



الإمارات العربية المتحدة
وزارة الاقتصاد

Ministry of Economy's eServices Manual 2022





THE UAE GOVERNMENT CHARTER FOR FUTURE SERVICES

Human Centered Services

Providing government services that are tailored to meet human needs, requirements and preferences, and designed with customers' feedback in mind.

1

Digital Services by Default

Providing proactive digital government services to suit future lifestyle.

2

One-time Data Provision

Designing interconnected and integrated government services that request customer data only once.

3

Safe Data and Guaranteed Privacy

Protecting the data shared among government entities to keep it safe and ensure customer privacy.

4

Integrated, Varied and Consistent Service Channels

Providing government services through various, integrated and coordinated channels that cater to customer preferences through a unified government interface.

5

Seamless and Proactive Experience

Providing bundles of seamless, interconnected and proactive services to the customer on time and before request, based on life events.

6

Listening to Customer's Voice

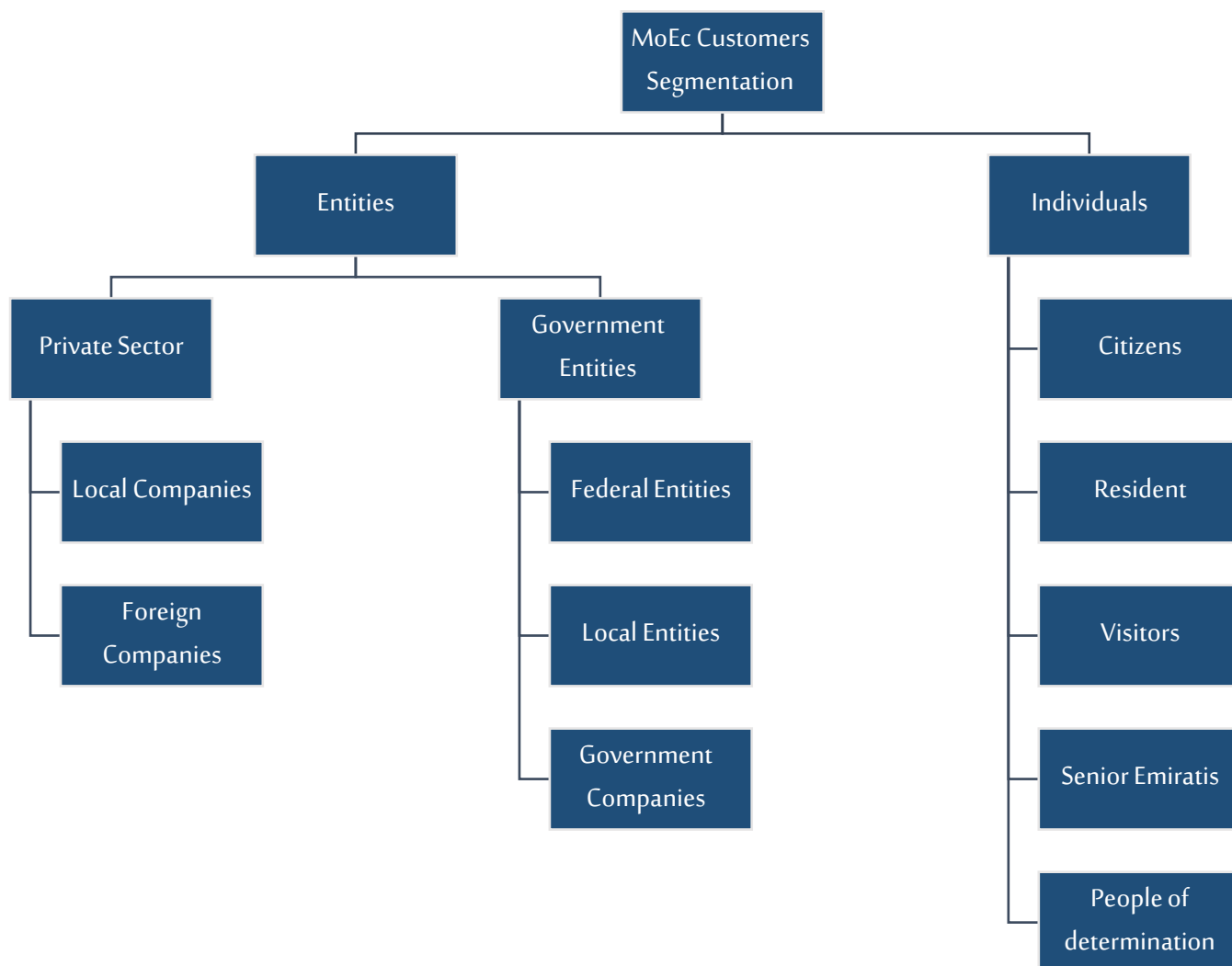
Listening to the customer's voice and ensuring transparency in the evaluation results.

7

Value Added Services

Adjusting government fees to reduce costs and increase efficiency in government entities.

8





Bundle Service





	Service Card	Service Code	
1	Service Package Name	Basher (Get started in 15 minutes!)	
2	Description of the Service Package	“Basher” is an electronic integrated service that allows investors to establish companies remotely in the UAE through an electronic platform that is integrated with local, federal and governmental departments and agencies concerned with licensing economical activities in the country in minutes, using fast, secure and easy procedures without the need for investors to be physically in the country. “Basher” is a governmental platform concerned with providing services for establishing and conducting businesses by providing a complete package that is of the initiatives of the “proactive services department/ Ministry of Impossibility” in the UAE. Basher platform provides a unique digital experience concerning market exploration and business registration, with all documents and approvals being obtained in simple steps electronically allowing investors to start their business immediately.	
4	Channels providing the service	☒ MOE website	☒ MOE smart app ☐ Basher Platform ☐ Meta Verse
5	Category of service	☒ Sub-Service	☒ Main-Service ☒ Complementary
6	Type of service	☒ transactional digital services	☒ informational ☐ Commercial ☐ seizural
7	Categories of target customers	Individuals (Citizens, Residents, Visitors, The Elderly, People of determination, Investors, Businessmen) Companies (Government Sector, Private Sector)	
8	Service Approval requirements	When submitting the application, the investor must have the following: 1. A valid Emirates ID 2. An active digital ID account 3. A valid digital signature in the digital ID account (applicable to LLCs) To speed up the process, please make sure you have the following information available before submitting your application: 1. Company Information (for LLCs) 2. Partner Information (for LLCs) 3. The partner's ID number and address (for LLCs) 4. Business name	
9	Servicing of procedures and steps	1. Create an account with the customer's digital ID 2. Access "Basher" platform through the dedicated Start Your Business website, which is available on the Ministry of Economy website. - Apply for the following requests: 3. Issuing the trade license application first. 4. Issuing the Chamber of Commerce membership number. 5. Issuing an establishment certificate card from the Federal Authority for Identity and Citizenship. 6. Issuing 3 work permits from the Ministry of Human Resources and Emiratization. 7. Completion of the payment process for all orders at once. 8. Receive all documents electronically.	
10	Average of completion period	15 minutes	



11	Limitation of service	It is not mandatory to submit any documents at the stage of applying for the service, but after issuing the trade license and other documents, the investor will be given a period to provide the required documents below:
		1. One year to provide the lease contract to the Department of Economic Development in the emirate which the facility was opened in
		2. 60 days for the non-local partner to:
		3. Changing his residency to an investor's residency
		Submit a copy of a valid no-objection certificate to the Federal Authority for Identity and Citizenship in the event that the applicant is a government sector employee or a housewife.
12	Service interface with other services	1. Economic departments in the country
		2. The notary
		3. Federal Authority for Identity and Citizenship
		4. The Chambers of Commerce and Industry in the country
		5. Ministry of Human Resources and Emiratization
		6. Banks operating in the country
		7. Companies working in telecommunications in the country (Etisalat, Du)
		8. Noon Company
13	Service fees	According to the licensing authorities
14	Payment Options	Credit Cards (visa. MasterCard)
15	Servicing Periods	24 hours/7 days
16	FAQ	



الإمارات العربية المتحدة
وزارة الاقتصاد

Auditing Accounts Services





	Service Card		Service Code	
1	Service Name	Request to issue a certificate to whom it may concern		
2	Description of the service	This service allows registered auditors to request a To Whom It May Concern certificate or no objection (eg: opening an office...).		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	natural /corporate persons		
8	Service Approval requirements	Registrater in the auditors' records		
9	Servicing of procedures and steps	1. Submit the request		
		2. Audit & review		
		3. Pay the fees		
		4. Issue the certificate		
10	Average of completion period	3 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	50 AED		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			



Service Card		Service Code		
1	Service Name	Request to register foreign auditing companies branches in the auditors' register		
2	Description of the service	This service allows foreign companies to operate in the country by registering the company's branches in the auditors' register.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Branches of foreign companies to audit accounts		
8	Service Approval requirements	1. Every branch thereof at the State shall have an authorized representative registered at the record of the auditors for physical persons practicing the profession at the State according to the provisions of this Law.		
		2. A copy of the memorandum of association and the articles of association of the parent foreign auditing company, translated to Arabic language and duly attested.		
		3. Their license shall be valid at their country of nationality and they shall have practised the profession therein for a period of not less than ten years.		
		4. A letter from the parent company, naming the representatives of the branches to be registered, the authorized signatories thereof, and the place of their work in the UAE.		
		5. A copy of the registration certificates for the branches of the foreign audit company in the UAE, to be valid and issued by the register of foreign companies at the Ministry of Economy.		
		6. A copy of the valid trade license of all the branches of the company, issued by the competent authorities.		
		7. A valid copy of the professional liability insurance policies concluded with one of the insurance companies operating in the Emirates,		



		8. Specimens of the authorized signatures of the auditors who are representing the branches of the foreign auditing company.
9	Servicing of procedures and steps	1. Login to MOE webeit. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents 5. Pay the application fee 6. Revision and audit 7. Pay the registration fee 8. No-objection letter 9. Include license and insurance data 10. Review the license and insurance data 11. Grant the registration after making sure that the license and insurance are included and the certificate is delivered
10	Average of completion period	3 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	Submit a request =100 AED Registration the foreign companies in the auditors' schedule for three years = 45000 AED
14	Payment Options	Credit Cards) visa.MasterCard(
15	Servicing Periods	24hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Request to cancel the registration of foreign auditing branches in the auditors' register		
2	Description of the service	This service allows branches of foreign companies registered in the "Auditors Register for Legal Persons" to request the cancellation of the registration of branches of the company in the Register.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Branches of foreign companies to audit accounts		
8	Service Approval requirements	1. Copy form the trade license cancellation 2. A letter from the parent company for the resone of cancelation		
9	Service Approval requirements	1. Login to MOE webeit. 2. Choose the service from the list of services 3.Fill in the application data 4. Attach documents 5. Audit & review 6. Cancel the audit license		
10	Average of completion period	3 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code		
1	Service Name	Request to move natural persons from non-practicing auditors to the auditors' register			
2	Description of the service	This service allows auditors registered in the "Register of Non-Practicing Individual Auditors" to request re-enrollment of non-practicing individual auditors to the Register of practitioners.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	natural persons			
8	Service Approval requirements	1. A valid copy of professional indemnity insurance policies, entered with an insurance company that is operating in the UAE.			
9	Servicing of procedures and steps	1. Login to MOE website.			
		2. Choose the service from the list of services			
		3. Fill in the application data			
		4. Attach documents			
		5. Audit & review			
		6. Pay the fee			
		7. Issue the Audit Certificate			
10	Average of completion period	3 working days			
11	Limitation of service	N/A			
12	Service interface with other services	N/A			
13	Service fees	Transfer of registration from one register to another after approval of the application by the administrator in the ministry = AED 100			
		Annotating any amendment after approval of the application by the administrator in the ministry AED 100.			



		Delay the notation to modify the data of application for registration or the accompanying documents in the auditors' AED 25 for each month of delay. The amount may not exceed AED 250 a year.
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24 hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Request to cancel the registration of natural persons from the auditors register		
2	Description of the service	This service allows auditors registered in the Individual Auditors Register to request cancellation of their registration in the Register.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Natural persons		
8	Service Approval requirements	A letter for the reason of cancellation		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Audit & review		
		6. Pay the fee		
10	Average of completion period	3 working days.		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	No fees		
		Delay from the determined time for renewing registration of natural persons in the working auditors records AED 200 for each month of delay. The amount may not exceed AED 2,000 a year.		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			



Service Card		Service Code			
1	Service Name	Request to amend branches of foreign auditing companies in the auditors' register			
2	Description of the service	This service allows auditors registered in the "Register of Auditors of Practicing Legal Persons" to request annotation of an amendment to the registration data or the documents attached to it			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Branches of foreign companies to audit accounts			
8	Service Approval requirements	The date of submitting the notification should be during the validity period of the auditor's registration with the Ministry.			
		To submit the notification by noting the system data within a period not exceeding 30 days from the date of the modification or change			
		Attach the documents and documents that prove the occurrence of a change or modification duly certified			
9	Servicing of procedures and steps	1. Login to MOE website.			
		2. Choose the service from the list of services			
		3. Fill in the application data			
		4. Attach documents			
		5. Audit & review			
		6. Pay the fee			
		7. Edit			
		8. Send the Notification			
10	Average of completion period	3 working days			
11	Limitation of service	N/A			
12	Service interface with other services	N/A			



13	Service fees	** Notation with any modification or change come to the data of registry or attached documents, or transferring the registry from schedule to another for foreign AED 350
		** Delay the notation to modify the data of application for registration or the accompanying documents in the auditors' scale of foreign corporates. AED 50 for each month of delay. The amount may not exceed AED 500 a year.
14	Payment Options	Credit Cards (visa. MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	

	Service Card		Service Code	
1	Service Name	Request to renew branches of foreign auditing companies in the auditors' register		
2	Description of the service	This service allows branches of foreign companies registered in the "Register of Auditors of Practicing Legal Persons" to request renewal of the registration certificate for the company's branches.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Branches of foreign companies to audit accounts		
8	Service Approval requirements	1. It is required to submit the renewal application to the Ministry in the records of auditors practicing the profession within the sixty days preceding the expiry of the valid registration.		
		2. The renewal is for the holder of the practice record in the auditors' register for a period of not less than one year and not more than three years, at the request of the holder of the record.		
		3. The auditor's registration shall be canceled if the delay in submitting the renewal application exceeds 90 days calculated from the date of its expiry, provided that a new application is required to be re-enrolled.		



		4. A valid copy of the trade licenses issued by the competent authorities
		5. A valid copy of concluding an insurance at an insurance company licensed by the State, against liability for professional errors
9	Servicing of procedures and steps	1. Login to MOE webfeet. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents 5. Audit & review 6. Pay the renew fee 7. Send the Certificate
10	Average of completion period	3 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	* Renewing the registration of the foreign companies in auditors schedule = AED 7500 * Delay the renewal of registration of corporate persons in branches of foreign companies. AED 2000 for each month of delay. The amount may not exceed AED 20.000 a year. <u>If the data is modified:</u> ** Notation with any modification or change come to the data of registry or attached documents, or transferring the registry from schedule to another for foreign AED 350 ** Delay the notation to modify the data of application for registration or the accompanying documents in the auditors' scale of foreign corporates. AED 50 for each month of delay. The amount may not exceed AED 500 a year.
14	Payment Options	Credit Cards (visa. MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



Service Card		Service Code			
1	Service Name	Request to add branches of foreign auditing companies in the auditors' register.			
2	Description of the service	This service allows branches of foreign companies registered in the auditors' register to add a new branch.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Branches of foreign companies to audit accounts			
8	Service Approval requirements	1. Every branch thereof at the State shall have an authorized representative registered at the record of the auditors for physical persons practicing the profession at the State according to the provisions of this Law.			
		2. A copy of the memorandum of association and the articles of association of the parent foreign auditing company, translated to Arabic language and duly attested.			
		3. Their license shall be valid at their country of nationality and they shall have practised the profession therein for a period of not less than ten years.			
		4. A letter from the parent company, naming the representatives of the branches to be registered, the authorized signatories thereof, and the place of their work in the UAE.			
		5. A copy of the registration certificates for the branches of the foreign audit company in the UAE, to be valid and issued by the register of foreign companies at the Ministry of Economy.			
		6. A copy of the valid trade license of all the branches of the company, issued by the competent authorities.			
		7. A valid copy of the professional liability insurance policies concluded with one of the insurance companies operating in the Emirates,			
		8. Specimens of the authorized signatures of the auditors who are representing the branches of the foreign auditing company.			
9	Servicing of procedures and steps	1. Login to MOE webeit.			
		2. Choose the service from the list of services			



		3.Fill in the application data
		4. Attach documents
		5. Pay the application fee
		3. Revision and audit
		4. Pay the registration fee
		5. No-objection letter
		6. Include license and insurance data
		7. Review the license and insurance data
		8. Grant the registration after making sure that the license and insurance are included and the certificate is delivered.
10	Average of completion period	3 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	Submit a request =100 AED
		Registration the foreign companies in the auditors' schedule for three years = 45000 AED
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Request to register national auditing companies in the auditors 'register		
2	Description of the service	Registration the headquarter for national companies in the auditors' schedule		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National Companies		
8	Service Approval requirements	1. One of the partners therein shall be a citizen of the State.		
		2. The national participation rate shall not be less than 25% of the capital and the Cabinet may increase this rate.		
		3. All the partners shall be registered at the record of the auditors practicing the profession. If one of the partners is a legal person established outside the State, it shall be licensed to practice the profession in its country of nationality and shall have a period of experience in the practice of the profession for a period not less than 5 years.		
		4. A copy of the certificates of registration of all the company's partners of natural persons in the register of auditors of practicing natural persons		
		5. A copy of the record extract and the ID card for the partners who are citizens of the UAE.		
		6. A copy of the company's memorandum of association, in Arabic language, duly legalized and attested.		
		7. A valid copy of the trade licenses issued to the company by the competent authority.		
		8. A valid copy of professional indemnity insurance policies, entered with an insurance company that is operating in the UAE.		
		9. Specimens of the authorized signatures of the auditors		
9	Servicing of procedures and steps	1. Login to MOE webeit.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Pay the application fee		





		6. Audit & review
		7. Pay the fees for Audit license
		8. No-objection letter
		9. Attach the trade license& indiminity
		10. Audit & review
		11. Issue the Audit license
10	Average of completion period	3 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	Submit a request = 100 AED Registration the headquarter for national companies in the auditors' schedule for three years.10500
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



Service Card		Service Code			
1	Service Name	Request to register branches of national auditing companies in the auditors' register			
2	Description of the service	Registration the branches for national companies in the auditors' schedule			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	National Companies			
8	Service Approval requirements	1. One of the partners therein shall be a citizen of the State.			
		2. The national participation rate shall not be less than 25% of the capital and the Cabinet may increase this rate.			
		3. The company's contract shall be written in Arabic and authenticated before the official competent authorities.			
		4. All the partners shall be registered at the record of the auditors practicing the profession. If one of the partners is a legal person established outside the State, it shall be licensed to practice the profession in its country of nationality and shall have a period of experience in the practice of the profession for a period not less than five years.			
		5. A copy of the certificates of registration of all the company's partners of natural persons in the register of auditors of practicing natural persons.			
		6. A copy of the record extract and the ID card for the partners who are citizens of the UAE.			
		7. Copies of passports, having shown thereon a valid residency permit, and a copy of the ID card, for the partners who are not citizens of the UAE.			
		8. A copy of the company's memorandum of association, in Arabic language, duly legalized and attested.			





