

# **CLIENT HANDBOOK**

## **Employee Services -2022**

## **Government Services**



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## DIFC GOVERNMENT SERVICES OFFICE

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

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

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

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## DIFC CLIENT PORTAL

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

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

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## GENERAL INSTRUCTIONS

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

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

Type of Employment	Definition
Permanent Sponsored Employee	Non-GCC, Non-Local individuals recruited on a permanent basis. The permanent employment visa is valid for 3 years and can be renewed upon expiry
UAE/GCC Employee	UAE and other GCC National employees recruited on a permanent basis. The UAE/ GCC employment permit is valid for 3 years and can be renewed upon expiry.
Secondment Card –Sponsored	Non-GCC, Non-Local individuals recruited on a secondment agreement from outside the UAE. The visa is valid for one year and renewal is subject to approval from DIFC Authority.
Secondment Card – Non Sponsored	Individuals with a valid UAE employment visa/work permit (including UAE or GCC nationals), who are seconded to a DIFC- registered entity through a secondment agreement. The duration of the card is for a period of 3 months, 6 months and 12 months and the renewal of the card is subject to approval from DIFC Authority.
Contractor employee card	Individuals with a valid UAE employment visa/work permit (including UAE / GCC nationals), who are hired by a DIFC-registered entity based on a service level agreement between the DIFC entity and the employer. The duration of the contractor employee card is for a period of 3 months, 6 months or 12 months and can be renewed upon expiry.
Employee Card – Non Sponsored	Applicable to Equity Holders (shareholders, members or partners) or Long Term Visa holders that have an existing visa and do not want to transfer their visas to DIFC. The card is valid for 1 year, 2 years or 3 years, and can be renewed upon expiry.

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Temporary Work Permit	Individuals with a valid UAE residence visa issued in Dubai under 'individual' sponsorship that need to apply for a Temporary work permit. The non-sponsored employee card can be applicable for 1 month, 3 months, 6 months and 12 months. If renewal is required, the submission must be done as a new application only after the expiry of the previous card.
Internship Card	University students who are undertaking an internship at a DIFC-registered company, with a supporting letter from the University. The internship card can be applicable for 1 month or 3 months, but is not renewable.
DL Employee Card	Applicable for employees under the sponsorship of DED entities obtained commercial permission (dual license) to operate from the DIFC. DL employee card is valid until the expiry of applicant's employment visa and renewable.
Commercial Permission (CP) Card	Applicable to employees of the entity that obtain a commercial permission (up to one year) for events or pocket shops or any other purposes excluding dual licensing

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

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- The documents uploaded along with the service request should be coloured and scanned with a high resolution. Please ensure the passport photograph is with a white background, frontal view of the applicant. All uploads should be in .jpg format.
- All Certificates submitted along with the visa applications need to be either in English or Arabic. Certificates in any other languages should be legally translated in to Arabic only.
- Government Services related emails and SMS notifications will be sent to all portal users with 'Employee Services' access.
- All information provided on the applications submitted will be treated with confidentiality.
- Clients are requested to ensure that they provide accurate information on all applications to avoid any delays or errors. Government Services Office will not be responsible for any errors on documents due to the provision of inaccurate information.
- As per the DIFC information security policy, original passport will be delivered only to the appointed consignee or company PROs. An authorization email from the registered portal user, to [gs.helpdesk@difc.ae](mailto:gs.helpdesk@difc.ae), would be required if a third party wants to collect the document.
- All requirements and fees listed in the manual/portal are subject to immediate change by Federal Authority for Identity and Citizenship - Dubai or the Government Service Office without prior notice.
- All Service Requests with pending information or documents for over six months will be deleted from the system. There will be no refund of the fee paid against the service.
- Value Added Tax (VAT) will be applicable for some of Employee Services. Kindly refer to the section 'Fees and Service Time' to know more about the VAT applicable services. A detailed Tax Invoice will be sent via email to the portal user upon submission of the Service Requests
- The DIFC has a Group Health Insurance Scheme (<https://difc-healthscheme.com/>) in place to assist companies in complying with the mandatory health cover for employees including dependents. If you wish to participate in the scheme, please contact our consultant 'EC3 MEA' at 04-565 1609 or write to them on [enquiry@difc-healthscheme.com](mailto:enquiry@difc-healthscheme.com) for more information on the products.
- DIFC Government Services Office working hours are: Monday through Friday – 08:00AM to 03:00PM. No appointments will be scheduled during Friday prayer from 1 to 2 PM. The office will be closed during announced public holidays.

