

Visa Services FAQs

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Types of Visas

1. **What are the types of visas provided by DMCC?**
DMCC provides three types of visas: [employment visa](#), [dependents residence visa](#), and [business visit visa](#).

A. Employment Visa

2. **How do we apply for a visa?**
Visa applications are processed through DMCC's online portal. Upon receiving the company license, DMCC will provide your company with a login and password. DMCC provides portal training to member companies on a regular basis (appointments are made through DMCC reception).
3. **How long it will take the visa to be issued?**
Visa issuance is generally within three to five working days. However, this is subject to approvals by the immigration department.
4. **What are the steps to obtain a visa?**
The steps may differ depending on the type of visa and whether the person is currently in or out of the UAE. Please visit the Application Guidelines on this web site for full details and systematic guides.
5. **Is there any salary limit required for visa applications?**
No, DMCC does not have any restrictions regarding salary limits.
6. **Where members can find the list of requirements for new visa or other services?**
It is provided on DMCC website at <http://www.dmcc.ae/managing-a-company>
7. **Can members exit the country after applying online for 'new visa inside country'?**
Yes, members can apply inside the country then exit the country, where DMCC will issue the Entry Permit that can be used to re-enter the country. However, if members apply outside the country then enter the UAE, they will then have to approach DMCC and amend the application and pay the fees difference.

8. Can members change the position or salary during the processing of the visa application?

No, changing the salary and job title details cannot be done before stamping the visa on the passport; however, after the visa is stamped, members can apply for Contract amendment.

Instructions can be found at <http://www.dmcc.ae/managing-a-company>.

9. Can members apply for multiple visas with the same job title?

Yes, members can use the same job title for more than one visa with no restrictions on the use of certain job title.

10. How many visas can I obtain when forming my company?

The number of visas that your company is eligible for depends on the size of the selected office:

- Flexi desk - up to three visas.
- Serviced office - between 4 to 5 visas depending on the size of the office.
- Physical space - 1 visa for every 9 square meters.

To request for more visas on exceptional basis, the member company may apply through the DMCC portal for 'Increase Visa Quota' service request, which is a paid service. For more information, please refer to the '[Increase Visa Quota](#)' FAQ section.

11. Is it mandatory for the shareholder to have a DMCC visa?

No, it is not mandatory. Shareholders have the option to either apply for a DMCC visa or be on a non-DMCC visa.

12. Can I get an investors visa from a DMCC company?

Although you may not obtain an investor visa, you may obtain a Director's visa (applies to senior designations).

13. If an applicant is holding a DMCC visa and will become a shareholder in another new DMCC company, does he/she still need the NOC from sponsor?

NOC from the sponsor company will be required; however, if he/she is a shareholder in the first company, then, the share certificate can replace the NOC.

B. Dependents Visa

14. Who can apply for the Dependents Residence Permit (Visa) service request?

This service can be availed by the following categories:

- DMCC sponsored employees
- Shareholders whether sponsored by DMCC or on Dubai residence Visa.

15. What are the types of dependents' visas provided through DMCC?

DMCC is providing the following dependents visa types:

- Wife / Husband Visa
- Children / New Born Visa
- Parents Visa
- Parents-in-law Visa
- Housemaid Visa
- Driver Visa

16. Can a DMCC sponsored (female) employee be able to sponsor her husband / children?

Yes, she can.

17. Can all company sponsored female employees apply for their dependents visas regardless of their job titles?

In order to sponsor the husband, the sponsor's job title should be one of these: Nurse, Doctor, Engineer or Teacher. If the sponsor doesn't hold any of the listed professions but is an Executive or above level, a petition is required from the sponsor to GDRFA to exempt her from this requirement.

For sponsoring other dependents, the sponsor's job title should not be equivalent to workers or housemaids.

18. Can all companies sponsored employees apply for their dependents visas?

Yes, as long as the employee and his dependent satisfy the prerequisites to qualify for sponsorship. Please refer to 'Important Notes for Sponsors, Dependents', and guidelines on DMCC website at: <http://www.dmcc.ae/managing-a-company>

19. How can the sponsored employees apply for their dependents from the DMCC Company portal?

The DMCC member company employee can request his company's portal user to apply on his behalf through DMCC portal.

20. What is the minimum salary requirement for employees looking to sponsor family members?

Minimum salary requirement to sponsor dependents is as follows:

- Wife: AED 4000/- with accommodation
- Husband: AED 10000/- with accommodation
- Children: AED 4000/- with accommodation
- Parents / Parents -in law: 20000/- with accommodation
- Maid: AED 6000/-with minimum 2 Bedrooms accommodation
- Driver: AED 6000/- with Villa accommodation

21. Can an employee apply for his / her dependents' visa while the company license is expired?

In case of license expiry, the company account is suspended and employees will not be able to apply for his / her dependents visas.

