

Electronic Signatures FAQs

About E-signatures

Q: What is Electronic Signature?

It is a technology and digital transaction management services software that facilitates electronic exchanges of contracts and signed documents, which enables you to securely sign documents from any location, removing the need to physically print and sign contracts. It is quick, simple and secure.

Q: Why is DMCC implementing E-signature?

Keeping up with Dubai Smart Government initiative, DMCC is always keen to continuously introduce state-of-the-art technology and solutions with the aim of enabling DMCC members to execute signature requirements on a range of documents online, from any device in any location in a safe and secure way.

DMCC is the first Free Zone in the UAE to offer electronic signatures.

Q: What are the benefits of E-signature?

1. E-signed documents cannot be lost or damaged unlike paper documents.
2. With E-signature, signing parties do not have to be in the same place physically at the same time to sign documents.
3. No paper documents need to be physically delivered to each party where loss and delays can occur.
4. E-signature is a very green practice these days.
5. No poorly scanned documents that are hard to read.
6. Neither party need to have a scanner or a fax machine with low toner or lack of paper issues.
7. No fax machines in public places showing private documents.

Q: How is E-signature facilitated?

DMCC has partnered with DocuSign, the global standard for Digital Transaction Management with more than 100 million users in 188 countries around the world to facilitate the e-signature process in a secure and easy way.

Q: Is the E-signature secure and legal?

Yes, e-signatures under UAE Law are as binding as physical signing and DMCC has partnered with DocuSign, the global standard for Digital Transaction Management

Q: Can I opt out of Electronic Signatures?

No, all member companies will need to enroll an HR Signatory first then all shareholders and officeholders will need to subscribe for E-signature whether they use it or not.

Q: Which DMCC services will have electronic signatures?

DMCC is rolling out the E-signature within the different employment related services then will move to more services for the members' convenience.

HR Signatory Role

Q: What is an HR Signatory Role?

The HR Signatory role is a newly introduced role where the HR Signatory will be in charge of electronically signing the employment related documents (i.e. employment contract, end of service, code of conduct...etc.) on behalf of the member company (The Employer).

Q: Who can be an HR Signatory within the company?

The HR signatory must have one or more of the following active relationships with the company:

- Active Shareholder
- Active Director / License Manager / Secretary / Legal Representative
- Active Employee (on employment visa or employment card)

Q: What is the difference between the HR Signatory and an E-signer?

All shareholders and officeholders (License Manager, Director, Secretary and Legal Representative) will progressively subscribe for E-signature and once they activate their E-signature at the DMCC counter, they will become E-signers. E-signers may electronically sign company related documents in the future.

As for the HR Signatory, it is a mandatory role for each company to have, whereby the role holder will only be in charge of electronically signing the employment related documents through the employment related services to be launched by early 2017.

Q: Can the company appoint more than one HR Signatory?

Yes, DMCC actually recommends appointing more than one HR Signatory; noting that there is no limit to the number of HR Signatories a company can appoint.

Q: I am a single shareholder, how can I be appointed as an HR Signatory?

Single shareholders will be automatically appointed as HR Signatory by default on the system and will not require an HR Signatory Appointment Letter.

Q: How can a company appoint the HR Signatory?

The HR signatory role can be added through the following service requests:

1. **A new standalone service request titled 'Manage KYC & E-sign Subscription'**. This is a free of charge multi-purpose service request that members can use to:
 - a) Appoint an HR Signatory who can be a shareholder, officeholder or an active employee.
 - b) Revoke the appointment of an existing HR Signatory.
 - c) Update the details of the HR Signatory.
 - d) Update the annual KYC for existing shareholders and officeholders. DMCC will initiate an annual service request in phase two and send it to all shareholders and officeholders to update their details and subscribe to e-signature.
2. **New Company Application:** This service request has been modified to enable the appointment of HR signatory and subscription of all shareholders and officeholders to e-signatures at the time of company setup.
3. **Appoint or Change a Company's Officeholder service request:** This service request has been modified to enable the company to appoint an active employee (who is neither an existing shareholder nor officeholder) as an officeholder as well as HR Signatory along with the subscription to e-signature. Existing shareholders and officeholders can only enroll for HR Signatory or subscribe to e-signature via the **'Manage KYC & E-sign Subscription'** service request.

Q. What are the charges for appointing more than one HR signatory?

Appointment of HR signatory role is free of charge regardless of the number of HR signatories.

Q: Can the HR Signatory e-sign his / her own employment documents?

No, the HR Signatory cannot sign his / her own employment documents (i.e. employment contract, end of service benefits...etc.), which should be signed by another HR Signatory.

Q. I am a single shareholder; can I sign my own employment contract?

If you are a single shareholder, you can sign your own employment contract.

Q: Can the company revoke the appointed HR Signatory?

Yes, the HR signatory can be revoked / deactivated through the **Manage KYC and E-signature subscription service request** as per the company's decision or if the HR Signatory is no longer working with the company.

Q. How can a company revoke its HR signatory?

The company will need to raise the service request at 'Manage KYC and E-sign subscription' and upload a signed and stamped 'Revoke of Appointment of HR Signatory letter'.

Q. Can the company revoke the only appointed HR signatory?

The company must appoint another HR Signatory first before revoking its only HR Signatory as the system will allow the revoke only if the company maintains an HR Signatory at all times.