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

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

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

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Below please find clear guidelines for the submission process on the DIFC Client Portal:

- Log in the DIFC Client Portal and click on 'Services'
- Select 'Employee Services' from the drop-down list.
- Select the required service from the list of services. You may also search for the relevant services using key works in the search box/
- Fill the online application and click on 'Save'.
- On the next page, click on 'download/upload doc' and upload the required documents then click on 'Save'.
- Review the application and click the button 'Submit'. Please ensure proper review of the service request is done before submission. Changes cannot be made after submitting the service request.
- Submit the original documents at the DIFC Government Services office if required only

## 2. Submission and collection of original documents

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

## 3. Returned Service Requests

Upon submission, DIFC Government Services Officer will review the application and approve, return or reject the application. Incomplete applications will be sent back to the client for more information or documents re-upload.

- If the service request is returned for more information, please click on the 'Pending Actions' icon and provide required information in the field 'Client Comments' and then click on 'Save'.

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- If the service request is returned for Re-upload Documents, please click on the 'Pending Actions' icon, replace the required document(s) and then click on 'Save'.
- If the pending requirement is an additional upload, click on 'Pending Actions' icon, upload the required document under 'Download/Upload Doc'. After upload, click on the 'step ID'. 'Edit' on the service request, enter a comment on 'customer comments' and then click 'Save'.

#### 4. Fine Payment on the DIFC Client Portal

If Government fines are to be paid, please go to Employee Services – Government Fines Payment. After making the payment please click on 'Step ID', 'Edit' and enter a comment on 'Customer Comments' section and then 'Save'.

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

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

#### 6. Cancellation of a submitted Service Request

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

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

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## COMPANY ESTABLISHMENT CARD SERVICES

### Conditions

- A valid Establishment Card is required for all visa related services in Government Services Office.
- The Establishment Card is valid for one year only and until the expiry of the DIFC commercial license, whichever comes first, and is renewed annually as part of the DIFC license renewal process with Registry Services. Companies holding expired Establishment Cards will not be allowed to submit any visa related applications at the Government Services Office.
- Establishment card should be amended if there are any changes made in 'Trade Name' on the DIFC license
- Failure to renew the Establishment Card within one month of the expiry date will result in fines issued by the Federal Authority for Identity and Citizenship of Dubai at a rate of AED 100 per month of delay.

### 1. New Establishment Card

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

### Application Process

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

### Documents to be uploaded

- None

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## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	2,270 + 2,500 (PSA Deposit)	3 working days
Express	2,410 + 2,500 (PSA Deposit)	1 working day

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

## 2. Amendment of Establishment Card

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

### Application Process

- Log in the portal and select the service 'Establishment Card Application' under Employee Services. Fill the Service request with accurate information and submit after uploading the required documents.
- An e-mail and SMS notification will be sent once the electronic Establishment Card is ready to be downloaded from the DIFC portal.

### Documents to be uploaded

- None

### Original Documents to be submitted

- None

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## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	700	3 working days
Express	950	1 working day

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

### 3. Cancellation of Establishment Card

This Service Request allows you to Cancel an Establishment Card. Kindly ensure all employment visas are cancelled and employees have exited the country or transferred to another entity prior to applying for cancellation of the Establishment card. This service request is mainly for entities that are in the process of winding up.

### Application Process

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

### Documents to be uploaded

- None

### Original Documents to be submitted

- None

## Fees and Service Time

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Service Type	Service Fee (AED)	Timeframe
Normal	1,010	2 working days

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

## ADD A NEW SERVICE ON THE ESTABLISHMENT CARD

This service request allows you to add visit visa services to the company establishment card such as adding the short term visit visa or the long-term visit visa services as well as increase the number of visit visas added already. If the visit visa is not added yet, the company will not be eligible for any visit visas. Eligibility for Visit visa services need to be renewed annually along with establishment card renewal for a fee of AED 200 for each category.

