

Online KYC Verification & E-signature Activation Request Form

REQUESTER DETAILS

This form is intended for the online KYC verification and e-signature activation through video conferencing (WebEx) with a DMCC Representative for individuals who wish to activate their e-signature remotely. This form must be fully filled out and sent to esignverification@dmcc.ae to review and schedule the verification session and the requirements and steps (on page 2) must be read carefully before proceeding with the session.

Requester Name (As per Passport)						
DMCC Company Name						
Service Request Number						
Phone Number (With the international code) <small>*The authentication code will be sent to this number.</small>						
City & Country of Residence						
E-mail Address <small>*The meeting invitation will be sent to this email.</small>						
Preferred Date <small>(Within 3 days from date of form submission from Sunday to Thursday)</small>						
Preferred Video Conference Time* (Please tick) <small>*Note: Timings are per Dubai Local Time (GMT+4)</small>	<input type="checkbox"/> 9 am	<input type="checkbox"/> 9.30 am	<input type="checkbox"/> 10 am	<input type="checkbox"/> 10.30 am	<input type="checkbox"/> 11 am	<input type="checkbox"/> 11.30 am
	<input type="checkbox"/> 12 pm	<input type="checkbox"/> 12.30 pm	<input type="checkbox"/> 1 pm	<input type="checkbox"/> 1.30 pm	<input type="checkbox"/> 2 pm	<input type="checkbox"/> 2.30 pm
	<input type="checkbox"/> 3 pm	<input type="checkbox"/> 3.30 pm	<input type="checkbox"/> 4 pm	<input type="checkbox"/> 4.30 pm		

UNDERTAKING:

I acknowledge that a fee of AED 230 in addition to AED 20 Knowledge fee will be deducted from my company portal for which the service request is raised for every successful online verification made.

I understand that DMCC reserves the right, in its sole discretion to accept or reject my request after the review and verification of my status.

REQUESTER SIGNATURE

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REQUIREMENTS & STEPS

Identity Verification & General Requirements:

1. Please keep your original passport / Emirates ID available at the session for identity verification.
2. Please carry the same mobile number mentioned in the submitted service request to receive the authentication code for e-signature activation. (The mobile number can be an international number). Be ready before the appointment by a minimum of 15 minutes to download the Video Conference link.
3. Ensure having adequate lighting in a quiet room for a successful and clear video conference.
4. Ensure a proper attire at the time of the call.

Technical Requirements:

1. Ensure the availability of a laptop or a desktop with a built in camera or a webcam. (Please note that the video conference is not supported through cell phones / tablets)
2. Ensure having working microphone and speakers. Please test before the session.
3. Have a minimum Bandwidth of 2 MBPS.
4. Please use Google Chrome as your internet browser (Latest 32-bit/64-bit).

Steps:

1. Please fill in the form and send it to Esignverification@dmcc.ae in order to schedule the online meeting.
2. The Video Conference invitation will be sent through Cisco WebEx to your email.
3. Click **Join the Meeting** in the received invitation before the appointment by 10 minutes and follow the instructions to be online.
4. To activate the audio, go to: Audio Connections > Call Using Computer > Install the downloaded file (Arkadin Softphone).
5. During the video session: Please follow the instructions given by the DMCC staff in order to activate the electronic signature.

Please see the below WebEx system requirements (WBS30)

	Windows ¹	Mac OS X ²	Linux ³
Operating Systems	Windows Vista 32-bit/64-bit, Windows 7 32-bit/64-bit, Windows 8 32-bit/64-bit, Windows 8.1 32-bit/64-bit, Windows Server 2008 64-bit, Windows Server 2008 R2 64-bit, Windows 10	10.7, 10.8, 10.9, 10.10, 10.11, 10.12	Ubuntu 12.x and 14.x (Gnome), Red Hat 5, 6, Open SuSE 13.1, 13.2, Fedora 19, 20 (all 32-bit)
Available WebEx Services	All services	Meeting Center, Training Center, Event Center, Support Center	Meeting Center Event Center Training Center Remote Support
Minimum System Requirements			
Processor	Intel Core2 Duo CPU 2.XX GHz or AMD processor (2 GB of RAM recommended)	Intel (512 MB of RAM or more recommended)	Intel or AMD x86
JavaScript	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled
Other	Active X enabled (unblocked for IE is recommended) Java 6 or later		Java 6, libstdc++ 6.0, GNOME/KDE windowing system