Q. If the HR Signatory is out of the country, can his / her Power of Attorney holder (POA) activate the E-signature?

No, the POA holder cannot activate the e-signature on behalf of the HR Signatory. The HR Signatory will need to come and sign in person to activate the e-signature.

Q. I am not an HR signatory, can I still subscribe to E-signature?

Yes, only if you are a shareholder or officeholder (License Manager, Director, Secretary and Legal Representative).

Q. If there is an HR signatory assigned in more than one company, can he / she activate his / her electronic signature at the DMCC counter once on behalf of all companies?

Since the electronic signature is activated on company level, the HR signatory assigned for multiple companies must ensure to submit the service request for manage KYC and E-sign Subscription for all companies and then come to the DMCC counter to activate his / her signature for all the affected companies.

Q. What will happen if the company does not appoint an HR signatory?

The company will not be able to apply for any employment related services and will not be complying with DMCC's requirements to appoint an HR Signatory.

Manage KYC and E-signature Subscription Service Request

Q. When to raise the Manage KYC and E-signature Subscription service request?

This service request can be raised in the following scenarios:

- e) To appoint an HR Signatory who can be a shareholder, officeholder or an active employee.
- f) To revoke the appointment of an existing HR Signatory.
- g) To update the details of the HR Signatory.
- h) To update the annual KYC for existing shareholders and officeholders. DMCC will initiate an annual service request in phase two and send it to all shareholders and officeholders to update their details and subscribe to e-signature.

Q: Where can the member company find the 'Manage KYC and E-sign Subscription' service request?

The service request is available on the DMCC portal under Company Services --> Update Details and E-sign Subscription --> Manage KYC and E-sign Subscription.

Q: What is the cost of applying for 'Manage KYC and E-sign Subscription' service request?

It is a free of charge service request.

Q: What are the steps to appoint the company's HR Signatory?

To appoint the HR Signatory, the company must follow the below simple steps:

1. Apply for the 'Manage KYC and E-sign Subscription' service request.
2. Print the 'HR Signatory Appointment Letter' from the service request on company letterhead, sign, stamp and upload on the service request; then submit the service request.
3. Upon submission, the appointed HR Signatory must visit the DMCC Counter for the identity verification and activation of the E-signature subscription.

Q: How will the HR Signatory activate his / her E-signature subscription?

Once the service request to appoint the HR Signatory is submitted, the appointed HR Signatory will receive an email notification to read and familiarise themselves with the 'Consent for the Use of Electronic Signature' document; then, proceed to visit the DMCC counter to activate their subscription for E-signature by electronically signing the consent document.

Q: What should the HR Signatory bring for the identity verification and E-signature activation at the DMCC Counter?

The HR Signatory must bring the following:

1. Their Passport or Emirates ID for the physical identity verification.
2. The same mobile number mentioned in the service request to receive the authentication code for e-signature at the counter.

Q: What is OTP?

OTP is 'One Time Password', which is an authentication code that is sent to the E-signature Subscription mobile number for security purposes to activate the e-signature subscription during the physical identity verification at the DMCC Counter.

Q: When will the E-signature be activated for the HR Signatory?

The E-signature will be activated once the following steps are completed:

1. The service request is submitted.
2. The physical identity verification is completed.
3. DMCC verifies and approves the HR Appointment letter.
4. DMCC approves the service request.

Q: When can an activated HR Signatory use his / her E-signature?

The HR Signatory can only start using his / her E-signature once DMCC launches phase two where e-signing will be launched for employment related services by early 2017.

The HR signatories and employees will then be able to e-sign employment documents through DocuSign platform, which is integrated with the DMCC portal. E-signing will cover the following services:

- New employee residence permit (visa)
- New employment card (employee on father / husband sponsorship / GCC National)
- Employment card renewal (employee on father/husband sponsorship / GCC National)
- Cancellation of employee residence permit (visa)
- Cancellation of Employment card
- Transfer an employee to DMCC from others
- Employment contract amendment

Q: For active employees who are not officeholders, how can they be appointed as HR Signatory?

They can be appointed through the Manage KYC and E-sign Subscription service request.

Q. I am one of the HR signatories and I lost my previous mobile number, how can I update it?

You can apply for Manage KYC and E-sign Subscription service request to update your mobile number or email address. Please note you will be sent a 'One Time Password' (OTP) to your email address if you need to update your mobile number.

Q. If I have lost both my mobile number and email address registered in the E-signature Subscription?

You need to visit the DMCC counter to update your mobile number and email address.

Q: What do I do if my E-subscription contact details change?

Apply for Manage KYC and E-sign Subscription service request to update the E-subscription details.

Appoint or Change a Company's Officeholder Service Request

Q. Can the member company appoint an employee as both officeholder and HR Signatory at the same time and how?

Yes, the member company can appoint an employee as an officeholder (Director, Manager, Secretary, Legal Representative) as well as HR Signatory by applying for 'Appoint Officeholder' service request.

Q. Can the member company amend the officeholder roles for an existing officeholder / shareholder and appoint him / her as HR Signatory at the same time and how?

No, the member company will need to amend the officeholder roles for the existing officeholder / shareholder from 'Appoint Officeholder' service request; then, after the service request is complete, they can apply for the HR Signatory role through Manage KYC and E-sign Subscription service request.