		9. A valid copy of the trade licenses issued to the company by the competent authority.
		10. A valid copy of professional indemnity insurance policies, entered with an insurance company that is operating in the UAE.
		11. Specimens of the authorized signatures of the auditors
9	Servicing of procedures and steps	1. Login to MOE webeit.
		2. Choose the service from the list of services
		3. Fill in the application data
		4. Attach documents
		5. Pay the application fee
		6. Audit & review
		7. Pay the fees for Audit license
		8. No-objection letter
		9. Attach the trade license& indiminity
		10. Audit & review
		11. Issue the Audit license
10	Average of completion period	3 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	Submit a request =100 AED
		Registration the branches for national companies in the auditors' schedule for three years.7500 AED
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Request to renew the registration of national auditing companies in the auditors' register		
2	Description of the service	This service allows local companies registered in the "Register of Practicing Legal Persons Auditors" to request the renewal of the registration certificate for the company's branches.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National Companies		
		1. A valid copy of the trade licenses issued by the competent authorities		
		2. A valid copy of concluding an insurance at an insurance company licensed by the State, against liability for professional errors.		
9	Servicing of procedures and steps	1. Login to MOE webeit.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Audit & review		
		6. Pay the fees for Audit license		
		7. Issue the Audit license		
10	Average of completion period	3 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	No fees Renewing the registration of the national companies in auditors schedule		



		Renewing the registration of the branches of national companies in auditors schedule AED 2500
		Delay the renewal of registration of corporate persons in national companies and institutions. AED 500 for each month of delay. The amount may not exceed AED 5.000 a year.
		Delay the notation to modify the data of application for registration or the accompanying documents in the auditors' scale of national corporates. AED 50 for each month of delay. The amount may not exceed AED 500 a year.
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	

	Service Card		Service Code	
1	Service Name	Request to amend the registration of national auditing companies in the auditors' register		
2	Description of the service	Notation with any modification or change come to the data of registry or attached documents, or transferring the registry from schedule to another for local companies.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National Companies		
8	Service Approval requirements	* The submission date of the notice shall be within the validity duration of his registration in the Ministry's registers.		



		* The notice shall be submitted by marking on the details of the electronic software referred to in this article, within a duration not exceeding thirty days from the occurrence date of the modification or the change. The documents that demonstrate the occurrence of the change or the modification, duly attested, shall be enclosed
9	Servicing of procedures and steps	1. Login to MOE webeit. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents 5. Audit & review 6. Pay the fees for modification 7. Notification that the modification has been completed
10	Average of completion period	3 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
		No Fees
13	Service fees	Delay the notation to modify the data of application for registration or the accompanying documents in the auditors' scale of national corporates. AED 50 for each month of delay. The amount may not exceed AED 500 a year.
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Request to cancel the registration of national auditing companies in the auditors' register		
2	Description of the service	This service allows auditors (local offices and companies) who are registered in the "Auditors Register for Legal Persons" to request canceling the registration of the company or a branch of the company in the Register.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National Companies		
8	Service Approval requirements	1. Copy form the trade license cancelation		
		2. A letter for the resone of cancelation		
9	Servicing of procedures and steps	1. Login to MOE webeit.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Audit & review		
10	Average of completion period	3 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	No fees		
		Delay the renewal of registration of corporate persons in national companies and institutions. AED 500 for each month of delay. The amount may not exceed AED 5.000 a year.		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code		
1	Service Name	Request to attest contract of services provided by the auditors'			
2	Description of the service	This service allows customers to request authentication of the signature of an auditor			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	natural persons			
	Service Approval requirements	1. A copy of the document/contract			
		2. An official letter from the auditor explaining the reason for the authentication request, signed and stamped, and the name of the registered person and his registration number is written in it.			
9	Servicing of procedures and steps	1. Login to MOE website			
		2. Choose the service from the list of services			
		3. Fill in the application data			
		4. Pay the fees			
		5. Submit the request			
		6. Audit & review			
		7. Attest			
10	Average of completion period	3 working days			
11	Limitation of service	N/A			
12	Service interface with other services	N/A			
13	Service fees	100 AED			
14	Payment Options	Credit Cards (visa.MasterCard)			
15	Servicing Periods	24hours/7days			
16	FAQ				





	Service Card		Service Code	
1	Service Name	Request to renew the registration of natural persons in the auditors' register		
2	Description of the service	This service allows auditors registered in the Register of Practicing Individual Auditors to request the renewal of their registration certificate.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	natural persons		
8	Service Approval requirements	* An application shall be submitted to the Ministry for the renewal of registration in the register of practicing auditors according to the form prepared for such purpose, within the 60 days preceding the expiration of the registration in force . * the registration for practicing the profession in the register of auditors shall be renewed for a duration of not less than one year and not more than three years, based on the request of the registration applicant *An auditor's registration shall be canceled in case the duration of delay in the submission of the application for registration renewal exceeds ninety 10 months reckoned from the expiration date thereof, provided that such auditor shall have to submit a new application for the reregistration thereof, in accordance with the provisions hereof. *Copies of fellowship or membership * A copy of the ID card . *A valid copy of professional indemnity insurance policies,		
9	Servicing of procedures and steps	1. Login to MOE website. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents 5. Audit & review 6. Pay the fee		



		7. Issue the Audit Certificate
10	Average of completion period	3 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	Renewing registration of natural persons in the working auditors records= AED 1500
		Delay in the date set for the renewal of the registration in the register of practicing auditors with renewal fees - after approval of the application by the administrator of the Ministry AED (200) for each month of delay, with a maximum of (AED 2000)
		Annotating any amendment after approval of the application by the administrator in the ministry AED 100.
		Delay the notation to modify the data of application for registration or the accompanying documents in the auditors' AED 25 for each month of delay. The amount may not exceed AED 250 a year.
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Request to register natural persons in the practicing auditors' register		
2	Description of the service	This service allows qualified persons to work in the profession of auditors in the country, by registering them in the register of auditors.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	natural persons		
8	Service Approval requirements	1. A colored and recent photograph		
		2. A copy of the ID card		
		3. A certificate of good conduct and has not been convicted of a felony or misdemeanor breaching honor or trust, unless he has been rehabilitated, and that he has not been sentenced for disciplinary reasons affecting the integrity and honor of the ethics of the profession or the position he was occupying, unless the final judgment has been issued. A period of no less than (3) three years.		
		4. A copy of the company's insurance policy against professional errors, including the name of the auditor (after passing the test).		
		5. Be holder of a university degree in accounting or a higher educational qualification in the same field from a university or a higher institute recognized by the State.		
		6. Copies of fellowship or membership		
		7. A copy of the certificate of experience according to the conditions		
		8. A specimen of the authorized signature of the auditor		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		



		4. Attach documents
		5. Submit the request
		6. Pay the fee
		7. Audit & review
		8. Pay the fee
		9. Attach the trade license & indemnity
		10. Audit & review
		11. Issue the Audit license
10	Average of completion period	30 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	Submit a request =100 AED Registering natural persons in the working auditors records, for three years=4500 AED
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24 hours/7 days
16	FAQ	

	Service Card		Service Code	
1	Service Name	Request to amend natural persons in the auditors' register		
2	Description of the service	This service allows auditors registered in the Register of Practicing Individual Auditors to request annotation of an amendment to the registration data or the documents attached to it.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	natural persons		





8	Service Approval requirements	1. The submission date of the notice shall be within the validity duration of his registration in the Ministry's registers.
		2. The notice shall be submitted by marking on the details of the electronic software referred to in this article, within a duration not exceeding 30 days from the occurrence date of the modification or the change.
		3. All documents that demonstrate the occurrence of the change or modification, duly attested, shall be enclosed another.
9	Servicing of procedures and steps	1. Login to MOE website.
		2. Choose the service from the list of services
		3. Fill in the application data
		4. Attach documents
		5. Audit & review
		6. Pay the fee
		7. Issue the Audit Certificate
10	Average of completion period	3 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	Submit a request =100 AED
		Delay the notation to modify the data of application for registration or the accompanying documents in the auditors' AED 25 for each month of delay. The amount may not exceed AED 250 a year
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Request to complain against an auditor's		
2	Description of the service	This service allows customers to file a complaint against one of the auditors registered in the Ministry's records, whether natural or legal persons.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	natural persons		
8	Service Approval requirements	submit for Complaint against natural/corporate auditor attached documents, or transferring the registry from schedule to another		
9	Servicing of procedures and steps	1. Login to MOE webeit.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Pay the fees		
		6. Revision and audit		
		7.legal review		
		8.change the status		
10	Average of completion period	One working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	7500 AED		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7 days		
16	FAQ			



Service Card		Service Code			
1	Service Name	Request to move natural persons to the register of non-practicing auditors			
2	Description of the service	This service allows auditors registered in the Register of Practicing Individual Auditors to request the transfer of his registration from practitioners to the register of non-practicing auditors.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	natural persons			
8	Service Approval requirements	1. The notice shall be submitted by marking on the details of the electronic software referred to in this article, within a duration not exceeding thirty days from the occurrence date of the modification or the change.			
		2. A letter by the applicant, stating the reasons for applying for transfer.			
	Servicing of procedures and steps	1. Login to MOE website.			
		2. Choose the service from the list of services			
		3. Fill in the application data			
		4. Attach documents			
		5. Submit the request			
		6. Audit & review			
		7. Pay the fee			
		8. Issue the Audit Certificate			
10	Average of completion period	3 working days			
11	Limitation of service	N/A			
12	Service interface with other services	N/A			
13	Service fees	100 AED			
14	Payment Options	Credit Cards (visa.MasterCard)			
15	Servicing Periods	24hours/7days			
16	FAQ				



Cooperative Society Services





	Service Card		Service Code	
1	Service Name	Declare Cooperative Society		
2	Description of the service	Establish the moral personality the cooperative society to exercise its business legally		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	UAE citizens - Founding Committee Members		
8	Service Approval requirements	1. Articles of Association Signed By All Establishers		
		2. Memorandum of Association (MOA)		
		3. Minutes of Founders Meeting		
		4. Register of Founders		
		5. A certificate approved by one of the national banks in the UAE		
		6. Rental contract of the association's headquarters		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Audit & review and send feedback/comments, if any, to the applicant		
		6. Published in the Official Newspaper if the application meets all conditions		
		7. Generate Certificate		
10	Average of completion period	30 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	No Fees		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Opening new branch for the Cooperative Society		
2	Description of the service	This service allows opening a new branch of a cooperative society		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Cooperative societies		
8	Service Approval requirements	Decision of the Board of Directors		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Audit & review		
		6. Ministry's advising the concerned entities of its no objection		
10	Average of completion period	4 working days		
11	Limitation of service	N/A		
12	Service interface with other services	Approval from concerned government entities regard to License		
13	Service fees	No Fees		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			





Competition and Consumer Protection Services





	Service Card		Service Code	
1	Service Name	Resolve Consumers Complaints		
2	Description of the service	This service allows receiving consumer complaints, taking the necessary measures thereto or referring the same to the competent authorities.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All customers		
8	Service Approval requirements	1. A summary of the complaint submitted.		
		2. Complaint documents		
		3. Attendance of both parties to MoE		
9	Servicing of procedures and steps	1. The complaint is submitted via the call centre.		
		reports for resolving the issue.		
		2. The party is requested to attend in person, either via a phone call or an email.		
		3. A meeting is convened in the attendance of both parties to resolve the complaint.		
		4. The complaint is resolved amicably, otherwise the following procedures are undertaken:		
		* The complaint is referred to the Disputes Committee		
		* The complaint is referred to the competent consumer courts and reference is made to the technical		
10	Average of completion period	8 working days		
11	Limitation of service	N/A		
12	Service interface with other services	Economic departments - Chambers of Commerce and Industry - Municipalities - Courts - Standards and Metrology Authority		





13	Service fees	No Fees	
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	MOE website 24 hours/7days	Cell Center 7:00 am - 10:00 pm
16	FAQ		



	Service Card		Service Code	
1	Service Name	Apply for Price Increase Requests		
2	Description of the service	This service allows companies to submit requests for price increase, to be analysed and actioned, after which the companies are notified of the final decision.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All companies		
8	Service Approval requirements	Report on:		
		1. Current prices		
		2. Prices of the previous three years		
		3. Prices of alternative goods in the UAE		
		4. Production costs for the last three years		
		5. Company's balance sheet for the last three years		
		6. Required percentage increase in prices		
		7. Prices in neighbouring countries (GCC)		
		8. Justifications presented for price increase since the last price amendment		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	15 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	No Fees		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Recall		
2	Description of the service	This service enables following-up the recall of defective or hazardous goods by the provider, concerned or relevant entity in the UAE, country of origin or any other country;while working to implement the recall process in the UAE.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All customers		
8	Service Approval requirements	Asking the producing or importing company to advertise twice in newspapers and in both Arabic and English (provided that the size of the advertisement is 15 * 15 cm) about its withdrawal of the product from the market within a period not exceeding two weeks		
		Inform the Ministry - Consumer Protection Department that the product has been withdrawn from the market, with the Ministry notifying the quantity coming to the market and the quantity that has been withdrawn and providing a full report on the status of the commodity recovery		
9	Servicing of procedures and steps	1. Login to MOE webeit.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	4 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7days		
16	FAQ			



Anti Money Laundering Services





	Service Card		Service Code		
1	Service Name	AML Fines Payments			
2	Description of the service	Payment gateway to pay any fines related to Anti-Money Laundering requirements.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Designated Non-Financial Businesses & Professions			
8	Service Approval requirements	1) Establishment Name		2) Licence Number	
		3) Licensing Authority		4) Contact Number	
		5) Email Address		6) PO Box Number & Emirate	
		7) Address		8) Financial Penalty Reference Number	
		9) Completion of first step:		10) AML Fines Company Registration	
9	Servicing of procedures and steps	1) The violating establishment will be notified through the Anti-Money Laundering Department, by sending a notification of the violation through the company’s e-mail which indicates the violation, its value, any other details, and the link to the ministry’s electronic payment page.			
		2) The payment link is clicked by the concerned person from the violating company (who received the e-mail).			
		3) The page is entered by registering in the system.			
		4) The required fields (mentioned above) are filled in for registration, and the system is accessed if the company was previously registered			
		5) The fine to be paid is selected from the list on the page (according to the notification sent by mail to the company with the details required for payment).			
		6) The payment is made electronically with the different payment methods available, and the receipt is issued electronically through the system with a reference number for the transaction.			
10	Average of completion period	Immediate			





11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	No fees/ Payment according to the value of the specified violation
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



Trademark Services





	Service Card		Service Code	
1	Service Name	Request to Pledge Trademark		
2	Description of the service	This service allows the pledgee to submit a request to pledge a trademark, in accordance with the procedures and conditions for trademark ownership transfer.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license (for companies or institutions inside the country)		
		2. The agency is legal if it is submitted through a registration agent		
		3. Valid registration certificate		
		4. The document evidencing the mortgage is attested		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment.		
		6. The application is referred to the competent department for consideration and the applicant is officially notified of the decision.		
10	Average of completion period	40 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 1250 service fee.		
		AED 750 Publication Fee in the Official Trademark Bulletin.		
		Total AED 2000		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Trademark Cancellation Pursuant to Article (24) bis		
2	Description of the service	This service allows the customer to submit an application to cancel a registered trademark owned by others in accordance with Article No. (24) with payment of fees amounting to AED 10,000 .		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Commercial license (for companies or institutions inside the country)		
		2. Legal power of attorney if submitted through a registration agent		
		3. Document evidencing the request for deletion		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment .		
10	Average of completion period	One working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED10,000		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