22. Can a sponsored employee apply for his wife and children's visa at the same time?

Yes, he can if he meets all the requirements as per the Dubai's General Directorate of Residency and Foreigners Affairs (GDRFA). Please refer to 'Important Notes for Sponsors, Dependents', and guidelines on DMCC website at <http://www.dmcc.ae/managing-a-company>.

23. Where can the applicant attest the marriage certificate / birth certificate required for the dependent visa?

The marriage certificate and birth certificate have to be attested from the Ministry of Foreign Affairs.

24. What is the residence visa validity for all the dependents types?

The dependents residence visa validity is as follows:

- Wife / Child below 18 years/ Daughter above 18 years: 3 Years renewable
- Husband: 1 year non-renewable
- Son above 18 Years: 1 year renewable up to 21 years old
- Parents / Parents-in-law / Maid / Driver: 1 year renewable

- 25. Is the health insurance required for dependents visa applications?**
Yes, it is mandatory for all types of dependents.
- 26. Where can the dependent go to carry out the medical fitness test?**
The Dubai Health Authority has many branches throughout Dubai. To find the most convenient centre, he / she can visit www.dha.gov.ae and select the Medical Fitness Centres. The website will provide the list of centres, opening hours and location maps. Please note that some centres are restricted to a specific client category.
- 27. When will the visa security deposit for Housemaid / Driver be refunded back to the sponsor?**
- I. Once the sponsor cancels the Housemaid / Driver's residence visa, and the Dependents leave the country.
 - II. Or once the Housemaid / Driver receive a new visa from a new sponsor, and the change of status is completed.
- 28. Can dependents do the medical test in another Emirate (i.e. Abu Dhabi)?**
Yes, it is acceptable.
- 29. Can the dependent exit the country after applying online for 'new visa inside country'?**
Yes, the dependent can exit the country if the online application is done inside the country, in such scenarios, DMCC will issue the Entry Permit that can be used to re-enter the country. However, if the online application is done outside UAE and the dependent can enter the country, however, the sponsor will have to approach DMCC to amend the application and pay the fees difference.
- 30. Can an employee apply for a visit visa for his family through DMCC?**
No, DMCC provides only dependents residence visa; the employee can directly approach the Dubai's General Directorate of Residency and Foreigners Affairs (GDRFA) for visit visa.
- 31. Can a single female employee sponsor a child?**
To sponsor a child, the sponsor's marital status should be one of the following:
- Married
 - Divorced
 - Widow

32. In which cases can a married female employee sponsor her children?

Married female employees cannot normally sponsor their children except in the following scenarios:

- If the husband is not employed in the UAE.
- If the husband is employed in the UAE but his salary is below AED 4000/-.
- If he is not eligible to apply for children sponsorship.

33. Can DMCC sponsored employee apply for their dependents visa renewal or cancellation through DMCC?

Yes, DMCC is providing visa renewal and cancellation for Dependents.

34. What are the types of dependents visas renewal and cancellation provided by DMCC?

The Residence visa renewal is provided for the following dependents types:

- Wife's Visa.
- Children's Visa.
- Parents' Visa.
- Parents' in-law Visa.
- Housemaid's Visa.
- Driver's Visa.

The Residence visa cancellation is provided for the following dependents types:

- Wife's Visa.
- Husband visa.
- Newborn visa.
- Children's Visa.
- Parents' Visa.
- Parents' in-law Visa.
- Housemaid's Visa.
- Driver's Visa.

35. Who can apply for dependents visa renewal and cancellation service?

The service is provided to all DMCC sponsored employees, who have previously applied for their dependents visa either through DMCC or directly through GDRFA.

36. Is there any requirements for the passport validity in order to apply for dependents residence visa renewal?

Yes, there is a requirement for the passport validity at the time of application as follows:

- For dependent's passport, it should be valid for at least 6 months.
- For sponsor's passport & residence visa, they should be valid for at least 6 months.

37. Can an employee apply for his dependents residence visa cancellation if the company license is expired?

Yes, the visa cancellation can be processed if the company license is expired.

38. Can the residence visa be renewed while the dependent is outside the country?

No, dependents must be inside the country to apply for the residence visa renewal.

C. Business Visa

39. How do I bring my business visitors to Dubai?

For your business visitors that are nationals of countries, eligible for visas on-arrival, there is no need to complete an application. It is advisable to check with DMCC as the list of eligible countries may change on occasion. For business visitors from countries ineligible for visas on arrival, you can apply for up to three short-term visit visas on DMCC online member portal. Members of the Dubai Diamond Exchange are eligible for 14-day transit visas and access to DMCC's flagship tower, Almas Tower.

