations of RAKEZ shall apply.
18. All outstanding dues must be cleared.
19. Failure to renew on or before the expiry date will result in incurring late renewal penalty charge of AED 50 per day from the Last Paid Up-to Date.
20. In case a lease contract expires and lease review needs to be done, between 120 days and 30 days before the renewal deadline, the lease negotiations need to happen and be closed.
21. TOF process will be initiated after 30 days from lease payment term expiration.

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Non-Free Zone Jurisdiction

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

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

Legal Entities within Non-Free Zone Jurisdiction

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

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

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

2.3.2 CUSTOMS AND TAXATION LANDSCAPE

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

Customs Landscape

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

General Customs Procedures

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

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

Free Zones and Customs Treatment

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

Industrial Exemptions

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

Registration Requirements with MOIAT

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

Registration Requirements with MoE

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

Value-Added Certificate from MOIAT:

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

Requirements for the Value-Added Certificate:

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

Certificate of Origin from MoE:

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

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

Compliance and Documentation

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

Exemptions and Zero-Rated Supplies:

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

Tax Rates:

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

Regulatory Requirements for Free Zone Businesses:

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

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

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

Excise Tax

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

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

Difference from VAT

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

Tax Residency and Compliance

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

Transfer Pricing

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



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