### Application Process

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

### Documents to be uploaded

- None

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Add Short Term or Long Term Visit Visa	5,500 + 40+ Guarantee of AED 500 per visitor	2 working days

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Increase the number of Short Term or Long Term visit visa quota	720 + 40 + Guarantee of AED 500 per visitor	2 working days
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**Note:** The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

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## EMPLOYMENT VISA SERVICES

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### NEW EMPLOYMENT VISA PACKAGES

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#### 1. Applicant outside the country

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

#### Application Process

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

Egypt	Indonesia	Kenya	Lebanon
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Nigeria	Senegal	Sri Lanka	Tunisia
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- Upload the entry permit with airport entry stamp in the DIFC portal once the applicant has entered the UAE in order to process his/her medical test appointment.
- E-mail and SMS notifications will be sent once medical fitness test has been scheduled.
- Complete the medical fitness test at the DIFC medical centre. Dubai Health Authority will share the medical test result with the DIFC
- Emirates ID registration and visa stamping will be processed once medical fitness result is issued by Dubai Health Authority. Register the applicant for a Health Insurance through a DHA approved insurance provider
- An e-mail notification will be sent once the visa stamping process is completed and DIFC Employee card is ready for delivery.
- If Emirates ID biometrics is required, download Emirates ID registration form from the portal and proceed to EID enrolment centre mentioned in Emirates ID registration form and complete biometrics.

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

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

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- Applicant's National ID, issued by the home country authority, if the applicant is from Pakistan, Afghanistan, Iraq or Iran.
- A Good Conduct Certificate attested by UAE Embassy in applicant's home country if the applicant is a Kenyan National
- Kindly note that the above listed requirements are the standard requirements for the visa application and Federal Authority for Identity and Citizenship reserves the right to ask for other supporting documents even after submission of the application.

### Original Documents to be submitted:

- None

### Fees and Service Time

Service Type	Service Fee (AED) Permanent Employment visa	Service Fee (AED) Seconded employment visa	Timefram e
Normal	3,620+ 2,500 (PSA Deposit)	3,420+ 2,500 (PSA Deposit)	7 working days
Express	5,350 + 2,500 (PSA Deposit)	5,150 + 2,500 (PSA Deposit)	3 working days

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

## 2. Applicant inside the country

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

### Application Process

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

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

- Clear coloured passport photocopy, including the personal details page. Failure to submit a clear copy will result in further delays. Passport should be valid for more than six months.
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of at least 600 dpi. Photograph needs to be taken from a studio in line with the requirements of Emirates ID authority.
- Cancelled previous employment visa and a copy of the labour cancellation for individuals with a previous residency.
- Copy of the last visit visa, or last on-arrival visit visa stamp for individuals who are on a visit visa at the time of application.
- Copy of the employment contract signed by both parties highlighting the job title of the applicant. The employer is entitled to delete any sensitive commercial terms. The contract is to be between the company in DIFC and the employee which must be in compliance with DIFC employment Law. (Contracts signed overseas will not be accepted). The selected job title in the new visa application should be identical to the job title on the employment contract, if the same is available in the visa

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application form. If it is not available, please select a job title that is closest to the title mentioned in the employment contract. This requirement is not applicable for shareholder of the company (a proof of ownership can be uploaded instead)

- Highest educational certificate attested by UAE embassy in the country of certificate origin as well as Ministry of Foreign Affairs in UAE. (This requirement is not mandatory for certain job titles such as clerks or assistants) This requirement is not applicable for shareholder of the company (a proof of ownership can be uploaded instead)
- A Good Conduct Certificate issued by UAE authorities if the applicant is a Kenyan National
- Kindly note that the above listed requirements are the standard requirements for the visa application and Federal Authority for Identity and Citizenship reserves the right to ask for other supporting documents even after submission of the application.

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED) Permanent Employment Visa	Service Fee (AED) Seconded employment visa	Timeframe
Normal	5,050 + 2,500 (PSA Deposit)	4,850+ 2,500 (PSA Deposit)	7 working days
Express	7,900 + 2,500 (PSA Deposit)	7,700 + 2,500 (PSA Deposit)	3 working days

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

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## TRANSFER TO DIFC EMPLOYMENT PACKAGES

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### 1. Transfer of Employment Visa from Government / Free Zone Entity to DIFC

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This service request allows you to transfer an employee from a Dubai Government Entity or any Free Zone in Dubai to DIFC. Current visa should be valid at least for 15 days to ensure visa transfer process is completed before the expiry date.

- Log in the portal and select the service 'Transfer to DIFC Employment Package' under Employee Services. Fill the Service request with accurate information and submit after uploading the required documents.
- An e-mail and SMS notification from the Government Service Office will be sent once the sponsorship transfer form is ready to be downloaded from the client portal.
- The transfer form must be signed by authorised Signatory of the Government Entity/Free Zone authority.
- Upload a clear coloured copy of the transfer form signed and stamped by the free zone Authority to the client portal.
- E-mail and SMS notifications will be sent once medical fitness test has been scheduled.
- Complete the medical fitness test at the DIFC medical centre. Dubai Health Authority will share the medical test result with the DIFC
- Emirates ID registration and visa stamping will be processed once medical fitness result is issued by Dubai Health Authority. Register the applicant for a Health Insurance through a DHA approved insurance provider
- An e-mail notification will be sent once the visa stamping process is completed and DIFC Employee card is ready for delivery.
- If Emirates ID biometrics is required, download Emirates ID registration form from the portal and proceed to EID enrolment centre mentioned in Emirates ID registration form and complete biometrics.