40. Is the business visit visa renewable?

No, the business visit visa is non-renewable and is valid for 30 days.

41. After how long can an applicant who already had a business visit visa apply again?

Applicants can apply again for business visit visa after 1 month of exiting the country.

42. Is the Business visit visa for multiple or one entry?

It is for one entry only.

43. **Can members apply for business visit visa for a family member?**
No, the business visit visa applicants must be coming for business purposes only.
44. **How many business visit visas can a company apply for?**
Companies can apply for five visas at a time whether it is in a physical office or Flexi Desk.
45. **Can someone on business visit visa apply for employment visa? Moreover, will he/she be eligible for visa amendment?**
Yes, they can apply for the employment visa with amendment.

Visa Status

46. **How can members / employees check the status of a visa / PIC?**
Members can check the visa status through the 'Visa Status Checker' that is available under the 'Support' section on the DMCC website at www.dmcc.ae/free-zone/support.
To track the progress of the visa, members / employees must enter the below mandatory combinations:
- The service request number of the application.
 - The passport number of the applicant mentioned in the Service Request.

Priority Services

47. **Can members apply for Priority Services if they need the visa to be processed on priority?**
Yes, members can apply for Priority Services for the following applications at an additional fees. For charges please refer to [Schedule of Charges](#).
- New residence visa (the priority service will apply only at the stamping stage, and will not apply to issue the entry permit or/and the change of status.)
 - Residence visa cancellation.
 - Establishment card renewal.

48. How can members apply for 'Priority Services'?

Members while submitting the service request must tick the boxes for the Priority Services and disclaimer. Once the service request is submitted, a price line for the Priority Services will be added to the standard application fees.

Members can also apply for Priority Services after the submission of the service request at the time of stamping, by submitting a request letter from the company along with the original documents.

49. What is the estimated timeframe for an application under the priority service?

All priority applications submitted over DMCC counters before 11 AM, will be typed and sent to GDRFA at the same day for processing. Applications submitted after 11 AM are typed and sent to GDRFA the next working day.

All applications are subject to the General Directorate of Residency and Foreigners Affairs rules & regulations.

50. Can the Priority Services be refunded?

Yes, only in case the application is cancelled before it's typed, then, the Priority Services fees will be cancelled and refunded to the client portal.

Company Representative PRO

51. What is a Company Representative (PRO)?

The Company Representative (PRO) is the authorised person to represent his / her company to visit DMCC to inquire, collect and submit official company documents at DMCC Client Service Centre counters.

52. Where can DMCC members find this new service request?

The service requests for Company Representative (PRO) are available on the member portal as follows:

Company services → Company Representative (PRO) → Company Representative (PRO) with 4 different types of SRs as follows:

- Appoint new PRO
- Renew existing PRO
- Revoke existing PRO

- Update details of existing PRO (email / mobile number)

53. Are the existing shareholders, directors or managers required to appoint themselves as Company Representative (PRO)?

No, as all existing shareholders, directors or manager are authorised to submit and collect documents from DMCC and hence. This service request is created for regular company employees or consultants.

54. What are the different types of PROs?

A member company can appoint any one of the following as company representative:

1. Existing employee with a valid residence visa.
2. Existing employee with a valid identity card (employee on husband / father sponsorship).
3. An existing consultant company (client will select from the DMCC's list of consultants company names)

55. What is the fees for the 'Company Representative (PRO)' service request?

The PRO service fees are based on the service request type. For charges please refer to [Schedule of Charges](#).

56. What are the required documents to apply for 'Appoint new PRO' and 'Renew existing PRO'?

The required documents for an existing employee (with a valid residence visa or a valid identity card) are the follows:

- PRO's Photo
- PRO's Passport Copy with Visa Page
- PRO's Emirates ID (both sides)
- PRO's Authorisation Letter

The required documents for an existing Consultant Company are the follows:

- Consultant's Photo
- Consultant's Passport Copy with Visa Page
- Consultant's Emirates ID (both sides)
- Consultant's Appointment Letter
- Consultant's Trade License

57. Once the SR is submitted, does the member need to visit DMCC to submit any documents?

No, once the SR is submitted online, all verification will be done by the DMCC team and the client will receive a notification email and SMS.

58. How many PROs can a company appoint?

There is no limit to the number of PROs to be appointed by the company.

Employment Contract

59. How to request for a copy of my employment contract?

The member company can print the contract from the company portal, under the same service request, which was initially created for the employment visa.

60. Does the member need to print the employment contract on the company letterhead?

No, as the contract will be generated from DMCC portal and the member can print it on normal paper.

61. Can members get DMCC stamp on the employment contract?

No, DMCC does not attest employment contracts; however, members can apply for salary certificates for applicants.

