

Application Guideline

Company Services - Manage KYC and E-sign Subscription

Table of Contents

Introduction	2
Service to Select on Portal.....	2
Important Notes.....	2
Steps	3
Requirements.....	4
Output	4
Further Information	4

Introduction

Manage KYC and E-sign Subscription service request is intended for the purpose of updating all the details of the member company's shareholders and officeholders and to initiate the E-signature Subscription process. The service request is also intended to enroll the company's HR Signatory Role for the purpose of initiating the E-signature Subscription.

This service request can be raised in the following scenarios:

- To appoint an HR Signatory who can be a shareholder, officeholder or an active employee.
- To revoke the appointment of an existing HR Signatory.
- To update the details of the HR Signatory.
- 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.

Service to Select on Portal

Company Services --> Update Details and E-sign Subscription --> Manage KYC and E-sign Subscription.

Important Notes

- This is a free of charge multi-purpose service request.
- To appoint the HR Signatory, the applicant must be a shareholder or an officeholder (Director / License Manager / Secretary / Legal Representative) or an active employee (on employment visa or employment card) in order to electronically sign employment related documents.
- It is mandatory to appoint at least one HR Signatory per company, while DMCC recommends appointing more than one HR Signatory.
- The company may appoint any number of HR Signatories.
- A single shareholder will automatically be appointed as an HR Signatory on the system and will not require an HR Signatory Appointment Letter; however, must apply for Manage KYC service request to enter the E-signature subscription details and then must visit DMCC to activate the E-signature at the DMCC counter.
- All shareholders and officeholders should 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.
- An 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.
- The revoke of an HR Signatory will only be possible if the company maintains another HR Signatory.
- The company can submit the service request of the same applicant only when the first service request is closed (the system will not accept the submission of another service request for the same applicant as long as the first is still open).
- If the shareholder / officeholder wishes to change his / her name, nationality or their address on the legal documents, they must apply first for '**Change Shareholders & Officeholders**

Name / Nationality / Address of Legal Documents' service request, then once it is approved and closed, they can apply for this service request.

Steps

Online Application

Step 1: Select the company's HR Signatory.

Step 2: Apply for Manage KYC and E-sign Subscription' service request on DMCC portal by entering the passport number and nationality of the existing shareholder / officeholder or active employee for the system to auto populate their details, then update their details, tick the HR Signatory role and then enter their E-signature Subscription information.

Step 3: Upload the required documents. If appointing an HR Signatory, 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.

Step 4: Upon submission, the appointed HR Signatory / E-signer will receive an email notification to read and familiarise themselves with the 'Consent for the Use of Electronic Signature' document and to notify them to visit the DMCC Counter for the identity verification and activation of the E-signature subscription.

Activation of E-signature at the DMCC Counter

Step 1: The HR Signatory / E-signer must visit the DMCC counter to activate their subscription for E-signature by electronically signing the consent document.

Step 2: To activate the E-signature, the HR Signatory / E-signer must bring their Passport or Emirates ID for the physical identity verification and the same mobile number mentioned in the service request to receive the authentication code for e-signature at the counter.

Step 3: The HR Signatory / E-signer will receive SMS on his / her registered mobile number to enter the authentication code in order to electronically sign the consent document.

Step 4: The HR Signatory / E-signer will verify the entered email address and mobile number for E-signature Subscription in the consent document then e-sign the consent document at the counter.

Step 5: He / she then will have the option to enter their email address if they wish to receive a copy of the signed document by email.

Step 6: DMCC will verify the service request details and the HR Signatory Appointment letter.

Step 7: Once DMCC approves the service request, the E-signature will be activated and the HR Signatory will be ready to e-sign employment related documents once DMCC launches the E-signature embedded services. For E-signers, the E-signature will be activated for future company related services.

Requirements

Online Application

Uploaded	Original	Documents	Remarks
<input type="checkbox"/>		HR Signatory Appointment Letter	Letter is auto generated.
<input type="checkbox"/>		Applicant's Passport	
<input type="checkbox"/>		Applicant's Visa page	
<input type="checkbox"/>		Proof of Address	Utility bills or bank account details.

Activation of E-signature at DMCC Counter

Uploaded	Original	Documents	Remarks
	<input type="checkbox"/>	Mobile Number	To bring the same mobile number mentioned in the E-signature subscription section in the service request to receive the authentication code.
	<input type="checkbox"/>	Applicant's Passport / Emirates ID	Original is required for identity verification.

Output

- E-signature subscription is activated for the HR Signatory / E-signer.

Further Information

- Visit our website at www.dmcc.ae or contact us at 600 54 DMCC (600 54 3622) or +971 4 424 9600.