1	Service Name	Complaints against Trademark Infringement			
2	Description of the service	This service allows the owner of a registered trademark, pursuant to the law, to submit a complaint against any person who forges or mimics the trademark, in a manner that misleads the public - insofar as the goods or services - for which the original trademark stands.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Companies, establishments and individuals			
8	Service Approval requirements	1. Trade license			
		2. Power of Attorney			
		3. Document evidencing the complaint			
9	Servicing of procedures and steps	1. Login to MOE website.			
		2. Choose the service from the list of services			
		3. Fill in the application data			
		4. Attach documents			
		5. Transfer the application to the relevant department for decision and inform the applicant officially of the decision			
10	Average of completion period	40 days			
11	Limitation of service	N/A			
12	Service interface with other services	N/A			
13	Service fees	N/A			
14	Payment Options	Credit Cards (visa.MasterCard)			
15	Servicing Periods	24hours/7days			
16	FAQ				





	Service Card		Service Code	
1	Service Name	Licence use of Trademark		
2	Description of the service	This service allows the trademark owner to license to a person or more, the use of the trademark for all or some of the products or services for which the trademark is registered.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1.Trade license for companies and institutions from within the country		
		2.Legal agency if the application is submitted through a registration agent's office		
		3.The license contract is notarized and certified		
		4. Valid mark registration certificate		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. Transfer the application to the relevant department for decision and inform the applicant officially of the decision		
10	Average of completion period	40 days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 1250 service fee		
		AED 750 Publication Fee in the Official Trademark Bulletin		
		Total AED 2000		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7 days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Register Trademark		
2	Description of the service	This service enables the registration of a new trademark, whereby the registration application is examined and reviewed to verify that the trademark to be registered is not identical or similar to one previously registered or requested from the Ministry of Economy. .		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. In the event that the application is submitted in a personal name and the trademark owner is from within the country, a license is not required		
		2. A commercial license is required if the application is submitted in the name of a company or institution		
		3. Compulsory legal power of attorney if the application is submitted through a trademark registration agent registered in the trademark register		
		4. In the event that the trademark owner is from outside the country, it is obligatory to submit the application through a registration agent and to attach the legal and notarized power of attorney.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment (AED 750)		
		6. Transfer the application to the relevant department for decision and inform the applicant officially of the decision within 90 days from the date of filing the application.		
		7. After the application is accepted, the customer is notified of the acceptance decision, and the customer must pay AED 750 of publishing fees in the official bulletin of the administration.		
		** Fines shall be imposed in case of delay in paying publication fees after 30 days from the date of receiving the acceptance decision as follows:		



		##Fees for delay in paying the fees for publishing the trademark: 100 dirhams, with a maximum of AED 1,000 annually, and the entire month is calculated. 8. Accepted marks are published in the Official Trademark Bulletin, which is issued twice a month. 9. An objection period of 30 days is calculated from the date of issuing the Trademarks Bulletin. 10. After the objection period ends, the final registration fee of AED 5000 must be paid and a mark registration certificate issued within 30 days from the end of the objection period. ** Fines shall be imposed in case of delay in paying the final registration fees after 30 days from the end of the objection period as follows: ##Fees for delay in paying the trademark registration fees: 1000 dirhams, with a maximum of AED 10,000 annually, and the full part of the month is calculated.
10	Average of completion period	90 working Days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	750 AED to apply 750 AED Publication Fee 5000 AED Final Registration Fee Total AED 6500
14	Payment Options	Credit Cards (visa. MasterCard)
15	Servicing Periods	24 hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	International trademark registration (Madrid Protocol)		
2	Description of the service	This service enables holders registered in the Ministry to deposit electronically to request the registration of an international trademark by Madrid, where when a single request and payment of a single set of fees, you can obtain the protection in more than 125 States, and this system facilitates the modification of the wallet of the global trademark or its renewal or expansion through a single central system, Once the Ministry receives the request electronically via the link, the Ministry endorsed the request and sends it to the WIPO directly to give it to the States to be registered therein.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals (National, doicile or companies and IP Agent)		
8	Service Approval requirements	1. Local companies, individuals, and institutions from within the country must have an application or registration of trademark		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services (external e-filing website)		
		3. Fill in the application data		
10	Average of completion period	12 TO 18 MONTHS from the date of receiving the application by the designated countries (2 months to send to WIPO)		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	It is paid through the website of the World Intellectual Property Organization		
		It is calculated according to the number of countries in which the trademark is required to be protected		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Trademark Agent Registration		
2	Description of the service	This service allows the customer to submit a request for registering a trademark registration agent in the registry, as per terms and conditions.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Commercial license		
		2. Legal agency if the application is submitted through a registration agent		
		3. Documents stipulated by Ministerial Resolution No. 80 of 2005 regarding trademark registration agents		
		1. Trade license		
		2. University degree		
		3. Not sentenced		
		4. Signature approval		
		5. Experience		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Transfer the application to the relevant department for decision and inform the applicant officially		
10	Average of completion period	2 weeks		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Trademark Inquiry for Government		
2	Description of the service	This service is only provided to relevant government entities and allows them to submit a request inquiring about trademarks.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	N/A		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Receive the results of the inquiry at the same time		
10	Average of completion period	Immediate		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Submit a Priority Document		
2	Description of the service	This service allows the customer to submit a priority document within 30 days from the date of submitting the registration application.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	The document of a priority.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	30 days from the date of submitting the registration request		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code		
1	Service Name	Transfer Trademark			
2	Description of the service	This service allows the customer to transfer ownership of a trademark - with all rights thereof - from one owner to another.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Companies, establishments and individuals			
8	Service Approval requirements	1. Trade license (for companies or institutions inside the country)			
		2. A legal power of attorney if submitted through a registration agent			
		3. Valid registration certificate			
		4. Notarized trademark transfer contract			
9	Servicing of procedures and steps	1. Login to MOE website.			
		2. Choose the service from the list of services			
		3. Fill in the application data			
		4. Attach documents			
		5. Electronic payment			
		6. The application is referred to the competent department for consideration and the applicant is officially notified of the decision.			
10	Average of completion period	40 working days			
11	Limitation of service	N/A			
12	Service interface with other services	N/A			
13	Service fees	AED 1250 service fee			
		AED 750 Publication Fee in the Official Trademark Bulletin			
		Total AED 2000			
14	Payment Options	Credit Cards (visa.MasterCard)			
15	Servicing Periods	24hours/7days			
16	FAQ				



	Service Card		Service Code	
1	Service Name	Submit a Power of Attorney		
2	Description of the service	This service allows the customer to submit the Power of Attorney within 30 days from the date of submitting the registration application.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	The legal power of attorney for the registration agent is notarized and certified		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	90 days from the date of submitting the registration request		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7 days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Trademark License Cancellation		
2	Description of the service	This service allows the trademark owner or license beneficiary to submit a request for cancelling the license registration.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1.Trade license for companies and institutions from within the country		
		2.Legal agency if the application is submitted through a registration agent's office		
		3.The license contract is notarized and certified		
		4. A valid license to use the mark		
		5. An official letter explaining the reason for canceling the license		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. Transfer the application to the relevant department for decision and inform the applicant officially of the decision		
10	Average of completion period	40 days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 350 dirhams service fee		
		AED 750 Publication Fee in the Official Trademark Bulletin		
		Total AED 1100		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Pay Publishing Fees For Trademark Registration		
2	Description of the service	This service allows payment of trademark publication fees - following the acceptance decision - so that the trademark is announced in the Department's official bulletin. This is in addition to publication in two local Arabic newspapers for one day only, by the applicant and at his own expense.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Legal power of attorney if submitted through a registration agent		
9	Servicing of procedures and steps	1.Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment (AED 750)		
		Note: The fine for late payment of publication fees is (AED 100) per month and a maximum of(AED 1,000 annually.		
10	Average of completion period	Immediately		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	750 AED		
		Note: The fine for late payment of publication fees is (AED 100) per month and a maximum of(AED 1,000 annually.		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Renew Registration of Trademark		
2	Description of the service	This service allows the customer to submit an application for renewing the trademark's protection period for another ten years, without an additional examination or allowing others to object to the renewal.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Commercial license (for companies or institutions inside the country)		
		2. Legal power of attorney if submitted through a registration agent		
		3. Trademark registration certificate		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment (in case of fees)		
		6. the renewal certificate is issued directly.		
		7. The renewal is also published in the Official Trademark Bulletin		
		<u>Note:</u> The customer can complete all the steps without any interference from the administration, and before issuing the administration's official bulletin.		
10	Average of completion period	1 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 6500 During the ten year of the duration of protection		
		AED 7250 within 6 months after the end of the protection period		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Trademark Agent Registration Renewal		
2	Description of the service	This service allows the customer to submit a request for renewing a trademark registration agent in the registry, as per terms and conditions.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. Power of Attorney		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	4 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Grievance Request Against the Department's Decision Regarding a Trademark		
2	Description of the service	This service allows the customer to file a grievance against a decision issued by the department regarding a trademark.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Commercial license		
		2. Legal agency		
		3. The document indicative of the grievance		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Transfer the application to the relevant department for decision and inform the applicant officially of the decision		
10	Average of completion period	40 days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	There are no grievance fees against the decision to refuse to register the mark issued by the Technical Inspection Department		
		AED 7500 grievance against the decision to dismiss the objection		
		AED 1850 grievance against the decision to refuse to introduce any addition or modification to the registered mark		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Objection to the Acceptance of a Trademark Registration		
2	Description of the service	TThis service allows the customer to submit an application for the purpose of objecting to the acceptance of the registration of a trademark within thirty (30) days from the date of issuing the trademark official bulletin.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments , individuals and IP Agent		
8	Service Approval requirements	1. Supporting evidence		
		2. Legal agency (if applied by Agent)		
		3. Opposition statement		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. Transfer the application to the relevant department and send notice of opposition, fixing hearing session, then decision.		
10	Average of completion period	90 days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED7,500		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Responding to an Objection against the Acceptance of Trademark Registration		
2	Description of the service	This service allows the customer to submit an application for responding to an objection against accepting the registration of a trademark, within thirty (30) days from the date of the latest announcement.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. Power of Attorney		
		3. The document evidencing the response to the objection		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	30 days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Request a Hearing Regarding a Trademark - Objector		
2	Description of the service	This service allows the customer to submit a request for holding a hearing to consider an objector's statements regarding registration of a trademark.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license 2. Power of Attorney		
9	Servicing of procedures and steps	1. Login to MOE website. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents 5. Electronic payment		
10	Average of completion period	N/A		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED350		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Request a Hearing Regarding a Trademark - Objectee		
2	Description of the service	This service allows the customer to submit a request for holding a hearing to consider the statements of the objected against, regarding registration of a trademark.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. Power of Attorney		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
10	Average of completion period	N/A		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED350		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Filling-in Old Trademark Agent Registration Information		
2	Description of the service	This service allows the customer to submit a request for filling-in the information of a trademark registration agent in the registry, as per terms and conditions.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license 2. Power of Attorney		
9	Servicing of procedures and steps	1. Login to MOE website. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents		
10	Average of completion period	30 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Trademark Agent Registration Modification		
2	Description of the service	This service allows the customer to submit a request for modifying the details of a trademark registration agent in the registry, as per terms and conditions.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. Power of Attorney		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	4 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Trademark Modification		
2	Description of the service	Through this service, the customer can submit a request for: * Changing the name, title, occupation or nationality of the owner; or his chosen domicile for correspondences and documents relating to registration. * Modification or addition to the trademark logo, such that does not fundamentally impact its * Adding products or services allocated to the trademark; as listed under the same category for which the trademark is registered.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	Note:the modification request is submitted for each service separately. 1. Trade license (for companies or institutions inside the country) 2. A legal power of attorney if submitted through a registration agent 3. Valid registration certificate 4. Documents according to the type of modification : * The document evidencing the modification of the owner's data in case the modification was to the owner's data. * Modified trademark image in case the modification was to the trademark image		



		* List of products or services amended, provided that they are in the same category in which the mark was registered in case the modification was to the products or services .
9	Servicing of procedures and steps	1. Login to MOE website. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents 5. Electronic payment . 6. The application is referred to the competent department for consideration and the applicant is officially notified of the decision. 7. A 30-day objection period is granted, from the date of publication in the trademarks bulletin for (Modified trademark image and modification to the products or services)
10	Average of completion period	40 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	AED 350 service fee AED 750 Publication Fee in the Official Trademark Bulletin Total AED 1100 . Note: The fees for each modification are calculated separately, and accordingly, the modification request is submitted for each service separately.
14	Payment Options	Credit Cards (visa. MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Change Trademark Agent		
2	Description of the service	This service enables submitting a request for the purpose of changing the trademark registration agent.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license (for companies or institutions inside the country)		
		2. Legal power of attorney for the new agent.		
		3. Valid registration certificate		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment (in case of fees)		
		6. The application is referred to the competent department for consideration and the applicant is officially notified of the decision.		
10	Average of completion period	40 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 350 service fee		
		AED 750 Publication Fee in the Official Trademark Bulletin		
		Total AED 1100		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code		
1	Service Name	Pay Registration Fees For Trademark			
2	Description of the service	This service allows the examination and reviewing of the registration application and verifying that the trademark to be registered is not identical or similar to one previously registered or requested from the Ministry of Economy. For trademarks related to the control or examination of certain products, the department shall verify the minister's approval of the same.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Companies, establishments and individuals			
8	Service Approval requirements	1. Legal power of attorney if submitted through a registration agent			
9	Servicing of procedures and steps	1.Login to MOE website.			
		2.Choose the service from the list of services			
		3. Fill in the application data			
		4. Attach documents			
		5. Electronic payment (AED 5000)			
		Note: The fine for delaying the payment of the final registration fees is AED 1000 per month, with a maximum of AED 10,000 .			
10	Average of completion period	Immediately			
11	Limitation of service	N/A			
12	Service interface with other services	N/A			
13	Service fees	5000 AED			
		Note: The fine for delaying the payment of the final registration fees is AED 1000 per month, with a maximum of AED 10,000 .			
14	Payment Options	Credit Cards (visa. MasterCard)			
15	Servicing Periods	24hours/7days			
16	FAQ				



	Service Card		Service Code	
1	Service Name	Trademark Mortgage Cancellation		
2	Description of the service	This service allows the trademark owner to submit a request for cancelling the trademark mortgage, following the lapse thereof.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	Trade license.		
		Power of Attorney.		
		Document of the cancellation trademark mortgage.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment (in case of fees)		
		6. The application is referred to the competent department for consideration and the applicant is officially notified of the decision.		
10	Average of completion period	40 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 350 service fee		
		AED 750 Publication Fee in the Official Trademark Bulletin		
		Total AED 1100		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			





	Service Card		Service Code			
1	Service Name	Registered Trademark Cancellation by Owner Request				
2	Description of the service	This service allows the owner of the registered trademark or his legal agent to submit a request for cancelling the registration of a trademark, for all - or part of - the goods, products or services registered.				
3	Package	N/A				
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse	
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary		
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural	
7	Categories of target customers	Companies, establishments and individuals				
8	Service Approval requirements	<u>Registered</u>		<u>Unregistered</u>		
		1. Trade license (for companies or institutions inside the country)		1. Trade license (for companies or institutions inside the country)		
		2. Legal power of attorney if submitted through a registration agent		2. Legal power of attorney if submitted through a registration agent		
		3. A valid registration certificate		3. An official letter explaining the reason for cancellation		
		4. An official letter explaining the reason for cancellation				
9	Servicing of procedures and steps	1. Login to MOE website.				
		2. Choose the service from the list of services				
		3. Fill in the application data				
		4. Attach documents				
		5. Electronic payment (in case of fees)				
		6. The application is referred to the competent department for consideration and the applicant is officially notified of the decision.				
10	Average of completion period	<u>Registered</u> / 40 working days		<u>Unregistered</u> / 1 work day		
11	Limitation of service	N/A				
12	Service interface with other services	N/A				



13	Service fees	<u>Registered/</u> AED 750 Publication Fee in the Official Trademark Bulletin	<u>Unregistered/</u> N/A
14	Payment Options	Credit Cards (visa. MasterCard)	
15	Servicing Periods	24 hours/7 days	
16	FAQ		