62. Does the shareholder need the employment contract?

If the applicant is a company shareholder, then, the share certificate will suffice; as for the employees / officers, the employment contract is required.

63. In the visa application, can members use their own contract or they need to use DMCC standard contract?

Members have the choice to select between company's own contract or DMCC contract. The clauses in the company's own contract should be in accordance with the UAE Labour Law.

64. Where can members get the DMCC Employment contract template?

It will be generated on the visa application itself; otherwise, a sample can be viewed on DMCC website.

65. Can we change the format of DMCC employment contract and how?

Companies can add clauses by applying for master contract amendment, which must be approved by the DMCC. Any changes in the employment contract needs to

be in accordance with the UAE labour law. For more details, please refer to the Employment Contract Amendment guidelines available on the website at <http://www.dmcc.ae/managing-a-company>.

66. How can members change the salary or job title in the DMCC contract after getting the residence permit?

Members will need to apply for contract amendment for salary amendment and / or job title amendment. For more details, please refer to the Employment Contract Amendment guidelines available at <http://www.dmcc.ae/managing-a-company>.

67. Does my company still have the choice of selecting between the Standard DMCC Contract and the Approved Amended Contract?

Yes, the company has the choice to select either the “Standard DMCC Contract Template” or the “Approved Amended Contract”, even after getting an amendment approved.

68. How long does it take to approve the master contract amendment?

It takes 2 working days.

69. Can my company have more than one master contract?

Yes, each company can have up to 5 amended contracts.

70. Who reviews the contract amendment requests?

The experts in the Legal Registrar Team review the contract amendments.

71. How does the master contracts amendments work?

DMCC understands that the member companies have their own customised clauses to be added in addition to the statutory clauses in the template (Ex: Bonus, Commission, Confidentiality, communication policies etc.). Member companies can select the SR type “025-Employment Contract Template Amendment” to add these additional clauses. After submission of such SR, it gets reviewed in DMCC and if required, the company will be asked to revise and resubmit the clauses. Once it is approved, the “Approved Amended Contract” will be available for the companies while applying for the employment visa for the employees.

72. If members lost their Company Employment Card (CEC), how can they apply for visa cancellation or renewal?

They can upload and submit an official letter stating that they have lost the Company Employment Card (CEC).

- 73. In case of visa renewal, is the employment contract generated again?**
No, the employment contract is not generated again if there are no changes in it.
- 74. Does the limited employment contract automatically become unlimited if it is not renewed before its expiry date?**
If a limited contract is not explicitly renewed by mutual consent and the employee remains in service, then the employment will continue on the basis of an unlimited contract with all other terms unchanged.

Access Cards

- 75. When can members apply for the 'Cancellation of Existing Access Approval' service request?**
Members can apply for this service request when they wish to cancel an existing access approval/card (PAC). If in case the member wishes to apply employment visa for an employee with active PAC, they first need to cancel the PAC.
Note: This does not cover the temporary access card (TAC) as it is valid for a short period and expires automatically.
- 76. What is the cost of applying for the 'Cancellation of Existing Access Approval' service request?**
It is free of charge.

Entry Permit

- 77. What is the validity of the Entry Permit (EP) until stamping?**
The entry permit is valid for 60 days; hence, the visa should be stamped within this time.
- 78. What happens if the Entry Permit (EP) expires before stamping?**
The member will pay an over stay penalty and then submit for stamping normally.

79. If an applicant enters the UAE with an Entry Permit, can he / she use it to exit the country?

No, the Entry Permit either needs to be cancelled or stamped on the passport before exiting the country.

Education Certificate Attestation

80. Where to attest the education certificate/degree?

If the applicant is outside the country, the degree has to be attested from the UAE Embassy, and if the applicant is inside the country, attestation from Ministry of Foreign Affairs is required.

81. Is the attestation of education certificate required for all positions?

Yes, the certificate of education must be attested by the UAE Ministry of Foreign Affairs (MOFA) for all positions, except for sales position, office boy, receptionist, archive clerk as well as the managing director (for being the shareholder and will be required to submit a copy of the share certificate).

82. If UAE Ministry of Foreign Affairs (MOFA) attests the education certificate but it is in a different language, will it be accepted?

No, it should be legally translated to English or Arabic.

Medical Test and Health Insurance

83. Can members do the medical test in another emirate (i.e. Abu Dhabi)?

Yes, it is accepted.

84. Is the health insurance required for shareholders?

Yes, it is mandatory for shareholders.

85. Is it acceptable for members to have health card instead of the health insurance certificate?

No, health cards are not accepted, DMCC requires the insurance card.

