

# Dubai Chambers **Service Manual**

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## **Membership and Documentation Services**

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*This service includes Membership service, Certificate of Origin service, Attestation service, ATA Carnet service and Information service.*

## **Service Description**

The Membership service is concerned with the registration of mainland and free zone companies licenced to practice all commercial, industrial and professional activities. The service helps customers to practice their economic activities and enjoy Dubai Chamber's numerous other services and programmes aimed at supporting the growth of the business sector.

## **Service category and type**

Membership service is provided as follows:

<b>Service name</b>	<b>Service type</b>	<b>Service category</b>
New Membership	Sub service	Transactional
Membership renewal	Complementary	Transactional
Membership cancellation	Complementary	Transactional
Membership amendment	Complementary	Transactional

## **Procedures of Membership Registration**

- Submission of all required documentation by visiting Customer Happiness Centre, website or by email
- Approval of the request
- Payment of service fees
- Collection of the Dubai Chambers Membership Certificate

## **Required Documents**

### **New Membership**

#### **First: Sole Proprietorship Establishments:**

- A copy of the valid license
- Valid passport copy or Emirates ID copy of the licensee or attorney (if exists)
- A copy of duly attested Power of Attorney

**Second: Local Companies:**

- A copy of the valid license
- A valid passport copy or Emirates ID copy of the partners and managers or attorney (if exists)
- A copy of the memorandum of association, notarized & attested
- A copy of duly attested Power of Attorney

**Third: Foreign Companies and Representative Offices**

- A copy of the valid license
- A valid passport copy or Emirates ID copy of the manager or attorney (if exists)
- A copy of the memorandum of association of the mother company notarized & attested
- A copy of a duly attested power of attorney for the manager or attorney

**Fourth: Free Zones Companies and establishments**

- A copy of the valid license
- A valid passport copy or Emirates ID copy of the manager or attorney (if exists)
- A copy of the memorandum of association / share certificate / certificate of formation, duly attested
- A letter of authorisation by the manager for the attorney (if exists)

**Membership renewal**

- A Copy of renewed License

**Membership amendment**

- A Copy of Modified Document ( Ex, memorandum of association )

### **Service fees**

The fees are determined on the legal form, nationality of owners or type of activity of the establishment / company. These annual fees are distributed into the following categories:

- National establishments (practicing specific activity): AED 700
- General trading: AED 1200 - AED 2200
- Banks, insurance companies, building contractors, branches of international foreign companies, companies and establishments in free zones: AED 2,200
- Hotels, related financial services and insurance brokers: AED 2000 - 2,200
- Lawyers, auditors and consultancy engineers: AED 1000 - AED 2,200
- Various simple trade: AED 500
- Handicraft, e-traders and Intelqa license: AED 300
- Simple handicrafts: AED 50
- Branches holding principal's trade name: AED 100 - AED 2,200 (according to activity)
- AED 100 to be collected in the case of membership modification based on the licence
- 5 year exemption for Mohammed Bin Rashid Establishment for Small And Medium Enterprises members.

### **Service channels**

The application can be submitted by visiting Customer Happiness Centre, website or by mobile application.

### **Service average completion time**

2 minutes through the website.

6 minutes through visiting the Customer Happiness Centre.

### **Targeted Customer**

Mainland Licensed Companies

Free Zone Licensed Companies

**Service description**

This service enables Dubai Chambers members and Individuals to apply for a Certificate of Origin to export or re-export goods. A Certificate of Origin is an official document that determines the origin of exported or re-exported goods. It is an essential document that enables recognition of the origin of goods in order to estimate customs tariffs, as it contains the basic data on trade shipments. A detailed commercial invoice is attached to the document.

**Service category**

Certificate of Origin service is provided as follows:

<b>Service name</b>	<b>Service type</b>	<b>Service category</b>
Issuing a Certificate of Origin	Sub service	Transactional
Amendment of Certificate of Origin	Complementary	Transactional
Issuing a Certificate of Origin for personal effect	Sub service	Transactional

**Service requirements**

**Issuing a Certificate of Origin**

- Commercial invoice

**Issuing a Certificate of Origin for personal effect**

- Used personal effect form
- Copy of valid passport or Emirates ID

**Additional requirements in the following cases**

- Direct shipment
  - Bill of Lading
- UAE origin
  - Copy of the industrial license
  - Copy of factory's invoice
- Transshipment goods
  - Copy of bill transit from Dubai Customs

Dubai Chambers hold the right to request any additional support documentation, if necessary:

- Packing list
- Bills of the exporting country
- Exporter's country invoice

## **Amendment of Certification of Origin**

- The Modified commercial invoice, or Any Document has Been modified.

