

Ajman Free Zone Strategy

Vision

One of the leading global hubs, that attracts investments to the Emirates of Ajman

Mission

Attract investments by providing advanced infrastructure, new technologies, competitive services and products, flexible legislation and community wellbeing, to give distinctive experience.

Values

Innovation Inspiring Confidence

Adaptability Community welfare



Summary of the service guide

The purpose of the quide:

- This guide aims to develop, apply and publish a unified Ajman Free Zone services guide to enable service
 providers to achieve excellence in service provision by putting the customer first. The customer
 happiness employee is considered the front of the Ajman Free Zone, and therefore this guide has been
 developed to provide employees with the tools and knowledge to achieve excellence in customer service
 through:
- Enabling customer happiness employees to perform the work tasks and duties entrusted to them through rules, instructions and tools to refer to it when needed for issues related to customer service and to clarify what is expected of them
- Unifying the communication method of customer happiness employees and adopting professional standards in order to enhance the customers' experience when obtaining services.
- Improving the quality of services provided by Ajman Free Zone to customers by achieving key performance indicators

منطقة عجمان الحرة Ajman Free Zone

Ajman Free Zone Head Quarters	Customer Happiness Center	2	
08:00 AM - 04:00 PM / Sunday - Thursday	work hours		
932	mail box	₹	
WWW.AFZ.AE	website	www.	
INFO@AFZ.AE	E-mail		Communication
06/7011555 - الرقم المجاني : 800 AFZA (2392) - الرقم المجاني	call center		channels
06/7429222	fax		
https://www.instagram.com/ajmanfreezone/	Instagram	Ö	
https://twitter.com/ajmanfreezone	Twitter	Y	
https://www.facebook.com/ajmanfreezone/	Facebook	[]	
https://www.linkedin.com/company/ajmanfreezone	LinkedIN	in	

Sub-services	Main services	Sub-services	Main services
Investment website services	Facilities Services	Issuance of a licenseLicense RenewalLicense Cancellation	License Services
Facility PermitsSecurity PermitsHealth and SafetyPermits	Permits Services	Issuance of a work visaCancellation of work visa	Visa Services
lettersCertificates	letter and certificate	 Issuance of residency Renewal of residence Iqama install Cancellation of stay 	Residence Services
 Customer Complaints Customer Suggestions Labor Complaint 	Communication Services	 Issuing / renewing / canceling the establishment card Issuance/renewal/cancellation of a work card Issuance/renewal/cancellation of delegate card 	Cards Services

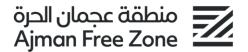


Complementary services for licenses

Registration of Representative Agent Renewal of Representative Agent Cancellation of Representative | Agent Amendment of Representative Agent Name Amendment of Representative Agent Address Amendment of Bank Account Data of Representative Agent Establishment of an Offshore Company or Corporation Establishment of Ajman International Business Company Establishment of Company/Corporation - Single **Business Activity** Establishment of Company/Corporation - Two **Business Activities** Establishment of Company/Corporation - Three **Business Activities** Establishment of Company/Corporation - General Tradina Establishment of Company/Corporation - Industrial

Establishment of Company/Corporation - Service Establishment of Company/Corporation - Ecommerce Renewal of an Offshore Company or Corporation Renewal of Aiman International Business Company Renewal of Company/Corporation - Single Business Activity Renewal of Company/Corporation - Two Business Activities Renewal of Company/Corporation - Three Business Activities Renewal of Company/Corporation - General Tradina Renewal of Company/Corporation - Industrial Renewal of Company/Corporation - Service Renewal of Company/Corporation - E-commerce Renewal of License with Location Change Renewal of License with Location Removal Update (Change - Removal - Addition) Activity in License Update (Change – Removal - Addition) Activity in License - Offshore

Update (change - Removal - Addition) Activity in License - Ajman International **Business Company** Changing Location in License Adding Location in License Removing Location in License Changing Commercial Name in License Changing Commercial Name in License -Offshore Changing Commercial Name in License -Aiman International Business Company Changing the Partner in License Changing the Partner in License - Offshore Change the Partner in License - Aiman International Business Company Adding Partner in License Adding Partner in License - Offshore Adding Partner in License - Ajman International Business Company





Complementary services for licenses



Supplementary services for letters and certificates

Changing the Manager in License

Changing the Manager in License - Offshore

Changing the Manager in License - Ajman

International Business Company

Changing the Partnership Proportion in License

Changing the Partnership Proportion in License

Changing the Partnership Proportion in License
Changing the Partnership Proportion in License

- Offshore
Changing Partnership Proportion in License Ajman International Business Company
Facilitating Partnerships Dissolution
Cancellation of License
Cancellation of License - Offshore
Cancellation of License - Ajman International
Business Company
Labors Accommodation