86. Where do I go for the medical fitness test?

The Dubai Health Authority has many branches throughout Dubai. To find the most convenient centre near you please visit www.dha.gov.ae and select Medical Fitness Centres. This will provide a list of centres, opening hours and a location map. Please note that some centres are restricted to a specific client category.

- 87. Can the member company request for the medical test typing through DMCC?**
Yes, DMCC provides medical fitness request typing services.
- 88. How the member company can collect the medical fitness request if raised through DMCC?**
After DMCC types the request, it will be uploaded under the same service request under 'SR Documents' section for the applicant to print out and approach the approved medical centres to complete the medical fitness test.
- 89. What is the next step after receiving the medical test results certificate?**
The company must upload a copy of the medical test results under the same service request in the 'SR Documents' section. Original medical test results should be submitted at the DMCC Counter along with the other documents for residence visa stamping.
- 90. Which service requests include the medical test typing services?**
The following service requests have this option available:
- New employment residence visa.
 - Employment residence visa renewal.
 - Employment residence visa transfer to DMCC.
- 91. Can an employee with expired residence visa apply for the medical test typing through DMCC?**
No, residence visa must be valid for at least 3 working days before applying for this service.
- 92. Is it mandatory to update the health insurance details for all employees after the expiry at the end of the first year?**
Yes, the health insurance is valid for only one year where as the visa validity is for three years. In order to comply with the UAE law, members need to update the health insurance details using a mandatory new service request on the portal.
- 93. I need to update the health insurance details for an employee, where can I find the service request?**

The service request to update the health insurance details is not available under any portal menus. Members are required to raise the service request when the health insurance reminder is reflected under 'My Actions' section on DMCC member portal.

94. When will the health insurance action appear under 'My Actions'?

All health insurance expiring in the next three months or already expired will be displayed under the 'My Actions' section on DMCC member portal. All health insurance actions will have two options:

Renew Now: This action will initiate the SR to update the new health insurance details.

Apply Now: This action will trigger a notification to the logged in user mentioning Insure Direct Brokers' contact details.

Emirates ID

95. At which stage in my new visa application, do I apply for an Emirates ID?

Emirates ID registration is a mandatory requirement to obtain the Employment residence visa in the UAE. Members can apply for Emirates ID through an approved typing centre or through the DMCC portal.

96. Can the member company apply for the Emirates ID registration to be type through DMCC?

Yes, member companies can apply for Emirates ID registration typing service through DMCC.

97. Which services include the Emirates ID registration typing from DMCC?

The following service requests have this option available:

- New employment residence visa.
- Employment residence visa renewal.
- Employment residence visa transfer to DMCC.

98. Will the member company be notified that the typed Emirates ID Registration form is uploaded on the portal?

The member company will receive a confirmation notification once the Emirates ID registration form is uploaded.

Visa Deposit

99. What is a visa deposit?

Visa deposit is the amount blocked for active visa. In the instance of visa cancellation the visa deposit amount will be automatically negated from the total 'Visa Deposit'.

100. Is the visa deposit required for all employment visas?

Yes, it is required for each visa application.

101. Will the member be able to track the utilised individual visa deposits via the portal?

Each visa deposit will have an invoice issued against it with the employee name tagged to it which can be viewed in the member portal statement. A dedicated 'Visa Deposit Report' can also be generated on the issued invoices in the system.

Establishment Card

102. How can I obtain a Company Establishment Card?

In accordance with the General Directorate of Residency and Foreigners Affairs formerly known as Department of Naturalisation and Residency Dubai (DNRD), all companies registered in the Free Zone are required to apply for an Establishment card. The card is aimed at enhancing security and ensuring added convenience and efficiency for the holders when availing of government services. The card is mandatory and shows the name of the company and the Free Zone in which the company is based. The same details will also be included on the employees sponsored visas.

To learn how to apply for a new establishment card through your company portal, please visit our website at <http://www.dmcc.ae/managing-a-company> under 'Company amendment' section to view the guidelines and requirements. Please note the trade license must be valid for at least 3 months. You can renew the establishment card by visiting the Client Service Centre at Level 1, Almas Tower, together with the original establishment card.

103. Can members apply for visa applications without having an Establishment Card?
No, the establishment card is mandatory by the General Directorate of Residency and Foreigners Affairs (DNRD) for all visa applications.

104. What is the validity of the Establishment card?
The Establishment card is valid for one year upon issuance.

105. Is there a penalty for not renewing an expired Establishment Card?
Yes, there is a late renewal monthly penalty.

Visa Discount Scheme

106. Who is entitled for Visa discount scheme?
Companies will be entitled for a discount on the new employments visas depending on the number of active employment visas in the companies (PIC excluded).

107. How does the Visa discount scheme work?
Companies will be entitled to an increasing discounted rate on new visa applications as the number of active visas increases per the below ratio regardless of whether the company applies for all the visas at once or in a cumulative fashion.