## **Service fees**

Issuing a Certificate of Origin: AED 100

Amendment of Certificate of Origin: AED 50

NB: 5 AED will be collected for each additional page after page 5 of the Commercial Invoice for all the previous types.  
5 AED will be collected for each page of the Paking List for all the pervious types.

## **Service channels:**

Submitting the application through Customer Happiness Centre, website, or smart application

## **Service average completion time**

2 minutes through website.

6 minutes through visiting Customer Happiness Centre.

## **Targeted customers**

Dubai Chambers Members  
Individuals



**Service description**

Dubai Chambers simplifies procedures of doing business by having the documents, correspondence and contracts attested for its members and facilitating acceptance of these documents by the concerned authorities.

**Service category and type**

Attestation service is provided as follows:

<b>Service name</b>	<b>Service type</b>	<b>Service category</b>
Signature Attestation	Sub service	Transactional
Authenticate Certificate	Sub service	Transactional
True copy	Sub service	Transactional

**Service procedure**

- Submission of all necessary documents by visiting Customer Happiness Centre, website, or smart application
- Approval of application
- Payment of service fees
- Attestation of the documents

**Service requirements**

**Signature Attestation**

- The document requiring attestation should be signed by the authorised signatory
- Signature card signed and stamped by the manager or attorney

**Authenticate Certificate**

- The document requiring attestation (Attested from the Issuing Authority/Entity)

**True copy**

- The document requiring attestation

**Service fees:**

Signature Attestation: AED 100

Authenticate Certificate: AED 100

True copy: AED 100

NB: 10 AED will be collected for each additional copy after the 5 copy of the same transaction for all the previous types.

**Service channels**

Submitting the application through Customer Happiness Centre, website, or smart application

**Service average completion time**

2 minutes through website.

6 minutes through visiting Customer Happiness Centre.

**Targeted customers**

Dubai Chambers Members

## Service description

The ATA Carnet is an International Customs document that permits temporary importation of duty-free and tax-free goods for up to one year.

## Service category

ATA Carnet service is provided as follows:

<b>Service name</b>	<b>Service type</b>	<b>Service category</b>
Issuance of ATA Carnet	Sub service	Transactional
Modification of ATA Carnet	Complementary	Transactional
Replacement of ATA Carnet	Complementary	Transactional
Substitute of lost ATA Carnet	Complementary	Transactional
Cancellation of ATA Carnet	Complementary	Transactional

## Service requirements

### Issuance of ATA Carnet

- Commercial invoice
- Authorization letter issued by the company to its representatives or agents (available on website)
- Letter of pledged commitment (available on website)

### Modification of ATA carnet

- Modified commercial invoice
- Modified Authorisation letter issued by the company to its representatives or agents

### Replacement of ATA Carnet

- Submit application through website

**Substitute of lost ATA Carnet**

- Submit application through website

**Cancellation of ATA Carnet**

- Submit application through website
- The original copy of ATA Carnet

**Service fees**

ATA Carnet processing fee (only for one country visit)	Member	AED 900
	Non Member	AED 1,800
ATA Carnet Express processing fees (only for one country visit)	Member	AED 1,400
	Non Member	AED 2,300
Additional countries	Member	AED 50 for each country
	Non Member	AED 100 for each country
Additional pages for the general list	Member	AED 5 Each
	Non Member	AED 10 Each
Cancellation fee	Member	AED 500
	Non Member	AED 500
Regularization	Member	AED 300
	Non Member	AED 600

**Targeted customers**

Dubai Chambers Members

Dubai Chambers Non-Members

**Service average completion time**

**Urgent request:** One working day (starting from receipt of commercial fees and guarantee).

**Non-urgent request:** Three working days (starting from receipt of commercial fees and guarantee).

**Service Channels**

Submission of application through website, then completion of process by agent and receiving the ATA Carnet from Customer Happiness Centre.