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

- Clear coloured passport photocopies of the applicant, including the personal details page and visa stamp page.
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of at least 600 dpi. Photograph needs to be taken from a studio in line with the requirements of Emirates ID authority.
- Clear coloured copy of current sponsor establishment card
- Copy of the employment contract signed by both parties highlighting the job title. The employer is entitled to delete any sensitive commercial terms. The contract is to be between the company in DIFC

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and the employee which must be in compliance with DIFC employment Law. (Contracts signed overseas will not be accepted). The selected job title in the new visa application should be identical to the job title in the employment contract, if the same is available in the visa application form. If it is not available, please select a job title that is closest to the title mentioned in the employment contract. This requirement is not applicable for shareholder of the company (a proof of ownership can be uploaded instead)

- Highest educational certificate attested by UAE embassy in the country of certificate origin as well as Ministry of Foreign Affairs in UAE (if applicable) This requirement is not applicable for shareholder of the company (a proof of ownership can be uploaded instead)
- Kindly note that the above listed requirements are the standard requirements for the visa application and General Directorate Residency and Foreigners Affairs reserves the right to ask for other supporting documents even after submission of the application

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	3,060 + 2,500 (PSA Deposit)	5 working days
Express	4,730 + 2,500 (PSA Deposit)	3 working days

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

## 2. Transfer of Employment Visa from a DIFC Entity to another DIFC Entity

This service request allows you to transfer the employment visa of an individual from a DIFC registered entity to another DIFC registered entity. Current visa should be valid at least for 15 days to ensure visa transfer process is completed before the expiry date.

## Application Process

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- Log on to the portal and select the service 'Transfer to DIFC Employment Package' under Employee Services. Fill the Service request with accurate information click on 'save'.
- Print the 'Internal Transfer Form' generated in the system. This form needs to be uploaded to the system after the signature and stamp.
- Upload all the required documents and submit the service request.
- E-mail and SMS notifications will be sent once medical fitness test has been scheduled.
- Complete the medical fitness test at the DIFC medical centre. Dubai Health Authority will share the medical test result with the DIFC
- Emirates ID registration and visa stamping will be processed once medical fitness result is issued by Dubai Health Authority. Register the applicant for a Health Insurance through a DHA approved insurance provider
- An e-mail notification will be sent once the visa stamping process is completed and DIFC Employee card is ready for delivery.
- If Emirates ID biometrics is required, download Emirates ID registration form from the portal and proceed to EID enrolment centre mentioned in Emirates ID registration form and complete biometrics.

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

- Clear coloured passport photocopies of the applicant, including the personal details page and visa stamp page.
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of at least 600 dpi. Photograph needs to be taken from a studio in line with the requirements of Emirates ID authority.
- Internal Transfer Form signed and stamped by the authorised signatories of both companies as well as the employee.
- Copy of the employment contract signed by both parties highlighting the job title of the applicant. The employer is entitled to delete any sensitive commercial terms. The contract is to be between the company in DIFC and the employee which must be in compliance with DIFC employment Law. (A contract signed overseas will not be accepted). The selected job title in the new visa application should be identical to the job title in the employment contract, if the same is available in the visa application form. If it is not available, please select a job title that is closest to the title mentioned in the employment contract. This requirement is not applicable for shareholder of the company (a proof of ownership can be uploaded instead).



- Highest educational certificate attested by UAE embassy in the country of certificate origin as well as Ministry of Foreign Affairs in UAE (if applicable) This requirement is not applicable for shareholder of the company (a proof of ownership can be uploaded instead)
- Kindly note that the above listed requirements are the standard requirements for the visa application and Federal Authority for Identity and Citizenship reserves the right to ask for other supporting documents even after submission of the application

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	3,060 + 2,500 (PSA Deposit)	5 working days
Express	4,730 + 2,500 (PSA Deposit)	3 working days

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

### 3. Bulk Transfer of Employees on exception

This service request allows you to transfer all employment visas from a DIFC entity to another DIFC entity or from a Dubai based free zones under the same ownership that is in liquidation. The service is subject for pre-approval from Dubai Immigration

- Log in the portal and select the service 'Bulk Transfer of Employees' under Employee Services. Fill the Service request with accurate information and submit after uploading the required documents.
- An e-mail and SMS notification from the Government Service Office will be sent once the sponsorship transfer form is approved by the General Directorate of Residency and foreigners affairs
- An e-mail and SMS notification will be sent once the individual's DIFC Employee card are ready for delivery.