Number of active visas	Discount rate on new visas
50 - 99 visas	10%
100 - 199 visas	20%
200 visas and above	30%

Example: A company wishes to apply for 215 visas at once; the way the discount will apply is as follows:

- The first 49 visas will be at the standard visa price
- The next 50 visas will be at 10% discount
- The following 100 visas will be at 20% discount
- Any visa from 200 and above will be at 30% discount

108. Example: If there are currently, 115 active visas in your company and you submit a new visa application for an employee that is out of country, what prices will apply.

The calculation will be as follows:

New visa (Inside country without amendment): 3,760 AED +10 AED Knowledge Dirhams (KD)

Less discount of 20% (100-199 threshold): 752 AED

Final visa price: 3,008 AED + 10 AED (KD)

109. Does the visa discount scheme apply when a member comes for visa renewal and they have more than 49 active visas?

The visa discount scheme does not apply for employment visa renewals. The option is only for new employment visas.

Increase Visa Quota

110. How can a company increase their visa quota?

Companies can increase their visa quota by either moving to bigger offices or by applying for Increase Visa Quota service request, which will be subject to DMCC management approval. For charges please refer to [Schedule of Charges](#).

111. Where can the member find the 'Increase Visa Quota' service on the portal?

Members can find it under Employee Services → Visa Services → Increase Visa Quota → Apply for Exceptional Visa Quota.

112. If a member wishes to downgrade from a physical office to flexi desk, will this affect the member's visa quota?

Yes, it will affect the visa quota as Flexi Desks are limited to three visas only and hence, any additional visas should be cancelled.

113. Can members apply for 'Increase Visa Quota' if they are on a flexi desk?

No, members on flexi desks are not eligible for this services.

114. Can members apply for 'Increase Visa Quota' if their license has expired?

No, this service is available online only and for members with a valid license.

115. How many times can members apply for this service?

Members can apply as many times as they wish and each request will be subject to DMCC management approval.

116. What is the validity for the additional requested visa quota?

The additional / extra visa quota will remain valid even after the license is renewed, as long as the member does not apply for the license amendment 'change of address or activity'. Members will receive a notification once the visa quota is reset.

Visa Transfer

117. Does DMCC Free Zone have any guidance for employees joining another DMCC company?

Under the DMCC Free Zone policies, new entry permit, transfer within DMCC or New Permanent Identity Card (PIC) can only be issued to an applicant who was previously working in another DMCC company for two or more years or with an explicit NOC from the previous company to join another DMCC Company.

118. What is the validity of the visa transfer form for applicant transferring to DMCC?

Visa transfer form is valid for 90 days.

119. Will the visa transfer affect the dependents visas?

Dependents visas will not be affected when the applicant is transferring his/her visa.

120. In which cases the applicant is eligible for visa transfer?

If the current sponsor of the employee is Government or Free Zone or a Partner or a Bank. In the case of partner, the local partner and the new shareholder should sign the transfer form.

121. After the visa is transferred to DMCC, what is the validity of the new issued visa?

The visa will be valid for 3 years from date of issuance.

122. Who signs the visa transfer form?

The authority from which the applicant is being transferred has to sign.

123. What is the standard processing time for visa transfer?

It takes around 5 - 7 working days.

124. Are the visa transfer applicants still required to do the medical test and Emirates ID registration?

Yes, they are required.

125. Can an applicant apply for visa transfer to Department of Economic Development (DED) (non-Free Zone)?

Only in the case of transferring a partner visa to DMCC.

126. What is the process if an applicant got the wrong signature on the visa transfer form to DMCC?

The applicant must submit the original transfer form with a request letter and the form will be re-printed free of charge.

127. If the visa transfer is from a Free Zone based in another Emirate, is the signature of the General Directorate of Residency and Foreigners Affairs (DNRD) required?

Visa transfer is only applicable within Dubai Free Zones.

128. Can members apply for Visa transfer from DMCC while the applicant is outside UAE?

No, applicants must be inside the country.

129. How long should the visa be valid for before transferring from DMCC?

Visa should be valid for at least 1 month.

130. Can applicants apply for visa transfer if their visa is already expired?

No, expired visas cannot be transferred. Applicants must either renew and transfer or cancel and apply for new.

131. Can applicants travel during the transfer process?

Application can be made online and applicants can exit the country, however once the original form is signed and submitted with the original passport, applicants have to stay in the UAE until the transfer is completed.

132. How to renew an expired transfer form?

Applicants must submit an official request letter to renew the transfer form and make payment.

133. If the visa transfers, application is under process, can the applicant apply for a visit visa or tourist visa at the same time?

Two visa applications for the same applicant cannot be done at the same time; noting that the General Directorate of Residency and Foreigners Affairs (DNRD) will reject the recent application.