## Service description

The Information Center provides electronic services to Dubai Chambers members, "certificates of recommendation and identification, lists and data of companies and activities", and respond to customer inquiries through available channels.

## Service type

Business Research and Information provide the following service:

<u>Service name</u>	<u>Service type</u>	<u>Service category</u>
'To whom It may concern' letters, letters of recommendation and definition	Sub service	Informational
Lists of companies by activities, company data, and Dubai Chambers directory	Sub service	Informational

## Service procedure

- Submitting the requested certificate, letter or other services including the required document through website.
- Reviewing the validity of data and documents.
- Online payment after receiving the approval.
- Enable to download and printing the document.

## Service requirements

- Request letter from the company signed by authorized signatory at Dubai Chambers and stamped

**Service fees**

- According to the required service - fees will be determined upon request of the service

**Value Added Tax 5%**

The above Fees and Tax are non-refundable and must be paid in advance.

**Service Channels**

- E-mail
- Website
- Customer Happiness Centre
- Smart application

**Service average completion time**

10 min

**Targeted customers**

Dubai Chambers Members  
Dubai Chambers Non-Members  
Individuals

## **Business Development Service**

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*This service focuses on customers who need support from Dubai Chambers for various issues.*



### Service description

Dubai Chambers provides legal information relevant to the commercial local and federal laws related to the practice of economic activities for the customers of Dubai Chambers

### Service category

<b>Service name</b>	<b>Service type</b>	<b>Service category</b>
Legal information	Sub-service	Informational

### Service procedure:

- Contacting Dubai Chambers through the service channels and present the request
- Receiving the answer within the specified period of time

### Service requirement

As soon as the customer submits a request through the service channels, the service will be delivered (provided that the customer's contact details are available).

### Service fee

- Free of charge

**Service Channels**

- E-mail
- Website
- Smart application
- By phone
- Dubai Chambers premises

**Service average completion time**

1 Working day

**Targeted customers**

Dubai Chambers Members

Dubai Chambers Non-Members

Individuals

**Service description**

Mediation is one of the effective methods to resolve commercial disputes amicably provided that at least one of the disputing parties is a member of Dubai Chambers. Mediation is quick, confidential and cost effective. It’s an excellent opportunity for preserving business relations and gives parties maximum control over the outcome of mediation.

Mediation is an amicable way of settlement and is a confidential process. We aim to help the parties reach an amicable settlement and to achieve this, we advise the parties to be flexible and open for negotiation during mediation. Mediation is not conciliation, or arbitration, or litigation. Our role is to facilitate negotiation between the parties, allowing them to reach a mutually acceptable solution by themselves. In the case of extreme difference in the parties’ points of views that prevents settlement, or if the respondents do not co-operate or do not wish our intervention, we advise them to seek other alternatives, such as litigation.

**Service category**

<b>Service name</b>	<b>Service type</b>	<b>Service category</b>
Mediation	Sub-service	Transactional

**Service procedure:**

- Contacting Dubai Chambers through the available channels, completing the application form and attaching the documents supporting the complaint
- Reviewing the application and receiving the approval from Dubai Chambers
- Payment of fees
- Dubai Chambers contacts the concerned parties to reach a suitable settlement (as per the nature of dispute)

**Service requirements:**

- To avail the service at least one of the concerned parties should be a member of Dubai Chambers
- The dispute should not be from the specification of another authority
- It should be against a corporation or a company
- It should not be under consideration by any other courts or arbitration party

**Service fees**

Mediation Registration fee	Members Non-Members	AED 500 AED 1,000
Mediation Administration Fee	Members  Non-Members	1% of the dispute amount Minimum AED 500 Maximum AED 15,000  2% of the dispute amount Minimum AED 1,000 Maximum AED 20,000

**Value Added Tax 5%**

The above Fees and Tax are non-refundable and must be paid in advance to proceed with the mediation process.

**Service channels**

- E-mail
- Website
- Smart application
- Dubai Chambers premises

**Service average completion time**

83 days since submitting the required documents and paying fees

**Targeted customers**

Dubai Chambers Members

## **Sustainability Services**

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*This service is designed for customers, who aim to integrate sustainability in their businesses.*

**Service description**

Dubai Chambers CSR Label is tailored specifically to the UAE and Middle East. It is based on international standards and best practices to help companies assess the level of their CSR practices.