Shares Certificate
Good Standing Certificate
Incumbency Certificate (to whom it may concern)
Certificate of Changing the Legal Form from
Company into Corporation or from Corporation into

Company
Salary Certificate
Certificate of Origin

Certificate of No Objection to Issue Temporary Car

Plate
Entry Permit
Letter of Lost Document
Commercial Letter Outside the Free Zone

Letter of Adding Etisalat Services

Letter of Transferring a Phone Line

Letter of Application for Issuing a Customs Code

Number

Letter of Customs Clearance Card

Letter of Customs Clearance Renewal Card Letter of Transferring Driving License to Another Emirate Letter of Transferring Driving License to Another Country Letter to Change a Profession in the Driving License Letter of Opening a Driving Training File Letter of Renewing a Driving Training File Letter to Register Vehicle for the Company Letter to Renew Vehicle for the Company Letter to Cancel Vehicle for the Company Letter of Selling Vehicle Letter to Register Private Vehicle Certificate for Opening Account (for Banks) Application for Putting Advertising Poster on Vehicle/Registering Vehicle Letter to Whom It May Concerns - Companies Position/Company Effectiveness Letter of no objection - for municipalities Issuina a To Whom It May Concerns Certificate -

Offshore
Issuing Approvals for Tenants' Licenses



Complementary services for Permits

Amendments and Additions Permit

Registering Suppliers for Investors

 $\underline{\textbf{Temporary Registration (Subcontractor Work with Registered Contractor - for New York (Subcontractor Work)}\\$

Two Months Only)

Temporary Permit to Use the External Space

Issue No Objection Certificate for (Building, Construction and Excavation Works)

<u>Daily Entry Permits for Transportation Vehicles, Machines and Equipment</u>

Daily Entry Permits for Visitors

Temporary Entry Permit for Employees of Contracting Companies (Monthly)

Temporary Entry Permit for Suppliers (Monthly)

Temporary Entry Permit for Sister Company of AFZ Company (Monthly)

Temporary Entry Permit for Trainee (Monthly)

Temporary Entry Permit for Visitors (Monthly)

Temporary Entry Permit for Employee Under Agreement (Monthly)

Parking Permit in the Free Zone Area - for Single Container - Monthly

Self-Service Permits

Advertising Permit

Issuing permit for general waste companies

<u>Issuing permit for recycling material companies</u>

<u>Issuing permit for hazard material companies</u>



Complementary services for visa

Subscribing in E Chanel System
Renewal in E Chanel System
Cancellation in E Chanel System
Issuing Work Visa
Amending Visa Details Before Entry

Amending Visa Details After Entry

Amending Visa Details - Change Profession
Issuing a Long Visit Visa for Multiple Entries

Issuing a Short Visit Visa for Multiple

Entries

Issuing a Long Visit Visa for Single Entry
Issuing a Short Visit Visa for Single Entry

<u>Issuing Entry Visa - Transit (Seaports) Visa</u>

For 96 Hours Single Entry

Entry Permit (Work Visa) - Cancellation -

Used

Entry Permit (Work Visa) - Cancellation -

Un-Used

Re Entry Permit

Report of the Person Position (List of

Sponsored Persons - Personal)



Complementary services for cards

<u>Issuing / Renewing Work Card -</u> <u>Persons Sponsored by their Relatives</u>

(Employee – Under Agreement New /

Renew / Replacement)

Cancelling Work Card (Employee -

<u>Under Agreement</u>

New/Renew/Replacement) - Persons

Sponsored by their Relatives

Issuing Establishment Card

Renewing Establishment Card

Amendment Establishment Card

Data

Cancel Establishment Card

Issue PRO Card

Renew PRO Card

Amendment PRO Card

Cancel PRO Card

Complementary services for Permits	Complementary services for Residence	Complementary service for Facilities	Complementary services for Communication
Issuing permit for pest control companies Permit for recycling waste transport vehicles Adoption of food, environment and health companies Permit for hazard waste transport vehicles Permit for food transport vehicles Permit for construction transport vehicles Permit for storage hazard chemical Approval permit for the location of a public/recycling waste container	Issue/Renew/Fixing Residence as a Result of Sponsor Transfer (Investor/Partner) Issue/Renew/Fixing Residence as a Result of Sponsor Transfer (Director/Employee) Transfer Residence form Lost Passport to New Passport (Investor/Partner) Transfer Residence from Lost Passport to New Passport (Director/Employee) Transfer Residence from Old Passport to New Passport (Investor/Partner) Transfer Residence from Old Passport to New Passport (Director/Employee) Change Profession (Investor/Partner) Change profession (Director/Employee) Amendment Residence Data (Investor/Partner) Amendment Residence Data (Investor/Partner) Amendment Employment Contract Visa Status Amendment Person Position in the Country Instead of Leaving (Visa Status Change) Transfer Sponsorship to the Free Zone - Transfer Internal Sponsor Transfer Sponsorship Outside the Free Zone Absconding/Residence - Work Visa Absconding/Visit Visa Absconding Cancellation Research Stoppage for the Case Holder Removing Travel Ban Cancelling Residence for the Free Zone Company (Investor/Partner)	Key Handover Installing Signboard Maintenance Application	Customers Complaints Labor Complaints Filing Lawsuit for Labors Customers Suggestions