	Service Card		Service Code	
1	Service Name	Trademark Agent Registration Cancellation		
2	Description of the service	This service allows the customer to submit a request for cancelling a trademark registration agent from the registry, as per terms and conditions.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license 2. Power of Attorney		
9	Servicing of procedures and steps	1. Login to MOE website. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents		
10	Average of completion period	Immediately		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24hours/7 days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Copy of Trademark Renewal Certificate		
2	Description of the service	This service allows the customer to submit a request for issuing a true copy of the trademark renewal certificate.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. Power of Attorney		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
10	Average of completion period	1 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED150		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Copy of Trademark Registration Certificate		
2	Description of the service	This service allows the customer to submit a request for issuing a true copy of the trademark registration certificate.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. Power of Attorney		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
10	Average of completion period	1 day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED150		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Enquire About Registration of Trademarks		
2	Description of the service	This service allows the customer to submit a request for searching the trademarks registry, to investigate the existence of a trademark that has been submitted or registered, similar to the trademark proposed.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	N/A		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Electronic payment (AED 350)		
		5. Receive the results of the inquiry at the same time		
10	Average of completion period	Immediate		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED350		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7 days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	To Whom It May Concern Certificate - Registered Trademark		
2	Description of the service	This service allows the customer to submit a request for issuing To Whom It May Concern Certificate for a registered trademark.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. Power of Attorney		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
10	Average of completion period	1 day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED150		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	To Whom It May Concern Certificate - Unregistered Trademark		
2	Description of the service	This service allows the customer to submit a request for issuing To Whom It May Concern Certificate for an unregistered trademark		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	N/A		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Electronic payment		
10	Average of completion period	1 day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED150		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Trademark Information Certificate		
2	Description of the service	This service allows the customer to submit a request for issuing the trademark information certificate.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	N/A		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Electronic payment		
10	Average of completion period	1 day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED150		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7 days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	License Usage of Internal Trademark		
2	Description of the service	This service allows the trademark owner to license to a person or more, the use of the trademark for all or some of the products or services for which the trademark is registered.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1.Trade license for companies and institutions from within the country		
		2.Legal agency if the application is submitted through a registration agent's office		
		3.The sub-licensing contract is notarized and certified.		
		4. Valid mark registration certificate		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. Transfer the application to the relevant department for decision and inform the applicant officially of the decision		
10	Average of completion period	40 days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 1250 service fee		
		AED 750 Publication Fee in the Official Trademark Bulletin		
		Total AED 2000		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Trademark Product Modification		
2	Description of the service	This service allows the customer to submit a request for adding products or services allocated to the trademark; as listed under the same category for which the trademark is registered.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. A legal power of attorney if submitted through a registration agent		
		Valid registration certificate		
		List of products or services amended, provided that they are in the same category in which the mark was registered		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
10	Average of completion period	40 working days		
		Note: A 30-day objection period is granted, from the date of publication in the trademarks bulletin.		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 350 service fee		
		AED 750 Publication Fee in the Official Trademark Bulletin		
		Total AED 1100		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Trademark Logo Modification		
2	Description of the service	This service allows the customer to request modification or addition to the trademark logo, such that does not fundamentally impact its identity.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. A legal power of attorney if submitted through a registration agent		
		3. Valid registration certificate		
		4. Modified trademark image.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. The application is referred to the competent department for consideration and the applicant is officially notified of the decision.		
10	Average of completion period	40 working days		
		Note: A 30-day objection period is granted, from the date of publication in the trademarks bulletin.		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 350 service fee		
		AED 750 Publication Fee in the Official Trademark Bulletin		
		Total AED 1100		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Amend Trademark Owner Information		
2	Description of the service	Through this service, the customer can submit a request for changing the name, title, occupation or nationality of the owner; or his chosen domicile for correspondences and documents relating to registration.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. A legal power of attorney if submitted through a registration agent		
		3. Valid registration certificate		
		4. The document evidencing the modification of the owner's data.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. The application is referred to the competent department for consideration and the applicant is officially notified of the decision.		
10	Average of completion period	40 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 350 service fee		
		AED 750 Publication Fee in the Official Trademark Bulletin		
		Total AED 1100		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Unregistered Trademarks Cancellation		
2	Description of the service	This service allows submitting a request for the purpose of cancelling an unregistered trademark.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. A legal power of attorney if submitted through a registration agent		
		3. An official letter explaining the reason for cancellation		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. The application is referred to the competent department for consideration and the applicant is officially notified of the decision.		
10	Average of completion period	1 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Cancel Trademark		
2	Description of the service	This service allows the owner of the registered trademark or his legal agent to submit a request for cancelling the registration of a trademark, for all - or part of - the goods, products or services registered.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Trade license		
		2. A legal power of attorney if submitted through a registration agent		
		3. A valid registration certificate		
		4. An official letter explaining the reason for cancellation		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. The application is referred to the competent department for consideration and the applicant is officially notified of the decision.		
10	Average of completion period	40 days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 750 Publication Fee in the Official Trademark Bulletin		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





Trade Remedies Services





	Service Card		Service Code	
1	Service Name	Certificate of export of steel scrap		
2	Description of the service	the applicant must submit an application to export steel scrap upon the reception of the application, the Directorate verify the application and ensure that the payment was made in order to issue the export certificate of steel scrap		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	exporters of steel scrap		
8	Service Approval requirements	1. Commercial invoice		
		2. Receipt of payment of fees		
9	Servicing of procedures and steps	1. Login to MOE webeit.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Review of the application		
		6. Pay the application fee		
		7. Issuance of the certificate		
10	Average of completion period	3 hours		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED150		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Export permission of wheat and wheat flour		
2	Description of the service	The applicant must submit an application to export wheat and wheat flour upon the reception of the application, the directorate will verify the application and ensure that it does not conflict with ministerial .decisions and circulars issued on this regard,		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Wheat producers and exporters		
8	Service Approval requirements	Trading license		
		Purchasing invoice		
		Customs declaration copy of importing		
		Customs declaration copy of re-exporting		
		Customs declaration copy of exporting		
		Certificate Of Origin		
9	Servicing of procedures and steps	1. Login to MOE webeit.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Review of the application		
		6. Getting approval		
		7. Issuance of the certificate		
10	Average of completion period	Two working days		
11	Limitation of service	Days 30		
12	Service interface with other services	N/A		
13	Service fees	Free from charge		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			





Private Joint Stock Companies Services





	Service Card		Service Code	
1	Service Name	Filling Information of Old Registered Private Joint Stock Company		
2	Description of the service	This service provides entrance of the Private Joint Stock Company data which is available for the registered companies on the E-Services Portal for the purposes of uploading the required attachments and information in the ledger of Private Joint Stock Companies.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Private joint stock companies (or agents thereof)		
8	Service Approval requirements	1. Feasibility study for incorporating a private shareholding company		
		2. The CVs of the founders		
		3. Attestation by the founders for completing all registration procedures		
		4. Administrative decision by the competent local authorities, approving company incorporation		
		5. Statute, certified by the Chairman of the Board		
		6. Bank letter indicating the deposit of capital, in full		
		7. Certified articles of incorporation		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	1 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			





Service Card		Service Code			
1	Service Name	Register Private Joint Stock Companies			
2	Description of the service	This service allows submitting an application to establish a private shareholding and issuance of a company establishment certificate, verifying the company's completion of the required legal prerequisites. Pursuant to the establishment certificates, a trade license is obtained from the competent local authority. Then registration certificate in the private joint stock companies registry, verifying that the company has fulfilled the legal prerequisites for establishment, obtained the trade license from the competent local authority and may legally engage in business activities.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Private joint stock companies (or agents thereof)			
8	Service Approval requirements	1. A trade name must be reserved with the competent authority			
		2. The approval of other licensing entities must be obtained, where required			
		3. The date, time and location for convening the constituent assembly meeting must be specified			
		4. Feasibility study for incorporating a private shareholding company			
		5. The CVs of the founders			
		6. Attestation by the founders for completing all registration procedures			
		7. Draft articles of incorporation			
		8. Draft statute			
		9. Administrative decision by the competent local authorities, approving company incorporation			
		10. Certified articles of incorporation			
		11. Statute, certified by the Chairman of the Board			
		12. Bank letter indicating the deposit of capital, in full			
9	Servicing of procedures and steps	1. Login to MOE website.			
		2. Choose the service from the list of services			
		3. Fill in the application data			
		4. Attach documents			
		5. Follow-up the application electronically			
		6. Receive feedback and electronic approvals			





10	Average of completion period	1 working day
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	AED15,000
		The fee is obtained in two stages:
		** 7500 AED issuance of a company establishment certificate.
		** 7500 AED registration certificate in the private joint stock companies
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24 hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Amend Registration of Private Joint Stock Companies		
2	Description of the service	This service allows the declaration of amendments to the company's statute and registration details. The amendment certificate is issued, reflecting changes to the members of the board and the formation of positions. Pursuant to the amendment certificate, the company is able to modify the trade license and commercial registration with the competent local authorities.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Private joint stock companies (or agents thereof)		
8	Service Approval requirements	1. A general assembly meeting must be convened to acknowledge amendments to the articles of incorporation, company statute and members of the board.		
		2. Minutes of the general assembly's meeting, indicating acknowledgement of amendments and the changing composition of board members.		
		3. Copy of the appendix for amending articles of incorporation, duly documented.		
		4. Copy of the appendix for amending the statute, approved by the Chairman of the Board.		
		5. List of shareholder details, approved by the shares registrar.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	1 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			





Service Card		Service Code			
1	Service Name	Renew Registration of Private Joint Stock Companies			
2	Description of the service	This service allows customers to submit their requests for renewing the registration of private joint stock companies.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Private joint stock companies (or agents thereof)			
8	Service Approval requirements	1. True copy of the trade license			
		2. Minutes of meeting of the annual general assembly			
		3. Latest balance sheet approved by an external auditor			
		4. List of shareholders, certified by the company's shares registrar			
		Note : A delay penalty valued AED 500 is imposed monthly, at a maximum of AED 5000 per annum, should the renewal be requested the following day after the expiration of the registration/renewal certificate with the Ministry of Economy. If the expiration date falls on an official holiday, the delay penalty shall be computed starting the end of the day following the expiration or the official holiday, as the case may be.			
9	Servicing of procedures and steps	1. Login to MOE website.			
		2. Choose the service from the list of services			
		3. Fill in the application data			
		4. Attach documents			
		5. Follow-up the application electronically			
		6. Receive feedback and electronic approvals			
10	Average of completion period	1 working day			
11	Limitation of service	N/A			
12	Service interface with other services	N/A			
13	Service fees	N/A			



		Note : A delay penalty valued AED 500 is imposed monthly, at a maximum of AED 5000 per annum, should the renewal be requested the following day after the expiration of the registration/renewal certificate with the Ministry of Economy. If the expiration date falls on an official holiday, the delay penalty shall be computed starting the end of the day following the expiration or the official holiday, as the case may be.
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Deregister Private Joint Stock Companies		
2	Description of the service	This service allows customers to cancel the registration of a company that is registered in the Ministry of Economy's private joint stock companies registry.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Private joint stock companies (or agents thereof)		
8	Service Approval requirements	1. A general assembly meeting must be convened to appoint a certified liquidator.		
		2. Minutes of the general assembly's meeting , approving company liquidation and appointing the certified liquidator for instigating liquidation procedures.		
		3. Letter from the liquidator confirming acceptance of appointment.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	1 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			



Technical Support Service





	Service Card		Service Code	
1	Service Name	Technical Support		
2	Description of the service	Service provided by the Ministry Of Economy to support its customers and receive technical support requests for managing user accounts and support requests for electronic services		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Users of the Ministry's electronic services		
8	Service Approval requirements	N/A		
9	Servicing of procedures and steps	N/A		
10	Average of completion period	N/A		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





Intellectual Property Services





	Service Card		Service Code	
1	Service Name	Add Material Application		
2	Description of the service	Registration of copyrights covered by contracts of companies and establishments exercising the activity of importation and distribution of intellectual works		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Companies or establishments applying for this service must have a media license from the Ministry of Culture and Youth to conduct the activity of importing and distributing intellectual works.		
		2. Documents verifying the legal relationship permitting import and distribution		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Pay application fees.		
		6. Issue certificate		
10	Average of completion period	One working day		
11	Limitation of service	N/A		
12	Service interface with other services	Ministry of Culture and Youth		
13	Service fees	AED 350 per application (provided that each application does not exceed ten works)		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24hours/7 days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Register Compilations		
2	Description of the service	Receipt of applications for registration of individual or corporate authors' rights		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Application must be submitted by the author in person, by the rights holder or agent thereof, pursuant to duly notarised documents.		
		2. For individuals - a copy of the authors' Emirates ID (both sides)		
		3. For companies and government entities - a copy of the Emirates ID (both sides)		
		4. Commercial license		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Accept the undertaking of correctness of information and registration.		
		6. Pay application fee of AED 50 for natural persons or AED 200 for juridical persons.		
		7. The application is accepted and studied by a competent officer,		
		8. in case of missing information, the customer shall sign in to his account and complete the requirements stated in the application.		
		9. If the application meets all conditions, copyright registration certificate will be issued .		
10	Average of completion period	3 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED 50 per application for natural persons AED 200 per application for legal persons		
14	Payment Options	Credit Cards (visa.MasterCard)		





15	Servicing Periods	24 hours/ 7days
16	FAQ	

	Service Card		Service Code	
1	Service Name	Register Importer and Distributor Copyright		
2	Description of the service	Registration of copyrights covered by contracts of companies and establishments exercising the activity of importation and distribution of intellectual works		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	Companies or establishments applying for this service must have a media license from The Ministry of Culture and Youth to conduct the activity of importing and distributing intellectual works.		
		Documents verifying the legal relationship permitting import and distribution		
		First: the application for registration of rights of importing or distributing the intellectual works shall include the following information & documents:		
		1.The title, type and language of the intellectual work,		
		2.The name and address of the producing entity and the place of production.		
		3.The document proving the legal relationship, permitting import and distribution stating the following:		
		• The geographic area agreed upon for distributing the work.		
		• The period of financial exploitation of the work.		
		• Methods for the financial exploitation of the work.		
		• Date and Place of signature of the document referred to herein.		
		• The official authentication of the document according to the established rules.		
		4. A legal translation of the document into Arabic if written in a foreign language.		
		Second documents to be provided with the application (provided they are submitted once a year and are copy of the following:		



		• License for the conduct of activity issued by the competent department in the Ministry.
		• Chamber of Commerce and Industry Certificate in the Emirate where the place of business of legal person is situated.
		• The license of the municipality, the Department of Economic Development or any other concerned authority in the Emirate where the place of business of legal person is situated.
		Note:
		• All submitted applications shall be printed out on letterhead of the establishment and their data shall be completed in Arabic. Such applications shall be signed only by the owner of the establishment or the authorized signatories by virtue of an authorization attested by Notary Public, taking into account the preparation of list of content names of lectures, Anasheed, movies, songs), depending on the nature of each intellectual work.
		• Attach confirmation letter from contracting company in case of addition.
		• Natural or juridical person shall not exercise any activity related to intellectual works including import, distribution, sale, lease or lending unless he/it is registered in the register and has a license from Ministry of Culture and Youth
9	Servicing of procedures and steps	1. Login to MOE website.
		2. Choose the service from the list of services
		3. Fill in the application data
		4. Attach documents
		5. Pay application fees.
		6. Receipt of the outputs (electronic)
10	Average of completion period	One working day
11	Limitation of service	Limited according to the rights specified in the submitted contracts
12	Service interface with other services	Ministry of Culture and Youth
13	Service fees	AED 750 for opening a file for the first time
14	Payment Options	Credit Cards (visa. MasterCard)



15	Servicing Periods	24 hours/7days
16	FAQ	

	Service Card	Service Code	
1	Service Name	Copyright infringement	
2	Description of the service	Receiving complaints related to copyright infringement from authors, right holders or their agents.	
3	Package	N/A	
4	Channels providing the service	☒ MOE website	☒ MOE smart app ☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service ☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational ☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals	
8	Service Approval requirements	1. Application must be submitted by the author in person, by the rights holder or agent thereof, pursuant to duly notarized documents.	
		2. Document identifying the capacity of the applicant	
		3. Documents indicating infringement	
		4. Documents proving the applicant's ownership of the intellectual works or his client's ownership of the intellectual works that are the subject of the complaint	
9	Servicing of procedures and steps	1. Login to MOE website.	
		2. Choose the service from the list of services	
		3. Fill in the application data	
		4. Attach documents	
		5. Pay application fees.	
10	Average of completion period	7 working days	
11	Limitation of service	N/A	
12	Service interface with other services	N/A	
13	Service fees	AED 100 for natural persons AED 350 for legal persons	
14	Payment Options	Credit Cards (visa. MasterCard)	
15	Servicing Periods	24 hours/ 7days	
16	FAQ		



	Service Card		Service Code	
1	Service Name	Register New Contract		
2	Description of the service	Registration of copyrights covered by contracts of companies and establishments exercising the activity of importation and distribution of intellectual works		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Companies, establishments and individuals		
8	Service Approval requirements	1. Companies or establishments applying for this service must have a media license from the Ministry of Culture and Youth to conduct the activity of importing and distributing intellectual works.		
		2. Documents verifying the legal relationship permitting import and distribution		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Pay application fees.		
10	Average of completion period	One working day		
11	Limitation of service	According to contracts.		
12	Service interface with other services	Ministry of Culture and Youth		
13	Service fees	There is no fee for a new contract. The fee is calculated in the case of adding a material of AED 350		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24 hours/7 days		
16	FAQ			