Dubai Chambers CSR Label is a tool to recognise the companies’ success in implementing sustainability criteria.

**Service Category**

Dubai Chamber provides the service as follows

<u>Service name</u>	<u>Service type</u>	<u>Service category</u>
Dubai Chambers CSR Label	Main Service	Transactional

**Service Procedure:**

- Approaching Dubai Chambers through available channels to inquire about Dubai Chambers CSR label application
- Conducting a group advisory session or one-on-one meeting between the interested company and Dubai Chambers representative to present Dubai Chambers CSR Label frameworks and assessment process
- Once the expression of interest is received and approved, raising an invoice to send to the customer (if applicable).
- Dubai Chambers provides the customer access to the online application tool
- Payment of service fees and submission of completed application form
- Dubai Chambers performs a desk assessment and arranges for a field visit (if needed)
- Dubai Chambers provides the customer with the feedback report
- Following the meeting of all requirements, the customer is awarded with the Dubai Chambers CSR Label at the awarding ceremony

### **Service Requirement**

To complete the application to receive the service  
To have a license to operate

### **Service Fee**

Dependent on the number of employees in the organization and Dubai Chambers membership

### **Value Added Tax 5%**

The above Fees and Tax are non-refundable and must be paid in advance.

### **Service Channels**

- Dubai Chambers premises
- E-mail

### **Service average completion time**

Dubai Chambers provides the CSR label twice a year (June and December)

### **Targeted Customer:**

Dubai Chambers Members  
Dubai Chambers Non-Members

## **Licensing Services**

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*This service is designed for customers who aim to integrate sustainability in their businesses*



**Service description**

Issuing a Permit and licencing business councils and business groups in order to provide legal status to their activities and enable cooperation between the members to develop business sector.

**Service Category**

Dubai Chambers provides the service as follows:

<u>Service name</u>	<u>Service type</u>	<u>Service category</u>
Permit and licencing Business Councils & Groups	Sub-service	Transactional
Renewing and licencing Business Councils & Groups	Complementary	Transactional

**Service procedure**

• **Requirements to Establish a Business Council**

The requested Business Council must be non-profit and as per a Nationality. The Council must be currently non-existent in Dubai. The founding members would require to submit the following documents to the Business Relations Department at Dubai Chambers.

- An official letter from the consulate or Embassy of the relevant Country endorsing the formation of the Council.
- A list of **no less than twenty (20)** founding companies including details of:
  - Trade License Number
  - Emirates ID Number of the representative of the founding company
  - Dubai Chambers Membership Number
- The proposed name of the Council.
- A draft Articles of Association.\*
- A work plan detailing the future plans of the Council, the benefits in forming a Council and the contribution it may make to the Dubai.\*

*The Following Document to be submitted no later than 90 days from the establishment.*

- **Requirements to Establish a Business Group**

The requested Business Group are non-profit and as per Economic Sector/Industry. The Group must be currently nonexistent in Dubai. The founding members would require to submit the following documents to the Business Relations Department at Dubai Chambers.

- A list of **no less than thirty (30)** founding companies including including details of:
  - Trade License Number
  - Emirates ID Number of the representative of the founding company
  - Dubai Chamber Membership Number
- The proposed name of the Group.
- A draft Articles of Association.\*
- A work plan detailing the future plans of the Council, the benefits in forming a Council and the contribution it may make to the Dubai.\*

*The Following Document to be submitted no later than 90 days from the establishment.*

- **Requirements for Renewal of Business Councils & Groups Permit**

- Updated Committee Members List with Emirates ID numbers and the General Membership List along with their contact details
- Minutes of Meeting of the Annual General Meeting/General Assembly Meeting (*This document Should be submitted after the meeting is held*)
- Audited Financial Report of the Council

**Service fees**

No fees applicable

**Service Channels:**

- E-mail
- website
- Dubai Chambers premises

**Service average completion time:**

30-60 days from submitting the required documents

2-3 business days for renewals

**Targeted customers:**

**Special Segments:**

Business sectors representatives

Representatives of business community according to nationality

## **Service description**

Issuing a permit and licensing a Government Liaison Office which established in the Emirate of Dubai by a competent entity or organization of any foreign country government for the purpose of enhancing mutual business and promoting its own products or industrial and commercial enterprises in Dubai.