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

- Clear coloured passport photocopies of the applicant, including the personal details page and visa stamp page.
- Applicant's recent photograph (not older than 3 months) with white background in .jpg format with a resolution of at least 600dpi
- Clear coloured copy of current sponsor establishment card
- A Non-objection letter from the Free Zone Authority (not applicable for transfer of employees within DIFC Companies)
- Copy of the employment contract signed by both parties highlighting the job title. The employer is entitled to delete any sensitive commercial terms. The contract is to be between the company in DIFC and the employee which must be in compliance with DIFC employment Law. (Contracts signed overseas will not be accepted). The selected job title in the new visa application should be identical to the job title in the employment contract, if the same is available in the visa application form. If it is not available, please select a job title that is closest to the title mentioned in the employment contract. This requirement is not applicable for shareholder of the company (a proof of ownership can be uploaded instead)
- Highest educational certificate attested by UAE embassy in the country of certificate origin as well as Ministry of Foreign Affairs in UAE (if applicable) This requirement is not applicable for shareholder of the company (a proof of ownership can be uploaded instead)
- Kindly note that the above listed requirements are the standard requirements for the visa application and General Directorate Residency and Foreigners Affairs reserves the right to ask for other supporting documents even after submission of the application

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	650 + 560 and 2,500 (PSA Deposit) x number of employees	Not applicable

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

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## RENEWAL OF EMPLOYMENT VISA

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

### Application Process

- Log on to the portal and select the service 'Renewal of Employment Visa Package' under Employee Services. Select the applicant from the search option, fill the information and submit after uploading the required documents
- E-mail and SMS notifications will be sent once medical fitness test has been scheduled.
- Complete the medical fitness test at the DIFC medical centre. Dubai Health Authority will share the medical test result with the DIFC
- Emirates ID registration and visa stamping will be processed once medical fitness result is issued by Dubai Health Authority. Register the applicant for a Health Insurance through a DHA approved insurance provider
- An e-mail notification will be sent once the visa stamping process is completed and DIFC Employee card is ready for delivery.
- If Emirates ID biometrics is required, download Emirates ID registration form from the portal and proceed to EID enrolment centre mentioned in Emirates ID registration form and complete biometrics.

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

- Clear coloured passport photocopies of the applicant, including the personal details page and visa stamp page.
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of at least 600 dpi. Photograph needs to be taken from a studio in line with the requirements of Emirates ID authority
- Copy of valid health insurance certificate/card issued by a DHA approved Insurance Provider.
- A copy of applicants Emirates ID (both sides)

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

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	3,070	5 working days
Express	5,190	3 working days

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

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## CANCELLATION OF EMPLOYMENT/STUDENT VISA

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

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

### Application process

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

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

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

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

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

- None

### **Fees and Service Time**

Service Type	Service Fee (AED)	Timeframe
Normal	490	2 working days
Express	690	4 working hours

**Note:** An addition fee of AED 141 for each dependents and a refundable deposit of AED 2540 (for all family) will be required for cancellation holding family. Refundable deposit is not applicable if employee transfers to a golden visa.

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

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

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

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## Application process

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

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

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

## Original Documents to be submitted

- Original Passport

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	490	2 working days
Express	690	4 working hours

**Note:** The service time does not include any unforeseen delays from the General Directorate of Residency and Foreigners Affairs – Dubai.

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

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

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## Application process

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

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

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

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	880	2 working days
Express	1,080	4 working hours

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

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## AMENDMENT OF EMPLOYMENT VISA

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

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

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## Application process

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

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

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

## Original Documents to be submitted

- Original Passport (In case of Change of Nationality)

## Fees and Service Time

Service Type	Applicant Type	Service Fee (AED)	Timeframe
Normal	Change of Personal and passport details	560	3 working days
	Passport Lost	1,100	

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	Change of Nationality	1,180	
Express	Change of Personal and passport details	790	1 working day
	Passport Lost	1,370	
	Change of Nationality	Not applicable	

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

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## TRANSFER OF EMPLOYMENT VISA FROM DIFC TO OTHERS

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This service request allows you to request DIFC approval to transfer an individual from a DIFC registered entity to a Government entity, a Free Zone entity within Dubai

### Application process

- Log on to the portal and select the service 'Transfer of Employment Visa to Others' under Employee Services. Select the applicant from the search option, fill the information and submit after uploading the required documents
- Print the employee confirmation letter generated in the system
- Receive the visa transfer form signed and stamped by the DIFC.
- Upload the applicant's new visa in the portal once the visa transfer is completed.