Foreign Company Services





	Service Card		Service Code	
1	Service Name	Re-Register Cancelled Foreign Company		
2	Description of the service	This service allows the re-registration of a foreign establishment branch. Any administratively-cancelled establishment may submit a request for re-registration.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	UAE nationals, residents, foreign companies		
8	Service Approval requirements	Any administratively-cancelled establishment may request re-registration, subject to the following:		
		** Submit all recently issued and required documents		
		** Present a bank guarantee as per the prescribed form		
		** Pay the fees due for the branch/office		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Verify the accuracy of inserted data and attached documents.		
		6. The request is accepted upon ensuring payment of the required fees - or rejected - while sending a message to the establishment via the eSystem clarifying the reasons for this.		
10	Average of completion period	1 day work		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	Collection of the value of the bank guarantee that was liquefied with payment of the remanding fee ,if any		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7 days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Re-Register Cancelled Foreign Company		
2	Description of the service	This service allows the re-registration of a foreign establishment branch. Any administratively-cancelled establishment may submit a request for re-registration.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	UAE nationals, residents, foreign companies		
8	Service Approval requirements	Any administratively-cancelled establishment may request re-registration, subject to the following:		
		** Submit all recently issued and required documents		
		** Present a bank guarantee as per the prescribed form		
		** Pay the fees due for the branch/office		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Verify the accuracy of inserted data and attached documents.		
		6. The request is accepted upon ensuring payment of the required fees - or rejected - while sending a message to the establishment via the eSystem clarifying the reasons for this.		
10	Average of completion period	1 day work		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	Collection of the value of the bank guarantee that was liquefied with payment of the remanding fee ,if any		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Foreign Company Cancellation		
2	Description of the service	Through this service, an establishment may request to be cancelled from the registry, should it opt to cease all activities in the UAE. The establishment must submit a request for this, approved by its administrative board or whomever it delegates, while attaching all the required documents.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	UAE nationals, residents, foreign companies		
8	Service Approval requirements	1. Ensure the validity of registration into the register at the time of submission of cancellation application; otherwise, the renewal fee and delay fines, if any shall be paid.		
		2. Original registration / renewal certificate in the MoE's registry		
		3. Proof of terminating the national agent's contract		
		4. Proof of publishing an announcement in two daily local papers, of which at least one is in Arabic, for one time only, regarding the invitation of creditors and other relevant parties to object before the Ministry of Finance. This shall be within one month from the publication date.		
		Note: The sum of the bank guarantee shall be released following publication of the cancellation announcement in the local papers.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Verify the accuracy of inserted data and attached documents.		
		6. Ensure validity of the registration upon presenting the cancellation request, otherwise the renewal fees will be paid along with delay penalties (if any)		
		7. Provide the establishment with the approved announcement form for publication in a local daily newspaper, at least one of which is in Arabic		
		8. Notify the concerned authority of the request		



		9. Release the bank guarantee following publication, pursuant to a letter directed to the issuing bank, to be delivered to the establishment's representative along with the original voided bank guarantee. 10. The request is accepted and the cancellation decision is issued following one month from the date of publishing the announcement Note: The establishment must fulfil the publication procedures within the validity of the registration, otherwise it must pay the due fees for renewal and the delay penalty if it fails to publish the announcement promptly. Should the establishment – following cancellation – wish to re-open the branch, the request shall be handled as follows: If the license is not cancelled by the concerned authority: ** Submit the registration renewal request as per the prescribed form ** Present the required bank guarantee ** Pay the fees and penalties, if any ** Issue the registration renewal certificate at the previous durations If the license is cancelled by the concerned authority: ** The request will be handled as a new license and all the recently-issued documents required must be attached. The establishment will also be given a new registration number
10	Average of completion period	day work
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	N/A
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24 hours/7 days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Licence Sale and Merger of Companies		
2	Description of the service	This service allows the sale/merger of a business with another establishment		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	UAE nationals, residents, foreign companies (transaction clearance offices)		
8	Service Approval requirements	1. True copy of the trade name reservation / initial approval of the competent authority in the emirate indicating the required activity (if the trade name and activity are subject to change as a result of sale/merger).		
		2. Resolution of the management body of both companies.		
		3. Certificate / statement of merger from competent authority in the country of incorporation of both companies.		
		4. True copy of the amendment of agency contract according to the new status or the termination of the contract and the submission of the new one.		
		5. Official certificate from the competent authority in the country of registration of the new company resulting from sale/merger stating: the name, legal form and capital of the company as well as the name of its owners and its business.		
		6. True copy of Authorization granted to the manager and his passport.		
		7. Original of certificate of registration / renewal of registration of branch(es) in the Ministry's register.		
		8. Payment of sale/merger fee (AED 7500) through E- Dirham for the head office of the company in the State. For branches, if any, only amendment is required through the occurrence of the change and payment of amendment fee for each branch accordingly.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Verify the accuracy of inserted data and attached documents.		
		6. Give the company the approved announcement form in order to be published for one time in any local newspaper issued in Arabic language.		





		7. Submit a bank guarantee equal to (AED 50,000) for each branch from a bank operating in the State.
		8. After 2 weeks of publication of announcement, accept the application after making sure that the prescribed fees were paid and amend the details of the company in the register by the previous company's branch registration number.
		9. Re-issue the new registration certificate (in case of expiry of registration at the time of issue, a renewal fee (AED 7500) shall be paid for each branch/office whose registration has expired) and note the sale process thereon.
		10. In the event of provision of new bank guarantee, the amended bank guarantee shall be released through a letter sent to the issuing bank and handed over to the company's representative with the original cancelled bank guarantee enclosed therewith.
		11. In the event of the application being rejected, a message is sent to the facility through the electronic system among the reasons for the rejection.
10	Average of completion period	3 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	AED7,500
14	Payment Options	Credit Cards (visa. MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Renew Registration of Foreign Establishment Branch		
2	Description of the service	This service allows an establishment to renew the registration of a foreign establishment branch. A request is submitted through MoE's website before expired date.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	UAE nationals, residents, foreign companies		
8	Service Approval requirements	1. Submit an application for renewal of the company's registration before the date of expiry on annual basis.		
		2. True copy of the competent authority license.		
		3. Official certificate from Mother company. (each 3 years)		
		4. Commercial License of juridical persons, indicating the name & nationality of shareholders .		
		5. The annual budget from an auditing office accredited in the ministry, except for representation offices		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Verify the accuracy of inserted data and attached documents.		
		6. The request is accepted - or rejected - while sending a message to the establishment via the eSystem clarifying the reasons for this.		
		7. Pay by online certificate is issued - valid for one year - to be renewed annually.		
10	Average of completion period	one day work		
11	Limitation of service	annually		
12	Service interface with other services	N/A		
13	Service fees	AED7,500		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Freeze Foreign Company Registration		
2	Description of the service	This service allows freezing the registration of the facility or one or all of its branches/offices in the country for a period ranging from one year to three consecutive years.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	UAE nationals, residents, foreign companies		
8	Service Approval requirements	The company may freeze the registration of any or all its branches/offices in the State for a period from 1 year to 3 consecutive years subject to the following:		
		**Advise the Ministry of the Decision of the Management Body or the authorized person stating the required freezing period and the grounds thereof.		
		**No labor is on the company from the competent entities, whether the Federal Authority for Identity and Citizenship or the Ministry of Human Resources and Emiratization, as the case may be.		
		**A proof that the company has frozen its registration with the competent authority.		
		**Payment of renewal fees for the period of registration freezing.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Verify the accuracy of inserted data and attached documents.		
		6. Accept the application after making sure that the prescribed fees were paid or reject the same and advise the company through the system of the reasons of rejection.		
10	Average of completion period	day work		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	7500 (per years)		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





Service Card		Service Code			
1	Service Name	Amend Registration of Foreign Establishment Branch			
2	Description of the service	This service allows an establishment to modify the registration of a foreign establishment branch. A request is submitted through MoE's website within one month from the date of amending the establishment's details, provided that all supporting documents are presented.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	UAE nationals, residents, foreign companies			
8	Service Approval requirements	1. The request must be submitted via the MOE website within one month from the date of the amendment, in addition to presenting the required documents on a case-by-case basis.			
		2. Documents must be submitted as follows:			
		All documents of the foreign company must be duly authenticated and certified and translated into Arabic by a certified translator in the country . Certificate or transcript from the concerned authority of the country in which the establishment was incorporated			
		Name of Establishment:			
		Trade name reservation certificate from the concerned authority		Official certificate from the concerned authority of the country in which the establishment was incorporated	
		Approval of the Central Bank of the UAE for banks and financial institutions and insurance companies.		Appendix of the amendment to the agency contract	
		Statement by the bank issuing the bank guarantee amending the name of the establishment or issuing a new bank guarantee			
		Legal Form:			
		Approval of the Central Bank of the UAE for banks and financial institutions and insurance companies.		Certificate or transcript from the concerned authority of the country in which the establishment was incorporated	
		Establishment's address in the country of origin:			
		Certificate or transcript from the concerned authority of the country in which the establishment was incorporated			
		Address of the establishment's branch in the UAE:			

9	Servicing of procedures and steps	Lease contract (the establishment shall be exempted from submitting the amendment request if the name of property owner is changed)	
		Bank Guarantee:	
		New bank guarantee from a bank operating in the UAE	
		Activities of the branch (addition, deletion, change):	
		Approval of the concerned authority in the emirate or a statement	Approval of the Central Bank of the UAE for banks and financial institutions and insurance companies.
		Capital:	
		All documents of the foreign company must be duly authenticated and certified and translated into Arabic by a certified translator in the country . Certificate or transcript from the concerned authority of the country in which the establishment was incorporated	
		Service Agent:	
		Agreement termination/letter of termination from the previous agent	True copy of the agency contract concluded between the establishment and the agent
		A copy of the agent's ID - if he is a natural person or the owner of an individual institution. If the agent is a legal person, the following must be attached: copy of the establishment's commercial license, name and nationality of partners as issued by the concerned authority at the emirate in which the establishment is registered.	
		Names of establishment owners:	
		Commercial registration, articles of incorporation or company statute, as the case may be	
		Establishment Branch Manager or Regional Manager:	
		True copy of passport	Authorisation issued from the mother company to the new Manager
		Approval of the Central Bank of the UAE for banks and financial institutions and insurance companies.	
	Servicing of procedures and steps	1. Login to MOE website.	
		2. Choose the service from the list of services	
		3. Fill in the application data	
		4. Attach documents	
		5. Verify the accuracy of inserted data and attached documents.	
		6. The request is accepted - or rejected - while sending a message to the establishment via the eSystem clarifying the reasons for this.	
		7. Pay the fee .	
		8. If the modification involves the name of the establishment, an announcement shall be published - as per the MoE's prescribed form - in a local paper issued in Arabic for one time only.	
		9. The request is accepted in the registry following one week from the date of publication	



		10. If the bank guarantee is changed, this shall be done pursuant to a letter directed to the issuing bank, to be delivered to the establishment's representative, along with the original bank guarantee
10	Average of completion period	One working day
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	AED1,500
14	Payment Options	Credit Cards (visa. MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	

	Service Card		Service Code	
1	Service Name	Foreign Company Initial Approval Modification		
2	Description of the service	his service allows the customer to modify the initial approval data to issue the license.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	UAE nationals, residents, foreign companie		
8	Service Approval requirements	1. The application shall be submitted through the Ministry's website within (1) one month from the date of amendmen		
		2. The following supporting documents shall be furnished:		
		1. Name of the company:	Trade name reservation certificate issued by the competent authority	Official certificate issued by the competent authority in the country of incorporation of the company
			Agency Contract Amendment	Consent of UAE central bank for banks and financial institutions
			Consent of Insurance Authority for insurance companies and related professions	Statement from the bank, which issued the bank, guarantee indicating the change in the name of the company in the previously issued bank guarantee or the issuance of a new bank guarantee.

		2. Legal Form:	Certificate or extract from the competent authority in the country of incorporation of the company	Consent of UAE central bank for banks and financial institutions and consent of Insurance Authority for insurance companies and related professions.	
			Consent of Insurance Authority for insurance companies and related professions.		
		3. Company address in home country:	Certificate from competent authority in the country of incorporation of the company.		
		4. Branch activity: (addition, deletion, change)	Consent of the competent authority in the emirate	Consent of the UAE central bank for banks and financial institutions and consent of Insurance Authority for insurance companies and related professions.	
			Consent of Insurance Authority for insurance companies and related professions.		
		5.Capital:	Certificate or extract from the competent authority in the country of incorporation of the company.		
		6. Local Agent:	True copy of agency contract made between the company and the agent.	True copy of ID of the agent is he is an individual or owner of an individual establishment and, in if the agent is a body corporate, copy of the commercial license along with the statement of names of shareholders and their nationality issued by the competent authority in the emirate in which the company is registered.	
				Contract of termination of agreement / letter of termination of previous agent.	
7. Names of company's owners:	Commercial register, Memorandum of association or articles of association, as the case may be.				
9	Servicing of procedures and steps	1. Login to MOE website.			
		2. Choose the service from the list of services			
		3. Fill in the application data			
		4. Attach documents			
		5. Verify the accuracy of inserted data and attached documents.			
		6. The request is accepted upon ensuring payment of the required fees - or rejected - while sending a message to the establishment via the eSystem clarifying the reasons for this.			
		7. If the amendment concerns the name of the company, a one-time announcement shall be published in any local newspaper issued in Arabic using the Ministry's approved form. The application shall be accepted in the register one week following the date of publication.			



		8. In the event of change of bank guarantee, the changed bank guarantee shall be released through a letter sent to the issuing bank and handed over to the company's representative with the original released bank guarantee enclosed therewith.
10	Average of completion period	day work
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	AED1,500
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7 days
16	FAQ	

	Service Card		Service Code	
1	Service Name	Register Branch of Foreign Establishment		
2	Description of the service	This service allows registering a foreign establishment; whereby the establishment must submit a request to the Ministry of Economy within one month from the date of issuing the license by the concerned authority, via the MoE's website.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	UAE nationals, residents, foreign companies (transaction clearance offices)		
8	Service Approval requirements	1. Ensure that the company has no branches registered with the Ministry of Economy, so that the company's branches in the UAE are registered under a single number.		
		2. The company must access the MoE's website and register itself within one month from the date of issuing the license by the concerned authority, and submit all the required documents to MoE.		
		3. A copy of the competent authority license.		
		4. True copy of duly attested authorization granted to the director together with true copy of his passport.		
		5. Bank Guarantee (AED 50,000) according to the approved form issued by any bank operating in the UAE. The bank guaranteshall be made for the order of the Minister of Economy and shall be automatically renewable,		
		6. letter from certificate auditor except Representative office		
		7. The service agent contract according to the requirements of the concerned authorities in the country		





		8. The company's commercial register
9	Servicing of procedures and steps	1. Login to MOE website. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents 5. Verify the accuracy of inserted data and attached documents. 6. The request is accepted - or rejected - while sending a message to the establishment via the eSystem clarifying the reasons for this 7. submit original bank Gurantee to Ministry of Economy 8. Pay The Fees. 9. A registration certificate is issued valid for one year - to be renewed annually
10	Average of completion period	one day work
11	Limitation of service	N/A
12	Service interface with other services	Departments of Economic Development
13	Service fees	AED7,500
14	Payment Options	Credit Cards (visa. MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	

	Service Card		Service Code	
1	Service Name	Foreign Company Branch Initial Approval		
2	Description of the service	This service allows issuing an initial approval for the establishment, which is valid for four months, enabling it to complete the procedures with the concerned authority.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	UAE nationals, residents, foreign companies (transaction clearance offices)		
8	Service Approval requirements	1. The establishment must not have a commercial agent, as per the prescribed form by MoE's commercial agencies department. 2. A copy of the trade name reservation certificate/initial approval certificate of the competent authority indicating the activity of the branch.		