134. How many times can members renew the transfer form?

Members can renew as many times as they need; noting that the validity of the transfer form is 90 days.

135. Can an applicant holding a DMCC visa transfer his/her visa to another DMCC company without NOC from current sponsor?

An NOC from the current sponsor is required in order to transfer the visa.

136. What is the process to change the information in transfer form such as job title, passport number, name...etc. or correct a signature?

The member company will need to submit an official request letter requesting the change; hence, the original form will be re-printed free of charge.

137. How can the applicant receive the original transfer form?

The applicant will need to come and collect the transfer form from DMCC Client Service Centre.

Visa Renewal

138. When can I apply to renew a visa?

A visa can be renewed up to 6 months prior to its expiry. Late penalties will apply if the completed renewal application is not received prior to the expiry date. All applications should be submitted to DMCC at least 14 days in advance of expiry to provide sufficient time in case any additional documents or information is required prior to processing.

139. If a member's visa expires while he/she is outside the country, can he/she renew the visa while outside?

No, visas cannot be renewed if the member is outside the country.

140. What is the minimum passport validity to be able to apply for visa renewal?

The applicant passport should be valid for at least 6 months to be able to renew the visa.

141. Can an applicant apply for visa renewal and job title change at the same time?

No, it cannot be done in one request.

142. Can applicants renew their visa with an expired health insurance?

No, applicants can apply for visa renewal as long as their health insurance is still valid.

Visa Cancellation

143. What is approved time of cancellation after terminating the employment agreement?

The visa cancellation should be finalised within 30 days after terminating/ expiring the employment agreement.

144. Who should be present at the time of the submission of the visa cancellation at DMCC Counters?

- If the employee's salary is AED 5000 or less, then both the employee and HR Signatory from DMCC Member Company must visit DMCC counter to electronically sign the end of service.
- If the employee's salary is more than AED 5000, then the end of service is sent to the HR signatory and then to the employee to electronically sign the document by email. Once the document is electronically signed, the company PRO can submit the documents at the DMCC counters.

145. In which cases can members apply for visa cancellation while the applicant is outside the country?

- If the applicant has been outside the country for more than 6 months
- If the applicant's visa expired while he/she is outside the country
- If the applicant sent his/her original passport for cancellation while outside the country

146. Can applicants cancel their visa without cancelling their dependents visas?

Dependent's visa should either be put on hold or cancelled before cancelling the applicant's visa.

147. In the case of shareholders' visa cancellation, do they have to submit the end of service form?

In the case of shareholders' visa cancellation, the share certificate can be submitted instead of the end of service form.

148. If the residence visa is cancelled in the airport, how can the employee name be removed from the company's records?

The member company will need to apply for visa cancellation and submit original documents to DMCC counters, then, the employee will be removed from the company records.

149. Is the company still responsible for employees after their visa cancellation?

Yes, the company is responsible until the employee exits the country or changes the status of the visa.

150. Can applicants apply for new visa while their current visa is still under cancellation process?

No, new visas cannot be applied if the old visa is not yet cancelled.

151. What is the process for members to cancel the visa of an applicant outside the country who has dependents outside the country?

If the member wishes to cancel visa of an employee who is outside UAE and has dependents on his sponsorship who are also outside UAE, the member company will need to provide DMCC with the eform for the dependents visa cancellation (this needs to be typed from any typing centre) along with the application for employee visa cancellation while submitting it at the Client Service Centre counters.

A processing fee will be charged by DMCC and deducted from the company portal, towards each dependents' cancellation. If the company does not have the dependents' details, a copy of sponsor's passport copy along with the residence page needs to be submitted at the counters in order to get the dependents' details from DNRD. Once the details are provided, the company should get the eform for dependents cancellation typed from any typing centre and submit this to DMCC along with employee visa cancellation documents.

If the company is unaware of the employee dependents' while submitting his/her residence visa cancellation, the application will be returned by DNRD mentioning the comment 'dependents' visa need to be cancelled'. In this case, DMCC will inform the company to provide the eform for dependents' cancellation with the fee for each dependent.

152. Is ban applicable in DMCC?

Ban is imposed by the Immigration based on the recommendation from DMCC. The person will not be able to enter UAE until the ban period is completed. To apply for a ban on an employee, DNRD requires an NOC from DMCC. The same will be provided by DMCC upon the evidence of police report of criminal record against the employee or certificate from the duly authorised hospital recommending ban for the reason that the employee is affected to any such diseases, which is not tolerated in the country.

153. Can applicants apply for DMCC visa if they have one year Ban?

If the applicant has one-year ban, then, he/she cannot apply for employment visa with DMCC. However, if the applicant has 6 months ban, then, he/she can apply with DMCC.