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

- Clear coloured copy of the applicant's visa.
- Clear coloured copy of the new sponsor's establishment card
- Sponsorship Transfer form issued by the new sponsor
- Employee Confirmation letter signed by the company's authorised signatory and the employee.

### Original Documents to be submitted

- None

### Fees and Service Time

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Service Type	Service Fee (AED)	Timeframe
Normal	400	Same Time

## EMPLOYMENT ENTRY PERMIT SERVICES

### 1. Re-Issue Employment Entry Permit

This service request allows you to correct an error in an issued employment entry permit.

#### Application process

- Log on to the portal and select the service 'Employment Entry Permit Services' under Employee Services. Select the applicant from the search option, fill the information and submit after uploading the required documents
- An e-mail and SMS notification from DIFC Government Services Office will be sent with the link to download the online entry permit from the portal.(if applicable)

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

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

#### Original Documents to be submitted:

- None

#### Fees and Service Time

Service Type	Applicant Type	Service Fee (AED)	Timeframe
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Normal	Applicant outside the UAE	890	3 working days
	Applicant inside the UAE	1,540	
Express	Applicant outside the UAE	1,130	1 working day
	Applicant inside the UAE	1,820	

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

## 2. Cancellation of Employment Entry Permit

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

### Application process

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

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

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

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	480	2 working days
Express	680	4 working hours

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

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## **NON SPONSORED EMPLOYMENT SERVICES**

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### **1. Secondment Card – Non Sponsored**

### **2. Contractor Employee Card**

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

### **Application process**

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

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

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

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

- Clear coloured copy of the passport, including the personal details page and visa stamp page.

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- A copy of the service level agreement signed by the DIFC Company and sponsor of the employee.
- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi
- Copy of the commercial license of the sponsor.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Duration	Service Fee (AED)	Timeframe
Normal	3 months	300	3 working days
	6 months	600	
	12 months	810	
Express	3 months	400	1 working day
	6 months	800	
	12 months	1,010	

## 3. Employee Card – Non Sponsored

This service allows you to obtain employee cards for Company Equity holders such as shareholders, members or partners of a DIFC registered entity or Long Term Visa holders who wish to work for the DIFC entities.

### Application process

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

### Documents to be uploaded

- Clear coloured copy of the passport, including the personal details page and visa stamp page.

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- Copy of Employment Contract (Employment contract is not required if the applicant is a shareholder of the entity)
- Proof of ownership (if applicant is not a direct shareholder as per DIFC public register)
- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Duration	Service Fee (AED)	Timeframe
Normal	1 year	810	3 working days
	2 years	1,500	
	3 years	2,000	
Express	1 year	1,010	1 working day
	2 years	1,950	
	3 years	2,600	

## 4. DL Employee Card

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

### Application process

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

### Documents to be uploaded

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

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	100	3 working days
Express	200	1 working day

## 5. Commercial Permission (CP) Card

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

### Application process

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

### Documents to be uploaded

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

### Original Documents to be submitted

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- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	100	3 working days
Express	200	1 working day

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

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

### Application process

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

### Documents to be uploaded:

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

### Original Documents to be submitted

- None

## Fees and Service Time

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Service Type	Service Fee (AED)	Timeframe
Normal	610	3 working days
Express	810	1 working day

## 7. Lost Replacement of Employee Card

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

### Application process

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

### Documents to be uploaded

- None

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	400	3 working days
Express	520	1 working day

## 8. Amendment of Employee Card

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

## Application Process

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

## Documents to be uploaded

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

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	400	3 working days
Express	520	1 working day

## 9. Temporary Work Permit

This service request allows you to apply for a temporary work permit for a individual sponsored by husband or father who wants to work for a DIFC entity without transferring the visa. Only Dubai emirate visa holders can apply for the temporary work permit. Employee’s visa needs to be valid more than the period of temporary work permit requested. The applicant should be in UAE upon submission of Temporary Work permit application. A temporary work permit is not renewable.