		3. Official certificate from the concerned entity of the country in which the company is established; indicating the date of incorporation, name, legal form, name of proprietors, activity practiced and capital.
		4. Decision by the establishment's administrative board to open the branch or office and engage in the activity; and the authorisation issued to the establishment's representative submitting the request.
		5. True copy of the agency contract concluded between the establishment and the national agent.(optional)
		6. A copy of the agent's ID - if he is a natural person or the owner of an individual institution. If the agent is a legal person, the following must be attached: copy of the establishment's commercial license, name and nationality of partners as issued by the concerned authority at the emirate in which the establishment is registered.
9	Servicing of procedures and steps	1. Login to MOE website.
		2. Choose the service from the list of services
		3. Fill in the application data
		4. Attach documents
		5. Verify the accuracy of inserted data and attached documents.
		3. The request is accepted upon ensuring payment of the required fees - or rejected - while sending a message to the establishment via the eSystem clarifying the reasons for this.
		4. Initial approval is issued to be submitted to the concerned authority, as per the MoE's prescribed form, provided that it is valid for four months (the establishment may not engage in any business during that time). If expired and the establishment does not obtain the license from the concerned authority, a new license fee must be collected.
10	Average of completion period	3 working days
11	Limitation of service	N/A
12	Service interface with other services	N/A
13	Service fees	AED3,500
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24hours/7days
16	FAQ	



Commercial Agencies' Services





	Service Card		Service Code	
1	Service Name	Enquire About Commercial Agency		
2	Description of the service	This service allows submitting a request for issuing a copy of the registered commercial agency, verifying the accuracy of data thereof.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All categories		
8	Service Approval requirements	N/A		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Pay the prescribed fees if the request is approved.		
		5. Receive the extract.		
10	Average of completion period	3 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED150		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Deregister Commercial Agency		
2	Description of the service	This service allows the customer to cancel the agency		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National corporations and companies		
8	Service Approval requirements	1. Official request signed by the relevant party		
		2. A letter signed and stamped, bearing the letterhead of the company		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
10	Average of completion period	3 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7 days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Renew Registration of Commercial Agency		
2	Description of the service	This service allows the customer to renew the agency		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Owners of commercial agencies registered in the MoE's commercial agencies registry		
8	Service Approval requirements	1. Registration certificate of the previous agency		
		2. Valid trade license		
		3. Approved signature of the agent or authorised signatory		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Pay the prescribed fees if the request is approved.		
		5. Issuance of certificate		
10	Average of completion period	3 working days		
11	Limitation of service	1 year		
12	Service interface with other services	N/A		
13	Service fees	AED3,000		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/ 7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Amend Registration of Commercial Agency		
2	Description of the service	This service allows submitting a request for issuing an endorsement certificate to modify, delete or add details to a commercial agency.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National corporations and companies		
8	Service Approval requirements	1. Registration certificate of the previous agency		
		2. Valid trade license		
		3. Approved signature of the agent or authorized signatory		
		4. Documents indicating the required amendment		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Verify accuracy.		
10	Average of completion period	5 working days		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24 hours/7 days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Request for the Inspection of Transgress on Commercial Agency		
2	Description of the service	This service allows the customer to submit an inspection request against entities violating the commercial agencies laws, which transgress against registered agencies.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National corporations and companies		
8	Service Approval requirements	1. The complaint must be submitted in writing, by the commercial agent, together with attaching the necessary evidence and specifying the location of the violating entity. The complaint should be presented to the MoE's office in the relevant emirate.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Verify accuracy.		
		5. Pay the fees		
		6. Following the inspection, an incident report is compiled and a meeting date is specified with the MoE to resolve the issue between the two parties.		
		7. Attempt to resolve the issue amicably, otherwise the agent is given a copy of the report together with an official letter, in case of resorting to litigation.		
10	Average of completion period	2 weeks		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	Additional Inspection: AED 750, if the complaint is for more than one outlet or company		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Request Official Letter on Status of Agencies for Governmental and Non-Governmental Entities		
2	Description of the service	This service allows the commercial agent to submit a request for notifying customs of his registered agency, to prevent entry of products except through his agency. And this service allows the issuance of a letter - upon the customer's request - indicating the details of the commercial agency.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National corporations and companies		
8	Service Approval requirements	1. Letter signed and stamped by the commercial agent		
		2. Official request signed by the relevant party		
		3. A letter signed and stamped, bearing the letterhead of the company		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Pay the prescribed fees if the request is approved.		
		5. Receive To Whom It May Concern certificate.		
10	Average of completion period	5 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24hours/7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Request Attachments From Commercial Agency Register		
2	Description of the service	This service allows the customer to submit a request for issuing a replacement for a lost commercial agency registration.or to submit a request for issuing a true copy of any document available in the commercial agency's file.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National corporations and companies		
8	Service Approval requirements	1. Official request signed by the relevant party		
		2. A letter signed and stamped, bearing the letterhead of the company		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Pay the prescribed fees if the request is approved.		
		5. Receive the extract.		
10	Average of completion period	5 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	AED150		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Register Commercial Agency		
2	Description of the service	This service enables customers to register Emirati companies as exclusive agents in the Ministry of Economy's commercial agencies register.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National corporations and companies		
8	Service Approval requirements	1. The agent must be a UAE national (institution or company 100% owned by UAE nationals), with a valid trade license.		
		2. Valid trade license		
		3. Application form for registering the agency from the Ministry of Economy		
		4. Agency, distribution or exclusive representation contract with an agent - certified and validated before the official authorities - accompanied by a legal translation in Arabic, if drafted in a foreign language (provided that the contract states the name of both parties, their domiciles, exclusivity, location of activities, products and services, commercial product names, approval for contract registration, contract term, documentation and certification).		
		5. ID of national agent		
		6. Approved signature of owner or authorised signatory		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Pay the prescribed fees if the request is approved.		
		5. Issuance of certificate		
10	Average of completion period	5 working days		
11	Limitation of service	1 year		
12	Service interface with other services	N/A		
13	Service fees	AED7,500		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Transfer Agency		
2	Description of the service	This service allows the customer to transfer the agency		
3	Package	N/A		
4	providing the service Channels	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	of service Category	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	service Type of	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	National corporations and companies		
8	Service Approval requirements	1. Official request signed by the relevant party 2. A letter signed and stamped, bearing the letterhead of the company		
9	Servicing of procedures and steps	1. Login to MOE website. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents 5. Pay the prescribed fees.		
10	Average of completion period	3 working day		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/7 days		
16	FAQ			





Patents and Industrial Design Services





	Service Card		Service Code	
1	Service Name	Register Pledge		
2	Description of the service	This service allows the applicant/owner to register a pledge with the Development of Innovation in the Economy and Patents Department (DIEPD), when the applicant/owner pledges his ownership of the industrial property as a secondary collateral.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies		
8	Service Approval requirements	Pledge Contract		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. Verification of application (formal check)		
		7. Complete verification of application		
10	Average of completion period	3 months		
11	Limitation of service	(Patent) 20 years		
		(Utility certificate, Design) 10 years		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	No fees required (but the payment process must be completed)		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Register License		
2	Description of the service	This service allows submitting a request for registering the license agreement with the Development of Innovation in the Economy and Patents Department (DIEPD), following the approval of the applicant/owner or licensor to grant the licensee the right to make, use, sell, and/or import the claimed invention or design/drawing.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies		
8	Service Approval requirements	License Contract Authorisation (legal Power of Attorney)		
9	Servicing of procedures and steps	1. Login to MOE website. 2. Choose the service from the list of services 3. Fill in the application data 4. Attach documents 5. Electronic payment 6. Verification of application (formal check) 7. Complete verification of application		
10	Average of completion period	3 months		
11	Limitation of service	(Patent) 20 years (Utility certificate, Design) 10 years		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	AED 200 for individuals AED 400 for companies		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		



16	FAQ	
----	-----	--

	Service Card		Service Code	
1	Service Name	Renew Registration of Industrial Property Attorney		
2	Description of the service	This service allows the agent to renew his annual registration by paying the annual registration fees.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies		
8	Service Approval requirements	Previous certificate of agent registration/renewal		
		Emirates ID card (for individuals)		
		Trade license/commercial registration certificate		
		Copy of lease contract		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Verification of application (formal check)		
		6. Complete verification of application		
10	Average of completion period	one month		
11	Limitation of service	one year		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Online Publication		
2	Description of the service	This service allows the publication of the Development of Innovation in the Economy and Patents Department (DIEPD) industrial property publications online,		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies		
8	Service Approval requirements	N/A		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Search		
10	Average of completion period	N/A		
11	Limitation of service	N/A		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Industrial Property Digital Library		
2	Description of the service	Industrial Property Digital Library (IPDL) provides the possibility to search for registered or patent requests rejected upon substantive examination, as well as utility certificates, industrial designs and industrial drawings.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies		
8	Service Approval requirements	N/A		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Search		
10	Average of completion period	N/A		
11	Limitation of service	N/A		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa. MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Cancel or Withdraw Application		
2	Description of the service	This service allows the applicant/owner to request withdrawal of a pending application - if they wish to discontinue the examination process - or request waiving an intellectual property (IP) right that has already been granted.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies in UAE or from abroad		
8	Service Approval requirements	The applicant/owner should submit the agreement of licensee and/or pledgee if any, when requesting this service.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Electronic payment		
		5. Request is automatically verifie		
10	Average of completion period	3 months		
11	Limitation of service	20 years [Protection term] (Patent)		
		10 years [Protection term] (Utility certificate, Design)		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	No fees required (but the payment process must be completed)		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Modify Agent		
2	Description of the service	This service allows the applicant/owner/agent to change the legal agent when the ownership is transferred to another entity or party during examination of an application or after the application is processed.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies in UAE or from abroad		
8	Service Approval requirements	**Power of Attorney (The newly appointed agent should file a request for this service and submit its Power of Attorney to the Development of Innovation in the Economy and Patents Department (DIEPD) .)		
		** Upon approval, all application information that the previous agent held is transferred to the new agent.		
		**Delay penalties are imposed following the grace period of three (3) months; and are charged monthly for 3 months (up to AED 600 for individuals and AED 1200 for companies)		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
10	Average of completion period	one month		
11	Limitation of service	N/A		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	No fees(Need to finish the payment process)		





14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24 hours/ 7days
16	FAQ	

	Service Card		Service Code	
1	Service Name	Pay Annual Fee		
2	Description of the service	Through this service, applicants/owners are able to pay annual fees, to maintain their industrial property rights, regardless of whether the application is under consideration or has been actioned.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies in UAE or from abroad		
8	Service Approval requirements	1. The annual fee is calculated from the date of submitting the application.		
		2. For the national phase of Patent Cooperation Treaty (PCT) application, it is calculated retroactively from the international filing date.		
		3. Late charges are imposed after the three month grace period; and are charged monthly for 3 months (up to AED 600 for individuals and AED 1,200 for companies).		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Electronic payment		
		5. Request is automatically verified		
10	Average of completion period	5 minutes		
11	Limitation of service	Patent certificate is valid for 20 years from the date of submission of the application		
12	Service interface with other services	Strategic registration agents at the Department		



13	Service fees	Annual maintenance fee within 3 months from the due date No fees required (but the payment process must be completed) Penalties - Late charges (within 3 months from the due date) AED 200/month for individuals AED 400/month for companies Retrieval of application (after 6 months from the due date) No fees required (but the payment process must be completed)
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24 hours/ 7 days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Grievance and Objection on Industrial Prototype		
2	Description of the service	'This service allows any third party to object to the registration of a patent, utility model or industrial design within 60 days from the date of publication		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies in UAE or from abroad		
8	Service Approval requirements	1. Request letter		
		2. Evidence of opposition		
		3. The Committee shall review the opposition based on the reasons for the opposition and evidence submitted by the petitioner. If the Committee finds reason for canceling the registration, the registration shall be canceled and announced through an official gazette.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
10	Average of completion period	7 months from the date of request		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	No fees(Need to finish the payment process)		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Grievance and Objection on Patent Registration		
2	Description of the service	'This service allows any third party to object to the registration of a patent, utility model or industrial design within 60 days from the date of publication		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies in UAE or from abroad		
8	Service Approval requirements	1. Request letter		
		2. Evidance of opposition		
		3. The Committee shall review the opposition based on the reasons for the opposition and evidence submitted by the petitioner. If the Committee finds reason for canceling the registration, the registration shall be canceled and announced through an official gazette.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
10	Average of completion period	7 months from the date of request		
11	Limitation of service	N/A		
12	Service interface with other services	N/A		
13	Service fees	No fees(Need to finish the payment process)		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Modify/Terminate License		
2	Description of the service	This service allows the customer to submit a request for modifying or terminating license contracts, which were filed and/or registered with the Development of Innovation in the Economy and Patents Department (DIEPD).		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies		
8	Service Approval requirements	License Contract		
		Authorisation (legal Power of Attorney)		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. Verification of application (formal check)		
		7. Complete verification of application		
10	Average of completion period	3 months		
11	Limitation of service	(Patent) 20 years		
		(Utility certificate, Design) 10 years		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	AED 100 for individuals		
		AED 200 for companies		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Modify/Terminate Pledge		
2	Description of the service	This service allows the applicant/owner to modify/terminate the pledge registered with the Development of Innovation in the Economy and Patents Department (DIEPD).		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies		
8	Service Approval requirements	Pledge Contract		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. Verification of application (formal check)		
		7. Complete verification of application		
10	Average of completion period	3 months		
11	Limitation of service	(Patent) 20 years		
		(Utility certificate, Design) 10 years		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	No fees required (but the payment process must be completed)		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Modify Agent Information (Agent)		
2	Description of the service	This service allows the agent to modify his name and/or address.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies		
8	Service Approval requirements	The modified information should be accurately indicated and officially verified.		
		<u>For individuals:</u>		
		Copy of the university degree		
		Trade license/commercial registration certificate		
		certificate of work experience		
		certificate of good conduct		
		Copy of lease contract		
		Report about the office and its activities		
		Names of representatives approved by the agent		
		Having full civil capacity		
		<u>For companies:</u>		
		Copy of the university degree		
		Trade license/commercial registration certificate		
		certificate of work experience		
		certificate of good conduct		
		Copy of lease contract		
		Report about the office and its activities		
		Names of representatives approved by the agent		
		Company article/statute of incorporation		
		certificate of registered foreign Company		
		Resolution of branch establishment by the parent Company		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		



		3. Fill in the application data
		4. Attach documents
		5. Verification of application (formal check)
		6. Complete verification of application
10	Average of completion period	one month
11	Limitation of service	one year
12	Service interface with other services	Strategic registration agents at the Department
13	Service fees	No fees required (but the payment process must be completed)
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24 hours/ 7 days
16	FAQ	

	Service Card		Service Code	
1	Service Name	Apply for Industrial Drawing and Design		
2	Description of the service	This service allows customers to submit an official request to the Development of Innovation in the Economy and Patents Department (DIEPD) to obtain an industrial drawing and design, in order to protect the intellectual property rights of the shape, pattern, colour or combination of these in a three dimensional article, producing an aesthetic impression.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies in UAE or from abroad		
8	Service Approval requirements	**Mandatory documents (full description, claims and drawings, if any) must be attached with the application – in Arabic or English. If some of the mandatory documents are not submitted on the filing date, the applicant shall be given 90 days to submit the missing documents.		
		**After the deadline, the application will be waived and the applicant shall pay a penalty to reactivate it.		
		**Submitted applications will undergo substantive examination by DIEPD to ensure all requirements are met under Federal Law No. (31) for the year 2006 and its executive regulations.		



	**The applicant may object and file a grievance against the inspector's rejection decision.
	**The Representative Image must be uploaded in order to complete the publication request.
	<u>Natural persons residing in the UAE</u>
	MANDATORY
	Personal information
	Drawings (Arabic, English)
	OPTIONAL
	Representative Image (if any)
	Copy of Emirates ID
	Power of Attorney (if any)
	Other documents (if any)
	<u>Legal persons residing in the UAE</u>
	MANDATORY
	Personal information
	Drawings (Arabic, English)
	Transcript of commercial register or partnership
	Deed of Assignment
	OPTIONAL
	Representative Image (if any)
	Power of Attorney (if any)
	Other documents (if any)
	<u>Natural persons not residing in the UAE</u>
	MANDATORY
	Personal information
	Drawings (Arabic, English)
	Power of Attorney
	OPTIONAL
	Representative Image (if any)
	Other documents (if any)
	<u>Legal persons not residing in the UAE</u>
	MANDATORY
	Personal information
	Drawings (Arabic, English)





		Transcript from commercial register or partnership
		Deed of Assignment
		Power of Attorney
		OPTIONAL
		Representative Image(if any)
9	Servicing of procedures and steps	1. Login to MOE website.
		2. Choose the service from the list of services
		3. Fill in the application data
		4. Attach documents
		5. Electronic payment
		6. Verification and legal examination of the application
		7. Notifying the applicant of the outcome of the substantive examination of the application through the eSystem
		8. Decision by the examiner
		9. Payment of publication fees
		10. Registration
		11. Publication released
		12. Certificate issuance
10	Average of completion period	* 7 months from the date of submitting the application until the completion of the legal examination
		* 3 months from the date of paying publication fees until the issuance of the certificate
11	Limitation of service	(Protection term) 10 years from application filing date
12	Service interface with other services	N/A
13	Service fees	New application:
		AED 1,000 for individuals
		AED 2,000 for companies
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24 hours/ 7days
16	FAQ	



	Service Card	Service Code				
1	Service Name	Register Patents				
2	Description of the service	This service allows customers to submit an official request to the MoE Development of Innovation in the Economy and Patents Department (DIEPD) for a patent, as per the federal law and executive regulations.				
3	Package	N/A				
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse	☐ Metaverse
5	Category of service	☒ Sub-Service	☐ Main-Service	☐ Complementary		
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural	☐ ضبطية
7	Categories of target customers	Individuals and companies in UAE or from abroad				
8	Service Approval requirements	**Mandatory documents (full description, claims and drawings, if any) must be attached with the application – in Arabic or English. If some of the mandatory documents are not submitted on the filing date, the applicant shall be given 90 days to submit the missing documents.				
		**After the deadline, the application will be waived and the applicant shall pay a penalty to reactivate it.				
		**Submitted applications will undergo substantive examination by DIEPD to ensure all requirements are met under Federal Law No. (31) for the year 2006 and its executive regulations.				
		**The applicant may object and file a grievance against the inspector's rejection decision.				
		<u>Basic requirements for acquiring patent rights:</u>				
		1. The invention must be industrially viable				
		2. The invention must be new; it must not be known to the public before the filing date.				
		3. The invention must involve an inventive step.				
		4. The specifications must be drafted clearly with sufficient technical disclosure so that an ordinary person may understand The invention.				
		<u>Natural persons residing in the UAE</u>				
		MANDATORY				
		Personal information				
		Claims (Arabic, English)				
		Detailed description (Arabic, English)				
		Drawings, if any (Arabic, English)				
		OPTIONAL				
		Abstract (Arabic, English)				
		Representative Image(if any)				
Power of Attorney (if any)						



