

E-signature Subscription Quick Reference Guide

Q: How can the member company appoint the HR Signatory / subscribe to E-signature?

Member companies can apply for the service request that is available on the DMCC portal under **Company Services--> Update Details and E-sign Subscription --> Manage KYC and E-sign Subscription.**

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

This service request can be raised in the following scenarios:

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

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 (not applicable to a single shareholder); 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:

- a) Receive an email notification to read and familiarise themselves with the ‘Consent for the Use of Electronic Signature’ document;
- b) 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: 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.