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## Application process

- Log on to the portal and select the service 'Non-Sponsored Employment Services' under Employee Services. Select the employee/Fill the Service request with accurate information and save the application
- Print the generated 'Sponsor's NOC for Work Permit'
- Upload all the required documents and submit the service request.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the Temporary Work Permit and Temporary Pass are ready for collection/delivery.

## Documents to be uploaded

- Clear coloured copy of the passport, including the personal details page and visa stamp page.
- Clear coloured copy of Sponsor's passport, including the personal details page and visa stamp page
- Applicant's photograph with white background in .jpg format with a resolution of at least 600dpi
- Copy of the employment contract signed by both parties highlighting the job title of the applicant. The employer is entitled to delete any sensitive commercial terms. The contract is to be between the company in DIFC and the employee which must be in compliance with DIFC employment Law. (The selected job title in the new visa application should be identical to the job title in the employment contract, if the same is available in the visa application form. If it is not available, please select a job title that is closest to the title mentioned on the employment contract. This requirement is not applicable for shareholder of the DIFC company (a proof of ownership can be uploaded instead)
- Sponsor's NOC for the work permit with the signature of the sponsor.

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Duration	Service Fee (AED)	Timeframe
Normal	1 months	980	3 working days
	3 months	1,310	
	6 months	1,530	
	12 months	2,480	
Express	1 months	1,220	1 working day
	3 months	1,630	

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	6 months	1,930	
	12 months	3,160	

## 10. Non-DIFC Sponsored Employment Cancellation

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

### Application Process

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

### Documents to be uploaded

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

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Non-sponsored Cards	210	2 working days
Temporary Work Permit	490	2 working days

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## LONG TERM VISA RELATED SERVICES

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### 1. Long Term Residence Visa (Golden Visa)

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This service request allows you to apply long term residence visa for high profile executives (with a monthly salary of more than AED 50,000) under the sponsorship of the DIFC entity or investors with a minimum investment of AED 2 million in the DIFC entity or Property owners in the DIFC, for a long term golden visa. Approval of golden visa nomination under the discretion of the General Directorate of residency and foreign affairs.

### **Application process**

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

### **Documents to be uploaded**

- Clear coloured copy of the passport, including the personal details page including cancelled visa stamp page.
- Copy of emirates ID (both sides)
- A recent dated salary certificate if the applicant is an executive
- A detailed CV of the applicant if applicant is an executive

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- Latest audited financial report if the applicant is an investor
- 3 months corporate bank statement if the applicant is an investor
- 3 months personal bank statement if the applicant is an investor
- Valid UAE health insurance Certificate
- Applicant's recent photograph (not older than 3 months) with white background in jpg format with a resolution of at least 600 dpi. Photograph needs to be taken from a studio in line with the requirements of Emirates ID authority Original Documents to be submitted

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	5455.00	7 working days
Express	N.A	N.A

### Note:

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

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## VISIT VISA SERVICES

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

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

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

## 1. Short Term Visit Visa

This service request allows you to apply for short term (30 days) visit visa.

### Application process

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

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

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

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	1,300	3 working days
Express	1,560	1 working day

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

## 2. Long Term Visit Visa

This service request allows you to apply for long term (90 days) visit visa.

### Application process

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

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

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

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	2,070	3 working days
Express	2,510	1 working day

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

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### 3. Cancellation of unused Visit Visa

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

#### Application Process

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

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

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

#### Original Documents to be submitted

- None

#### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	480	2 working days
Express	680	4 working hours

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



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## ON-ARRIVAL VISA EXTENSION

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

### Application Process

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

### Original Documents to be submitted

- None

### Fees and Service Time

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

#### Notes:

- The fee is inclusive of 5% VAT on service fee
- The service time does not include any unforeseen delays from the Federal Authority for Identity and Citizenship – Dubai.

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## OTHER EMPLOYMENT VISA RELATED SERVICES

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### 1. Letters and NOCs

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This Service allows you to obtain various types of Non-objection letters; Salary Certificates or Employment Confirmation letter for a DIFC sponsored Employee.