	Patent Cooperation Treaty (PCT) documents (if any)	
	Copy of Emirates ID	
	Certified Copy of priority application	
	Sequence Listing (biotech inventions)	
	Other documents (if any)	
	<u>Legal persons residing in the UAE</u>	
	MANDATORY	
	Personal information	
	Detailed description (Arabic, English)	
	Drawings, if any (Arabic, English)	
	Claims (Arabic, English)	
	Transcript of commercial register or partnership	
	Deed of Assignment	
	OPTIONAL	
	Abstract (Arabic, English)	
	Representative Image(if any)	
	Certified Copy of priority application	
	Sequence Listing (biotech inventions)	
	Power of Attorney (if any)	
	Patent Cooperation Treaty (PCT) documents (if any)	
	Other documents (if any)	
	<u>Natural persons not residing in the UAE</u>	
	MANDATORY	
	Personal information	
	Claims (Arabic, English)	
	Detailed description (Arabic, English)	
	Drawings, if any (Arabic, English)	
	Power of Attorney	
	OPTIONAL	
	Abstract (Arabic, English)	
	Representative Image(if any)	
	Certified Copy of priority application	
	Patent Cooperation Treaty (PCT) documents (if any)	





		Sequence Listing (biotech inventions)	
		Other documents (if any)	
		<u>Legal persons not residing in the UAE</u>	-
		MANDATORY	
		Personal information	
		Claims (Arabic, English)	
		Drawings, if any (Arabic, English)	
		Detailed description (Arabic, English)	
		Transcript from commercial register or partnership	
		Deed of Assignment	
		Power of Attorney	
		OPTIONAL	
		Abstract (Arabic, English)	
		Representative Image(if any)	
		Patent Cooperation Treaty (PCT) documents (if any)	
		Sequence Listing (biotech inventions)	
		Certified Copy of priority application	
		Other documents (if any)	
9	Servicing of procedures and steps	1. Login to MOE website.	
		2. Choose the service from the list of services	
		3. Fill in the application data	
		4. Attach documents	
		5. Electronic payment	
		6. Verification and legal examination of the application	
		7. Notifying the applicant of the outcome of the formal and legal examination of the application	
		8. Invitation to the substantive examination	
		9. Request substantive examination and payment of fees	
		10. Examination by the technical examiner	
		11. Examination report issued by the examiner	
		12. Payment of publication fees	
		13. Patent registration	
		14. Publication released	
		15. Certificate issuance	



10	Average of completion period	* 7 months from the date of submitting the application until the completion of the legal examination
		* 42 months from the date of paying examination fees until the date of receiving the examination results
		* 3 months from the date of paying publication fees until the issuance of the patent
11	Limitation of service	Patent certificate is valid for 20 years from the date of submission of the application
12	Service interface with other services	Strategic registration agents at the Department
13	Service fees	<u>New application</u> AED 1,000 for individuals AED 2,000 for companies <u>- Request search and first examination:</u> AED 7,000 for individuals AED 7,000 for companies <u>- Request 2nd/3rd examination:</u> AED 5,000 for individuals AED 5,000 for companies <u>- Request 1st publication:</u> No fees required (but the payment process must be completed) <u>- Request grievance and objection (Appeal):</u> No fees required (but the payment process must be completed)
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24 hours/ 7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	e-Service Conversion Request		
2	Description of the service	This service allows the applicant/agent to submit a request for e-service conversion so that he is able to use any online service for requests submitted manually to the Development of Innovation in the Economy and Patents Department (DIEPD), prior to launching the e-services.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies		
8	Service Approval requirements	This service can be used by the applicant/agent for previous applications submitted to the Development of Innovation in the Economy and Patents Department (DIEPD) offline		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Verification of application (formal check)		
		6. Complete verification of application		
10	Average of completion period	One month		
11	Limitation of service	(Patent) 20 years		
		(Utility certificate, Design) 10 years		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	No fees required (but the payment process must be completed)		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			



Service Card		Service Code			
1	Service Name	Apply for Utility Certificate			
2	Description of the service	This service allows customers to submit an official request to the Development of Innovation in the Economy and Patents Department (DIEPD), in order to obtain an innovation utility certificate. This certificate protects the innovation of a technical idea, using the rules of nature - insofar as shape, structure or combination of subjects. A patent however, is an extremely advanced innovation of a technical idea, using the laws of nature.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Individuals and companies			
8	Service Approval requirements	**Mandatory documents (full description, claims and drawings, if any) must be attached with the application – in Arabic or English. If some of the mandatory documents are not submitted on the filing date, the applicant shall be given 90 days to submit the missing documents.			
		**After the deadline, the application will be waived and the applicant shall pay a penalty to reactivate it.			
		**Submitted applications will undergo substantive examination by DIEPD to ensure all requirements are met under Federal Law No. (31) for the year 2006 and its executive regulations.			
		**The applicant may object and file a grievance against the inspector's rejection decision.			
		<u>Basic requirements for acquiring utility rights:</u>			
		1. The invention must be industrially viable			
		2. The invention must be new; it must not be known to the public before the filing date.			
		3. The invention must involve an inventive step.			
		4. The specifications must be drafted clearly with sufficient technical disclosure so that an ordinary person may understand The invention.			
		<u>Natural persons residing in the UAE</u>			



	MANDATORY	
	Personal information	
	Claims (Arabic, English)	
	Detailed description (Arabic, English)	
	Drawings, if any (Arabic, English)	
	OPTIONAL	
	Abstract (Arabic, English)	
	Representative Image(if any)	
	Power of Attorney (if any)	
	Patent Cooperation Treaty (PCT) documents (if any)	
	Copy of Emirates ID	
	Certified Copy of priority application	
	Sequence Listing (biotech inventions)	
	Other documents (if any)	
	<u>Legal persons residing in the UAE</u>	-
	MANDATORY	
	Personal information	
	Detailed description (Arabic, English)	
	Drawings, if any (Arabic, English)	
	Claims (Arabic, English)	
	Transcript of commercial register or partnership	
	Deed of Assignment	
	OPTIONAL	
	Abstract (Arabic, English)	
	Representative Image(if any)	
	Certified Copy of priority application	
	Sequence Listing (biotech inventions)	
	Power of Attorney (if any)	
	Patent Cooperation Treaty (PCT) documents (if any)	
	Other documents (if any)	
	<u>Natural persons not residing in the UAE</u>	-
	MANDATORY	
	Personal information	





		Claims (Arabic, English)	
		Detailed description (Arabic, English)	
		Drawings, if any (Arabic, English)	
		Power of Attorney	
		OPTIONAL	
		Abstract (Arabic, English)	
		Representative Image(if any)	
		Certified Copy of priority application	
		Patent Cooperation Treaty (PCT) documents (if any)	
		Sequence Listing (biotech inventions)	
		Other documents (if any)	
		<u>Legal persons not residing in the UAE</u>	-
		MANDATORY	
		Personal information	
		Claims (Arabic, English)	
		Drawings, if any (Arabic, English)	
		Detailed description (Arabic, English)	
		Transcript from commercial register or partnership	
		Deed of Assignment	
		Power of Attorney	
		OPTIONAL	
		Abstract (Arabic, English)	
		Representative Image(if any)	
		Patent Cooperation Treaty (PCT) documents (if any)	
		Sequence Listing (biotech inventions)	
		Certified Copy of priority application	
		Other documents (if any)	
9	Servicing of procedures and steps	1. Login to MOE website.	
		2. Choose the service from the list of services	
		3. Fill in the application data	
		4. Attach documents	
		5. Electronic payment	
		6. Verification and legal examination of the application	



		7. Notifying the applicant of the outcome of the formal and legal examination of the application	
		8. Invitation to the substantive examination	
		9. Request substantive examination and payment of fees	
		10. Examination by the technical examiner	
		11. Examination report issued by the examiner	
		12. Payment of publication fees	
		13. Patent registration	
		14. Publication released	
		15. Certificate issuance	
10	Average of completion period	* 7 months from the date of submitting the application until the completion of the legal examination	
		* 42 months from the date of paying examination fees until the date of receiving the examination results	
		* 3 months from the date of paying publication fees until the issuance of the utility certificate	
11	Limitation of service	10 years	
12	Service interface with other services	Strategic registration agents at the Department	
13	Service fees	New application:	
		AED 1,000 for individuals	
		AED 2,000 for companies	
		- Request search and first examination:	
		AED 7,000 for individuals	
		AED 7,000 for companies	
		- Request 2nd/3rd examination:	
		AED 5,000 for individuals	
		AED 5,000 for companies	
		- Request 1st publication:	
		No fees required (but the payment process must be completed)	
		- Request grievance and objection [Appeal]	
		No fees required (but the payment process must be completed)	
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	24 hours/ 7 days	
16	FAQ		



Service Card		Service Code			
1	Service Name	Apply for Temporary Protection of Invention			
2	Description of the service	This service allows customers to submit a request for obtaining temporary protection of invention, which can be used to protect industrial property, when an idea is disclosed to the public prior to formal filing of the application due to participation in an exhibition or similar reason.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Individuals and companies(in UAE or from abroad)			
		** The applicant should submit the temporary protection application within six (6) months from the date of opening of the exhibition.			
		** The applicant needs to submit a patent application within three (3) months from the date of filing for temporary protection, with the temporary protection identification number being the reference.			
8	Service Approval requirements	Natural persons residing in the UAE			
		MANDATORY			
		- Personal information			
		- Abstract (Arabic, English)			
		OPTIONAL			
		- Power of Attorney (if any)			
		- Other documents (if any)			
		Legal persons residing in the UAE			
		MANDATORY			
		- Personal information			
		- Abstract (Arabic, English)			
		- Transcript of commercial register or partnership			
		- Deed of Assignment			
		OPTIONAL			



		- Depiction	
		- Power of Attorney (if any)	
		- Other documents (if any)	
		Natural persons not residing in the UAE	
		MANDATORY	
		- Personal information	
		- Abstract (Arabic, English)	
		- Power of Attorney (if any)	
		OPTIONAL	
		- Other documents (if any)	
9	Servicing of procedures and steps	1. Login to MOE website.	
		2. Choose the service from the list of services	
		3. Fill in the application data	
		4. Attach documents	
		5. Electronic payment.	
		6. Verification and legal examination of the application and submitted documents by the department's employees	
		7. Notifying the applicant of the outcome of the substantive examination of the application through the electronic system	
10	Average of completion period	1 months from the date of submitting the application	
11	Limitation of service	6 months from the date of submission of the application	
12	Service interface with other services	Strategic registration agents at the Department	
13	Service fees	No fees(Need to finish the payment process)	
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	24 hours/ 7 days	
16	FAQ		



	Service Card		Service Code	
1	Service Name	Apply for Data Correction and Modification		
2	Description of the service	This service allows the customer to request changing all personal details and information.(bibliographic information)		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies in UAE or from abroad		
8	Service Approval requirements	The modification of the application content should be done through Apply for Preliminary Amendment service.		
		<u>OPTIONAL</u>		
		* Power of Attorney		
		* Deed of Assignment		
9	Servicing of procedures and steps	* Transcript from commercial register or partnership		
		1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment (in case of fees)		
		6. Verification of application (formal check)		
		7. Complete verification of application		
10	Average of completion period	one month		
		[Protection term] 20 years (Patent)		
11	Limitation of service	[Protection term] 10 years (Utility certificate, Design)		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	No fees(Need to finish the payment process)		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7days		
16	FAQ			



Service Card		Service Code		
1	Service Name	Apply for Temporary Protection of Drawing or Design		
2	Description of the service	This service allows customers to submit a request for obtaining temporary protection of design, which can be used to protect industrial property, when an idea is disclosed to the public prior to formal filing of application due to participation in an exhibition or similar reason.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies in UAE or from abroad		
8	Service Approval requirements	** The applicant should submit the temporary protection application within six (6) months from the date of opening of the exhibition.		
		** The applicant needs to submit a patent application within three (3) months from the date of filing for temporary protection, with the temporary protection identification number being the reference.		
		Natural persons residing in the UAE		
		MANDATORY		
		- Personal information		
		- Abstract (Arabic, English)		
		OPTIONAL		
		- Power of Attorney (if any)		
		- Other documents (if any)		
		Legal persons residing in the UAE		
		MANDATORY		
		- Personal information		
		- Abstract (Arabic, English)		
		- Transcript of commercial register or partnership		
		- Deed of Assignment		
		OPTIONAL		
		- Depiction		
		- Power of Attorney (if any)		





		- Other documents (if any)	
		Natural persons not residing in the UAE	
		MANDATORY	
		- Personal information	
		- Abstract (Arabic, English)	
		- Power of Attorney (if any)	
		OPTIONAL	
		- Other documents (if any)	
9	Servicing of procedures and steps	1. Login to MOE website.	
		2. Choose the service from the list of services	
		3. Fill in the application data	
		4. Attach documents	
		5. Electronic payment.	
		6. Verification and legal examination of the application and submitted documents by the department's employees	
		7. Notifying the applicant of the outcome of the substantive examination of the application through the electronic system	
10	Average of completion period	1 months from the date of submitting the application	
11	Limitation of service	6 months from the date of submission of the application	
12	Service interface with other services	Strategic registration agents at the Department	
13	Service fees	No fees required (but the payment process must be completed)	
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	24 hours/ 7 days	
16	FAQ		



Service Card		Service Code		
1	Service Name	Apply for Agent Registration		
2	Description of the service	Through this service, any company or individual can register itself as an agent.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies		
8	Service Approval requirements	<u>For individuals:</u>		
		Copy of the university degree		
		Trade license/commercial registration certificate		
		certificate of work experience		
		certificate of good conduct		
		Copy of lease contract		
		Report about the office and its activities		
		Names of representatives approved by the agent		
		Having full civil capacity		
		<u>For companies:</u>		
		Copy of the university degree		
		Trade license/commercial registration certificate		
		certificate of work experience		
		certificate of good conduct		
		Copy of lease contract		
		Report about the office and its activities		
		Names of representatives approved by the agent		
		Company article/statute of incorporation		
		certificate of registered foreign Company		
		Resolution of branch establishment by the parent Company		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		



		3. Fill in the application data
		4. Attach documents
		5. Electronic payment (in case of fees)
		6. Verification of application (formal check)
		7. Interview and committee decision
		8. Complete verification of application
10	Average of completion period	3 months
11	Limitation of service	one year
12	Service interface with other services	Strategic registration agents at the Department
13	Service fees	No fees required (but the payment process must be completed)
14	Payment Options	Credit Cards (visa.MasterCard)
15	Servicing Periods	24 hours/ 7days
16	FAQ	



	Service Card		Service Code	
1	Service Name	Request Change of Owners		
2	Description of the service	This service allows the applicant/owner/agent to change the applicant/owner of the application when ownership is transferred to another entity or party during examination of an application or after the application is granted.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	Individuals and companies in UAE or from abroad		
8	Service Approval requirements	**(Deed of Assignment)The original owner should request the assignment to the Development of Innovation in the Economy and Patents Department (DIEPD) by submitting an application form along with a copy of the actual assignment.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment (in case of fees)		
		6. Verification of application (formal check)		
		7. Complete verification of application		
10	Average of completion period	one month		
11	Limitation of service	[Protection term] 20 years (Patent)		
		[Protection term] 10 years (Utility certificate, Design)		
12	Service interface with other services	Strategic registration agents at the Department		
13	Service fees	No fees(Need to finish the payment process)		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			





Service Card		Service Code			
1	Service Name	Apply for Preliminary Amendment			
2	Description of the service	This service allows customers to submit a request for amendment, which is used to update documents such as claims, drawings or specification prior to the substantive examination (or re-examination). Customers can also change their details, which cannot be done through the Data Correction and Modification service.			
3	Package	N/A			
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center	☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary	
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial	☐ seizural
7	Categories of target customers	Individuals and companies in UAE or from abroad			
8	Service Approval requirements	Requesting preliminary amendment is not permissible if the application is under substantive examination.			
		OPTIONAL:			
		Detailed description (Arabic, English)			
		Claims (Arabic, English)			
		Abstract (Arabic, English)			
		Drawings (Arabic, English)			
		Illustrations (if any)			
		Certified copy of the priority application			
		Patent Cooperation Treaty (PCT) documents			
		Power of Attorney			
		Deed of Assignment			
		Transcript from commercial register or partnership			
		Copy of Emirati ID			
		Patent or utility certificate receipt			
		Application documents			
		Drawings and industrial design receipt			
		Sequence listing (biotech applications)			
Other documents (if any)					
9	Servicing of procedures and steps	1. Login to MOE website.			
		2. Choose the service from the list of services			





		3. Fill in the application data	
		4. Attach documents	
		5. Electronic payment (in case of fees)	
		6. Request is automatically verified	
10	Average of completion period	5 MINUTES	
11	Limitation of service	[Protection term] 20 years (Patent)	
		[Protection term] 10 years (Utility certificate, Design)	
12	Service interface with other services	Strategic registration agents at the Department	
13	Service fees	No fees(Need to finish the payment process)	
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	24 hours/ 7days	
16	FAQ		