Note: The type of ban is mentioned on the labour cancellation documents (normal Ban / permanent ban).

Visa Amendments

154. If the name in the passport changed (i.e. after marriage), how can members change the Residence Permit stamp?

Members will need to apply online for (stamping visa on new passport) then approach DMCC counters to submit all the required documents.

155. How can applicants update the expiry date of their renewed passport?

Applicants can apply for the service request titled "Update Passport Details" on their portal, which is free of charge.

156. In which cases the visa amendment can be done?

Amendment can be done in the following cases:

- Cancellation of UAE residence visa
- Visa on arrival
- Visit visa holders
- Tourist visa

157. Can the amendment be done if the applicant entered through other Emirates?

Yes, amendment can be done in this case.

158. Can members do the amendment directly with the General Directorate of Residency and Foreigners Affairs (DNRD)?

No, they need to apply through DMCC.

159. What is the 'visa file number' that DMCC requests for visa amendment applicants who enter UAE through visa on arrival?

The visa file number is the visa number handwritten on the airport entry stamp in the passport. If the number is not written on the airport entry stamp, the applicant will then need to obtain it from either the airport or the General Directorate of Residency and Foreigners Affairs (DNRD).

160. Can a person on tourist visa be eligible for visa amendment?

Yes, tourist visa holders can apply for visa amendment.

161. How to apply for the Service Request "Employee Passport Details Amendment"?

This is a new Service Request that was launched to enable members to apply through their portal to update the passport details of their employees on the system.

This service enables the member companies to update any of the following details of their existing employees, noting that this is a free of charge service:

- Passport Number
- Passport Issue Date
- Passport Expiry Date
- Place of Issue
- Name in Passport*
- Country of Issue*

*Please note that in case of updating the employee name in passport or updating the country of issue (for example: the employee changed the nationality and has a new passport issued from a different country), then, after submission of the service request, please visit DMCC Client Service Centre with the original passport for verification in order to proceed with the service request details update.

To apply, members need to log in to their DMCC portal account and follow the below steps:

Step 1- Click on Employment Services

Step 2- Click on the section "Visa Services"

Step 3- Click on "Employee Residence Permits (Visa)"

Step 4- Click on the service "Employee Passport Details Amendment"

Step 5- Select the employee name from "Document # (Lookup)"

Step 6- Click "Save" to preview the current "Applicant Passport Details" in system

Step 7- Click "Edit" to update the current "Applicant Passport Details" in system and then click "Save"

Step 8- Click "Download/Upload/Review Doc" to upload the new "passport copy"

Step 9- Click "Submit"

Step 10- Visit the Client Service Centre Counters with the original passport for verification. (Applicable only in case of update in the Name in Passport and the Country of Issue)

Disputes

162. I am in dispute with my employer over my rights as an employee. What should I do?

A contract of employment between a DMCC free zone member company and its employee must be executed in accordance with DMCC's standard employment contract, together with additional clauses that may be added by the employer. In all cases, the contract of employment must be in accordance with the Federal Law No 8 of 1980 and its amendments (known as Labour Law). In the case of a dispute, DMCC encourages disputing parties to make a genuine attempt at resolution. If resolution was not successful, DMCC provides a mediation service.

The first step is to contact DMCC Mediation Services department who will request a brief overview of the dispute. If the authority believes a mediation process is appropriate, you need to provide detail of the nature of the dispute. The authority will write to the other party requesting their attendance at a mediation meeting conducted by one of DMCC nominated mediators. In case a successful outcome is not achieved through mediation, the case may be referred to the Dubai Courts. Either disputing party has the right to request an NOC from DMCC at any time in order to approach the Dubai Courts.

163. How can DMCC Company enforce non-competition undertaking signed by the employee?

DMCC Company may approach the court to claim a compensation for breaking non-competition undertaking by an ex-employee, if company finds the employee has breached the agreement.

Others

164. Is the share certificate required for the Managing Director's position?

Yes, it is required.

165. If an applicant lost the passport outside UAE with the visa. What is the process?

The applicant must approach the UAE embassy to obtain an entry pass to enter UAE then stamp the visa on the new passport; or otherwise, cancel the visa and apply again.

166. If an applicant is 65 years old, can he / she apply for visa?

Applicants can apply for the visa application; however, it will be subject to the approval of the General Directorate of Residency and Foreigners Affairs (DNRD).

167. Can a member company apply for visas while their license is expired?

No, in case of license expiry, a sanction is imposed on the company account, which prevents the company from applying for any visa services.

168. How can members make payments to DMCC?

All members can make the payment through the following channels:

- Online by topping up the portal accounts
- DMCC Client Service Centre (cashier counter)
- Bank Transfer