### Application process

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

### Documents to be uploaded

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

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	100	1 working day
Express	200	1 Hour

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

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

### Application process

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

### Documents to be uploaded

- Clear coloured copy of the company Establishment Card
- Clear coloured copy of the company Commercial License

### Original documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	630	2 working days

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

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

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

### Application Process

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

### Documents to be uploaded

- None

### Original Documents to be submitted

- None

### Fees and Service Time:

Service Type	Service Category	Service Fee (AED)	Timeframe
Normal	New PO Box	315	1 working day
	Renew PO Box	300	
Express	New PO Box	420	4 working hours
	Renew PO Box	400	

Note: The service fee for new PO Box is inclusive of 5% VAT

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

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

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## Application Process

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

## Documents to be uploaded

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

## Original Documents to be submitted

- None

## Fees and Service Time:

Service Type	Service Fee (AED)	Timeframe
Normal	100	1 working day

## 5. PRO Card Application

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

## Application Process

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

### Documents to be uploaded

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

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	300	3 working days
Express	400	1 working day

## 6. Request to Abscond an Employee

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

### Application Process

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

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## Documents to be uploaded

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

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	1,500 + a Deposit of 2,541	2 working days
Express	2,000 + a Deposit of 2,541	4 working hours

## 7. Request to withdraw an Absconding Status

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

## Application Process

- Log on to the portal and select the service 'Request to withdraw an Absconding status under Employee Services. Select the employee from the search option, fill the required information and submit after uploading required documents.
- Receive a notification from DIFC Services Office to present the employee at Al Awir Immigration Office.
- Ensure employee is present at Al Awir as the schedule.
- An e-mail and SMS notification from DIFC Government Services Office will be sent once the absconding status is withdrawn (if applicable).

## Documents to be uploaded

- A clear coloured copy of the Passport and Visa

## Original Documents to be submitted

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- Original Passport

## Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	1,020	2 working days

## 8. Visitor Card

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

## Application Process

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

## Documents to be uploaded

- A clear coloured copy of the passport
- A clear copy of the Visit/Tourist Visa or On-arrival visa stamp page from the passport
- Applicant's photograph with white background in .jpg format with a resolution of more than 200dpi.

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Duration	Service Fee (AED)	Timeframe
Normal	1 months 3 months	100 300	3 working days

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Express	1 months 3 months	200 400	1 working day
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## 9. Access Card

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

### Application Process

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

### Documents to be uploaded

- A clear coloured copy of the passport
- A clear copy of the employment visa
- Applicant's photograph with white background in .jpg format with a resolution of more than 200dpi.

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	300	3 working days
Express	400	1 working day

## 10. Internship Card

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

## Application Process

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

## Documents to be uploaded

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

## Original Documents to be submitted

- None

## Fees and Service Time

Service Type	Duration	Service Fee (AED)	Timeframe
Normal	1 months	100	3 working days
	3 months	300	
Express	1 months	200	1 working day
	3 months	400	

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

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

### Application Process

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

### Documents to be uploaded

- A clear coloured copy of the passport and visa

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Normal	310	3 working days
Express	400	1 working day

## 12. Upgrade to Express after Medical Fitness Test

This service request allows you to upgrade an ongoing service request to express after submitting original passport for visa stamping.

### Application Process

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- Log on to the portal and select the service 'Upgrade to Express after Medical Fitness Test' under Employee Services. Select the employee and Service Request number from the search option and submit.
- The ongoing application will be converted to Express and an e-mail and SMS notification from DIFC Government Services Office will be sent once the passport is ready for delivery.

### Documents to be uploaded

- None

### Original Documents to be submitted

- None

### Fees and Service Time

Service Type	Service Fee (AED)	Timeframe
Upgrade to express	380	n/a

## 13. Government Fine Payment

This service request allows you to pay for Government fines issued by Federal Authority for Identity and Citizenship – Dubai or Emirates Identity Authority.

### Application Process

- Log on to the portal and select the service 'Government Fine Payment' under Employee Services. Select the related service request number from the search option and submit to make the payment.

### Documents to be uploaded

- None

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## Original Documents to be submitted

- None

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## REQUEST A REFUND

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The service allows the companies who cancelled/transferred the employment visa of an employee and wishes to refund the PSA deposit paid for the same employee. PSA deposit will be moved to 'Excess PSA Deposit' in the portal as soon as the cancellation/transfer is completed. This amount can either be utilised against new employment visa or refunded. This service will also allow to refund from the company's portal balance and transfer fund between two DIFC companies. A refund process will be completed within 20 business days after approval.

### Application Process

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

### Documents to be uploaded

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

## Original Documents to be submitted

- None

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

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

### **Application Process**

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

### **Required Documents**

- None

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## **MEDICAL FITNESS TEST FOR NON-DIFC SPONSORSHIP**

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

### **Application Process**

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

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## Documents to be uploaded

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

## Original Documents to be submitted

- None

## Fees and Time of Service

Service Type	Service Fee (AED)	Timeframe
Normal	953	3 working days
Express	1,561	1 working day

Note: The Fee is inclusive of 5% VAT on service fee