Certificates of Origin Services



	Service Card		Service Code	
1	Service Name	Verify Certificate Of Origin Data		
2	Description of the service	This service allows verifying the validity of the certificates of origin data		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All manufacturers and exporters of local products		
8	Service Approval requirements	N/A		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4.The customer may print the Certificate of Origin (does not require visiting MoE).		
10	Average of completion period	Immediately		
11	Limitation of service	N/A		
12	Service interface with other services	Factory Registration		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Factory Registration		
2	Description of the service	This service allows the registration of factory details on the Ministry of Economy's electronic system to obtain a Certificate of Origin for local products.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All manufacturers (local factories)		
8	Service Approval requirements	1.The factory must be located outside the free zone.		
		1. Industrial Production License issued by the Ministry of Industry and Advanced Technology		
		2. Added Value Letter issued by Ministry of Industry and Advanced Technology indicating the achievement of 40% domestic value added		
		3. Local licenses issued by the economic departments		
		4. Specimen signatures (POAs)		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Submit the application for approval.		
		6.The employee reviews the application and sends feedback, if any, to the customer's account; or approves the application if all required conditions are met.		
		7.The Certificate of Origin is issued.		
10	Average of completion period	3 working days		
11	Limitation of service	One (1) year		
12	Service interface with other services	N/A		
13	Service fees	N/A		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			





	Service Card		Service Code	
1	Service Name	Amend Certificate of Origin		
2	Description of the service	This service allows customers to modify the details and information of a previously-approved Certificate of Origin.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All manufacturers and exporters of local products		
8	Service Approval requirements	1. The exporter should enter all the invoice data in the certificate application form.		
		2. The factory's commercial purchase certificate must be attached if the exporter is a commercial company.		
		3. The factory must be approved, authorised and registered in the Factory Registration service to obtain the Certificate of Origin.		
		4. The factory's commercial purchase certificate (if the exporter is a commercial company).		
		5. The company's commercial invoice.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment (AED 20)		
		6. Submit the application for approval.		
		7. The application is approved or returned.		
		8. The customer may print the Certificate of Origin (does not require visiting MoE).		
		Note: The system allows modification of certain information of the Certificate of Origin issued, for one time only.		
10	Average of completion period	One working day		
11	Limitation of service	One (1) year		
12	Service interface with other services	Factory Registration		
13	Service fees	AED20		
14	Payment Options	Credit Cards (visa.MasterCard)		
15	Servicing Periods	24 hours/ 7 days		
16	FAQ			



	Service Card		Service Code	
1	Service Name	Issue General Certificate of Origin		
2	Description of the service	This service allows the issuance of a Certificate of Origin for local products exported to all countries around the world.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All manufacturers and exporters of local products		
8	Service Approval requirements	1. The exporter should enter all the invoice data in the certificate application form.		
		2. The factory's commercial purchase certificate must be attached if the exporter is a commercial company.		
		3. The factory must be approved, authorised and registered in the Factory Registration service to obtain the Certificate of Origin.		
		4. The factory's commercial purchase certificate (if the exporter is a commercial company).		
		5. The company's commercial invoice.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. Submit the application for approval.		
		7. The application is approved or returned.		
		8. The customer may print the Certificate of Origin (does not require visiting MoE).		
10	Average of completion period	One working day		
11	Limitation of service	One (1) year		
12	Service interface with other services	Factory Registration		
13	Service fees	Fees are calculated based on invoice value as follows:		
		<u>Invoice Value (AED)</u>		
		From 1 to 1,000	10	
		From 1,001 to 5,000	20	



		From 5,001 to 20,000	30
		From 20,001 to 40,000	40
		From 40,001 to 100,000	50
		From 100,001 to 500,000	100
		Above 500,001	200
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	24 hours/ 7 days	
16	FAQ		

	Service Card		Service Code	
1	Service Name	Issue Arabic Certificate of Origin		
2	Description of the service	Through this service, the customer can obtain an Arab Certificate of Origin for local products, pursuant to the Agreement on Facilitating and Developing Inter-Arab Trade.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All manufacturers and exporters of local products		
8	Service Approval requirements	1. The exporter should enter all the invoice data in the certificate application form.		
		2. The factory's commercial purchase certificate must be attached if the exporter is a commercial company.		
		3. The factory must be approved, authorised and registered in the Factory Registration service to obtain the Certificate of Origin.		
		4. The factory's commercial purchase certificate (if the exporter is a commercial company).		
		5. The company's commercial invoice.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		





		6. Submit the application for approval.	
		7. The application is approved or returned.	
		8. The customer may print the Certificate of Origin (does not require visiting MoE).	
10	Average of completion period	One working day	
11	Limitation of service	One (1) year	
12	Service interface with other services	Factory Registration	
13	Service fees	Fees are calculated based on invoice value as follows:	
		<u>Invoice Value (AED)</u>	-
		From 1 to 1,000	10
		From 1,001 to 5,000	20
		From 5,001 to 20,000	30
		From 20,001 to 40,000	40
		From 40,001 to 100,000	50
		From 100,001 to 500,000	100
		Above 500,001	200
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	24 hours/ 7 days	
16	FAQ		

	Service Card		Service Code	
1	Service Name	Issue Certificate of Origin for GCC - Preferential EFTA		
2	Description of the service	This service allows the issuance of a Certificate of Origin for local products between GCC countries and European Free Trade Association (EFTA).		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All manufacturers and exporters of local products		
8	Service Approval requirements	1. The exporter should enter all the invoice data in the certificate application form.		



		2. The factory's commercial purchase certificate must be attached if the exporter is a commercial company.	
		3. The factory must be approved, authorised and registered in the Factory Registration service to obtain the Certificate of Origin.	
		4. The factory's commercial purchase certificate (if the exporter is a commercial company).	
		5. The company's commercial invoice.	
9	Servicing of procedures and steps	1. Login to MOE website.	
		2. Choose the service from the list of services	
		3. Fill in the application data	
		4. Attach documents	
		5. Electronic payment	
		6. Submit the application for approval.	
		7. The application is approved or returned.	
		8. The customer may print the Certificate of Origin (does not require visiting MoE).	
10	Average of completion period	One working day	
11	Limitation of service	One (1) year	
12	Service interface with other services	Factory Registration	
13	Service fees	Fees are calculated based on invoice value as follows:	
		<u>Invoice Value (AED)</u>	
		From 1 to 1,000	10
		From 1,001 to 5,000	20
		From 5,001 to 20,000	30
		From 20,001 to 40,000	40
		From 40,001 to 100,000	50
		From 100,001 to 500,000	100
		Above 500,001	200
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	24 hours/ 7 days	
16	FAQ		



	Service Card		Service Code	
1	Service Name	Issue Certificate of Origin for Singapore		
2	Description of the service	This service allows the issuance of a Certificate of Origin between GCC countries and the Republic of Singapore, pursuant to GCC-Singapore Free Trade Agreement.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All manufacturers and exporters of local products		
8	Service Approval requirements	1. The exporter should enter all the invoice data in the certificate application form.		
		2. The factory's commercial purchase certificate must be attached if the exporter is a commercial company.		
		3. The factory must be approved, authorised and registered in the Factory Registration service to obtain the Certificate of Origin.		
		4. The factory's commercial purchase certificate (if the exporter is a commercial company).		
		5. The company's commercial invoice.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. Submit the application for approval.		
		7. The application is approved or returned.		
		8. The customer may print the Certificate of Origin (does not require visiting MoE).		
10	Average of completion period	One working day		
11	Limitation of service	One (1) year		
12	Service interface with other services	Factory Registration		
13	Service fees	Fees are calculated based on invoice value as follows:		
		<u>Invoice Value (AED)</u>		
		From 1 to 1,000	10	
		From 1,001 to 5,000	20	



		From 5,001 to 20,000	30
		From 20,001 to 40,000	40
		From 40,001 to 100,000	50
		From 100,001 to 500,000	100
		Above 500,001	200
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	24 hours/ 7 days	
16	FAQ		



	Service Card		Service Code	
1	Service Name	Certificate of Origin for India		
2	Description of the service	This service allows customers to issue preferential Certificate of Origin to INDIA as per UAE-India Comprehensive Economic Partnership Agreement (CEPA)		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All manufacturers and exporters of local products		
8	Service Approval requirements	1. The exporter should enter all the invoice data in the certificate application form.		
		2. The factory's commercial purchase certificate must be attached if the exporter is a commercial company.		
		3. The factory must be approved, authorised and registered in the Factory Registration service to obtain the Certificate of Origin.		
		4. The factory's commercial purchase certificate (if the exporter is a commercial company).		
		5. The company's commercial invoice.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		
		3. Fill in the application data		
		4. Attach documents		
		5. Electronic payment		
		6. Submit the application for approval.		
		7. The application is approved or returned.		
		8. The customer may print the Certificate of Origin (does not require visiting MoE).		
10	Average of completion period	One working day		
11	Limitation of service	One (1) year		
12	Service interface with other services	Factory Registration		
13	Service fees	Fees are calculated based on invoice value as follows:		
		<u>Invoice Value (AED)</u>		
		From 1 to 1,000	10	





		From 1,001 to 5,000	20
		From 5,001 to 20,000	30
		From 20,001 to 40,000	40
		From 40,001 to 100,000	50
		From 100,001 to 500,000	100
		Above 500,001	200
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	24 hours/ 7 days	
16	FAQ		

	Service Card		Service Code	
1	Service Name	Certificate of Origin for GCC		
2	Description of the service	This service allows customers to issue a Certificate of Origin within GCC States for industrial products, agricultural and animal products, and natural resources products.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural
7	Categories of target customers	All manufacturers and exporters of local products		
8	Service Approval requirements	1. The exporter should enter all the invoice data in the certificate application form.		
		2. The factory's commercial purchase certificate must be attached if the exporter is a commercial company.		
		3. The factory must be approved, authorised and registered in the Factory Registration service to obtain the Certificate of Origin.		
		4. The factory's commercial purchase certificate (if the exporter is a commercial company).		
		5. The company's commercial invoice.		
9	Servicing of procedures and steps	1. Login to MOE website.		
		2. Choose the service from the list of services		



		3. Fill in the application data	
		4. Attach documents	
		5. Electronic payment	
		6. Submit the application for approval.	
		7. The application is approved or returned.	
		8. The customer may print the Certificate of Origin (does not require visiting MoE).	
10	Average of completion period	One working day	
11	Limitation of service	One (1) year	
12	Service interface with other services	Factory Registration	
13	Service fees	Fees are calculated based on invoice value as follows:	
		<u>Invoice Value (AED)</u>	
		From 1 to 1,000	10
		From 1,001 to 5,000	20
		From 5,001 to 20,000	30
		From 20,001 to 40,000	40
		From 40,001 to 100,000	50
		From 100,001 to 500,000	100
		Above 500,001	200
14	Payment Options	Credit Cards (visa. MasterCard)	
15	Servicing Periods	24 hours/7 days	
16	FAQ		

	Service Card		Service Code	
1	Service Name	Certificate of Origin Generalized System of Preferences		
2	Description of the service	This service allows the issuance of a Certificate of Origin Form (A) of Generalized System of Preferences (GSP) for local products.		
3	Package	N/A		
4	Channels providing the service	☒ MOE website	☒ MOE smart app	☐ Call center ☐ Meta Verse
5	Category of service	☐ Sub-Service	☐ Main-Service	☒ Complementary
6	Type of service	☒ transactional digital services	☐ informational	☐ Commercial ☐ seizural



7	Categories of target customers	All manufacturers and exporters of local products	
8	Service Approval requirements	1. The exporter should enter all the invoice data in the certificate application form.	
		2. The factory's commercial purchase certificate must be attached if the exporter is a commercial company.	
		3. The factory must be approved, authorised and registered in the Factory Registration service to obtain the Certificate of Origin.	
		4. The factory's commercial purchase certificate (if the exporter is a commercial company).	
		5. The company's commercial invoice.	
9	Servicing of procedures and steps	1. Login to MOE website.	
		2. Choose the service from the list of services	
		3. Fill in the application data	
		4. Attach documents	
		5. Electronic payment	
		6. Submit the application for approval.	
		7. The application is approved or returned.	
		8. The customer may print the Certificate of Origin (does not require visiting MoE).	
10	Average of completion period	One working day	
11	Limitation of service	One (1) year	
12	Service interface with other services	Factory Registration	
13	Service fees	Fees are calculated based on invoice value as follows:	
		<u>Invoice Value (AED)</u>	-
		From 1 to 1,000	10
		From 1,001 to 5,000	20
		From 5,001 to 20,000	30
		From 20,001 to 40,000	40
		From 40,001 to 100,000	50
		From 100,001 to 500,000	100
		Above 500,001	200
14	Payment Options	Credit Cards (visa.MasterCard)	
15	Servicing Periods	24 hours/ 7 days	
16	FAQ		





الإمارات العربية المتحدة
وزارة الاقتصاد

آلية التعامل مع الشكاوى

مواقع التواصل الاجتماعي



مركز الاتصال



الموقع الإلكتروني / التطبيق الذكي



إشعار المتعامل باستلام
الشكاوى

المشاركة بإبداء الملاحظات من
خلال الموقع الإلكتروني أو
الاتصال على 8001222 أو عبر
قنوات التواصل الاجتماعي

دراسة الشكاوى ومعالجتها مع
الجهة المعنية في الوزارة

إبلاغ المتعامل بنتيجة إغلاق
الشكاوى

في حال عدم رضا المتعامل
الحل؛ يتم إعادة فتح الشكاوى
ورفعها للمسؤول المختص



باقة باشر (باشر أعمالك في 15 دقيقة)



برنامج إلكتروني للخدمة الحكومية المباشرة
Electronic Government Service Accelerator

بطاقة تعريف باقة الخدمات الحكومية

اسم الخدمة	اسم الجهة	الخدمة	الجهة المعنية / مصدر البيانات
اسم الباقة	باشر (باشر أعمالك في 15 دقيقة)		
وصف الباقة	"باشر" هي خدمة إلكترونية متكاملة تلبيح للمستثمرين تأسيس الشركات في دولة الإمارات إلكترونياً (من بعد) عبر منصة إلكترونية متكاملة مدمجة مع الدوائر والجهات الحكومية المحلية والاقليمية المعنية بتوحيص الأنشطة الاقتصادية في الدولة وذلك خلال دقائق فقط باستخدام إجراء سريع وسهل وآمن، ومن دون حاجة للمستثمرين لزيارة أي جهة حكومية. وتعتبر باشر منصة حكومية تعني بتقديم خدمات تأسيس ومزاولة الأعمال عبر توفير باقة متكاملة تم تطويرها كجدي مبادرات إدارة الخدمات الاستباقية/ وزارة التماسيح في دولة الإمارات العربية المتحدة وتقدم المنصة تجربة رقمية مميزة لاستطلاع السوق وتسجيل الأعمال مع الحصول على جميع الوثائق والموافقات بخطوات بسيطة إلكترونياً، مما يتيح للمستثمر البدء بممارسة أعماله على الفور.		
الخدمات المخرجة في الباقة	تجديد الرخصة التجارية	الدوائر الاقتصادية في الدولة	الدوائر الاقتصادية في الدولة
	تجديد بطاقة المنشأة من البيرة	الهيئة الاتحادية للبيرة والعنسية والجنسية	الهيئة الاتحادية للبيرة والعنسية والجنسية
	تجديد بطاقة المنشأة من الموارد البشرية	وزارة الموارد البشرية والتوطين	وزارة الموارد البشرية والتوطين
	تجديد الباقة (جميع الوثائق)	الدوائر وحرف التجارة والهيئة الاتحادية للبيرة والعنسية ووزارة الموارد البشرية والتوطين	الدوائر وحرف التجارة والهيئة الاتحادية للبيرة والعنسية ووزارة الموارد البشرية والتوطين
	فتح حساب مصرفي	مصرف أبو ظبي الأول - في المرحلة التجريبية	مصرف أبو ظبي الأول - في المرحلة التجريبية
	طلب باقة من شركات	الاتصالات شركتي اتصالات ودو	الاتصالات شركتي اتصالات ودو
	التحقق من الرخصة التجارية	الدوائر الاقتصادية في الدولة	الدوائر الاقتصادية في الدولة
	التحقق من بطاقة المنشأة من البيرة	الهيئة الاتحادية للبيرة والعنسية	الهيئة الاتحادية للبيرة والعنسية
فئة المستثمرين المستهدفة	المستثمرين	رواد الأعمال	رواد الأعمال
الجهة المشرفة للمشاعل	1. تأسيس الأعمال خلال 15 دقيقة 2. حفظ لأعمالك الجديدة باستخدام أدوات باشر الذكية 3. تحقق مما إذا كان اسم شركتك التجاري، واسم النطاق واسم المستخدم متاحاً على وسائل التواصل الاجتماعي باستخدام أداة بحث واحدة 4. لاتخاذ القرارات المناسبة لتأسيس أعمالك استخدم أدواتنا الذكية لاستطلاع بيئة واتجاهات الأعمال 5. تجديد مستندات أعمالك بنقرة زر واحدة 6. افتح حسابك المصرفي على الفور 7. عروض حصرية وتخفيضات لمستثمري باشر 8. استخدم "حاسبة التكاليف" للحصول على رسوم تفصيلية لإنشاء الأعمال 9. تحقق من صحة المستندات التجارية قبل عقد في الشراكات		





رحلة المتعامل من خلال مركز الاتصال