## **Service Category**

Dubai Chambers provides the service as follows:

<b>Service name</b>	<b>Service type</b>	<b>Service category</b>
Licensing Government Liaison Office	Sub-service	Transactional
Renewal of Government Liaison Office	Complementary	Transactional

## **Service requirements**

Requirements for establishing a government liaison office in Dubai:

- A letter of intention from the Ministry of Trade or the Ministry in charge of establishing legalized and attested by the UAE Ministry of Foreign Affairs or UAE Embassy in the applicant's country.
- A passport copy of the person appointed by the government of the country to establish and manage the office.

## **Renewal of Government Liaison Office**

- Manager Updated Emirates ID

**Service fees**

AED 3,500

**Service channels:**

- E-mail
- website
- Dubai Chambers premises

**Service average completion time:**

30-60 days from submitting the required documents

2-3 business days for renewals

**Targeted customers**

**Special Segments:**

Representatives of government Liaison Office

**Service description**

Dubai Association Centre aims to attract and license regional and international associations, helping them to open branches or headquarters in Dubai in coordination with the concerned authorities. The presence of such associations in the emirate enhances Dubai’s regional and international reputation due to their experiences and expertise.

**Service Category**

Dubai Chambers provides the service as follows:

<u>Service name</u>	<u>Service type</u>	<u>Service category</u>
Licensing Global and Regional associations	Sub-service	Transactional
Renewal of Global and Regional associations’ licenses	Complementary	Transactional

**Service procedure**

- Approaching Dubai Chambers through available Channels and submitting DAC application

**Service Requirements**

**Licensing Global and Regional associations**

- Official Letter addressed to the Chairman of Dubai Chambers outlining the decision by the association’s Board of Directors Highlighting the name of the Executive Director, or the designated person to manage the association
- Memorandum of Association
- Providing the names of all existing members of the association residing in the UAE
- Providing an Annual Financial Report
- Providing a profile on the proposed activates to be carried out by the association.\*

\* *The Following Document to be submitted no later than 90 days from the establishment.*

**Renewal Global and Regional associations' licenses:**

- Updated Committee Members List with Emirates ID numbers and the General Membership List along with their contact details
- Audited Financial Report
- Report on the activities to be carried out by the association for the next year
- Minutes of Meeting of the Annual General Meeting/General Assembly Meeting (*This document Should be submitted after the meeting is held*)
- Copy of your leasing contract from DWTC. Or An official letter state you hiring an association management company

**Service requirements:**

Regional or international presence

**Service fee**

AED 5,000

**Service Channels**

- Dubai Chambers premises
- Website

**Service average completion time**

3-4 months

**Targeted Customer**

**Special Segments:**

Representatives of regional and global associations

# Service Provision Channels

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### **Call center**

Toll free: 800 CHAMBER 8002426237

International number: +971 42280000

Working hours: 08:00AM - 05:00PM | Monday - Thursday

08:00AM - 12:00PM & 02:00PM - 05:00PM (Friday)

(voicemail is available outside working hours)

### **Website**

[www.dubaichamber.com](http://www.dubaichamber.com)

Live chat is available 7/24

### **E-mail**

E-mail: [customercare@dubaichamber.com](mailto:customercare@dubaichamber.com)

Information Center: [info.member@dubaichamber.com](mailto:info.member@dubaichamber.com)

[publications@dubaichamber.com](mailto:publications@dubaichamber.com)

### **Happiness Centre**

#### **Main centre:**

Address: Baniyas Road/ Deira

Working hours: 08:00AM - 05:00PM | Monday - Thursday

8:00AM - 12:00PM (Friday)

### **Social media channels:**

Facebook: <https://www.facebook.com/dubaichamber/?ref=ts>

Twitter: <https://twitter.com/dubaichamber>

Instagram: [www.instagram.com/dubaichamber](http://www.instagram.com/dubaichamber)

LinkedIn : <https://www.linkedin.com/company-beta/427459?pathWildcard=427459>

YouTube: <https://www.youtube.com/user/DubaiChamberTV>

**Smart Application:** DC APP