			License	Services			
Procedure Lifle:		Registration Agent	n of Representative	service type:	р	procedural	
Procedure Defini	tion:	providing 1	facilities to invest	sentative agents to obtain the ling to the policies	ir products (offs	hore and Ajman	
	1 w	orking days		Representative		N/A	
Completion period		-	Targeted group	Agents	Terms and Conditions		
Submission Char	nnels:	Customer p iOS: <u>https:/</u>	/apps.apple.com/	al.afz.gov.ae/vf_lo ae/app/afz-custom	ner-app/id145092		
Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerc Company profile - copy of the authorized signatory passport including visa page - copy of the company to be registered commercial license.							

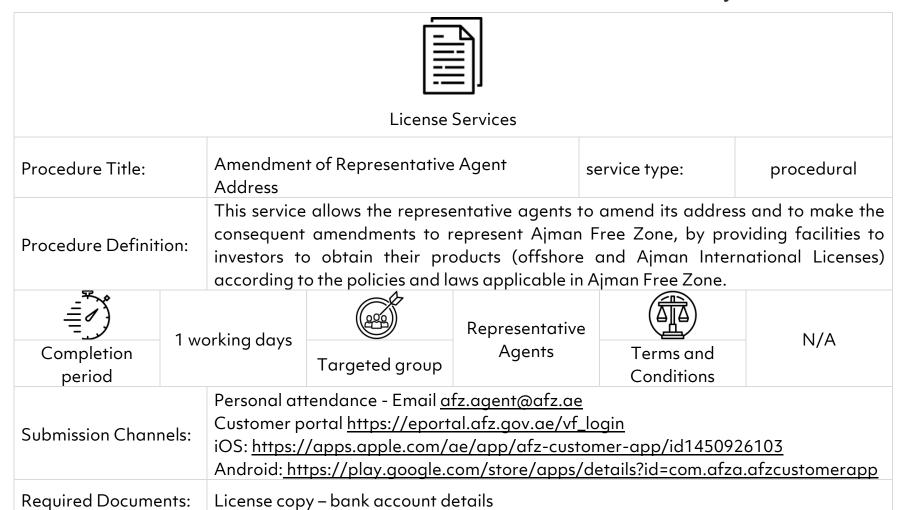


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			License	Services				
Procedure Title:		Renewal of Representative Agent		service type:	р	procedural		
Procedure Definition: This service allows the representative agents to continuously represent Ajman Fred Zone, by providing facilities to investors to obtain their products (offshore and Ajman Fred Zone.								
	1 ,,,,,	orking days		Representative		N/A		
Completion period	1 000	orking days	Targeted group	Agents	Terms and Conditions	N/A		
Submission Chan	nels:	Customer p iOS: <u>https:/</u>	Personal attendance - Email <u>afz.agent@afz.ae</u> Customer portal <u>https://eportal.afz.gov.ae/vf_login</u> OS: <u>https://apps.apple.com/ae/app/afz-customer-app/id1450926103</u> Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp					
Required Docume	ents:	License cop	У					



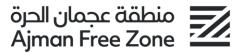
[_]•									
License Services									
Procedure Title:		Cancellatio	Cancellation of Representative Agent			service type:		procedural	
Procedure Definition:		Free Zone	This service allows to terminate the representative agents representation of Ajmar Free Zone on failing to achieve the target agreed upon within 6 months after the contract execution according to the policies and laws applicable in Ajman Free Zone.					6 months after the	
				Representative Agents)	The agent needs to cancel or transfer	
Completion period	Aut	omatically	Targeted group			Terms c Conditio	_	all the companies to another agent in case there are companies under the agents name.	
Personal attendance - Email <u>afz.agent@afz.ae</u> Submission Customer portal <u>https://eportal.afz.gov.ae/vf_login</u> iOS: <u>https://apps.apple.com/ae/app/afz-customer-app/id1450</u> Android: <u>https://play.google.com/store/apps/details?id=com.a</u>									
Required Documents: Request letter to cancel the representative agents									

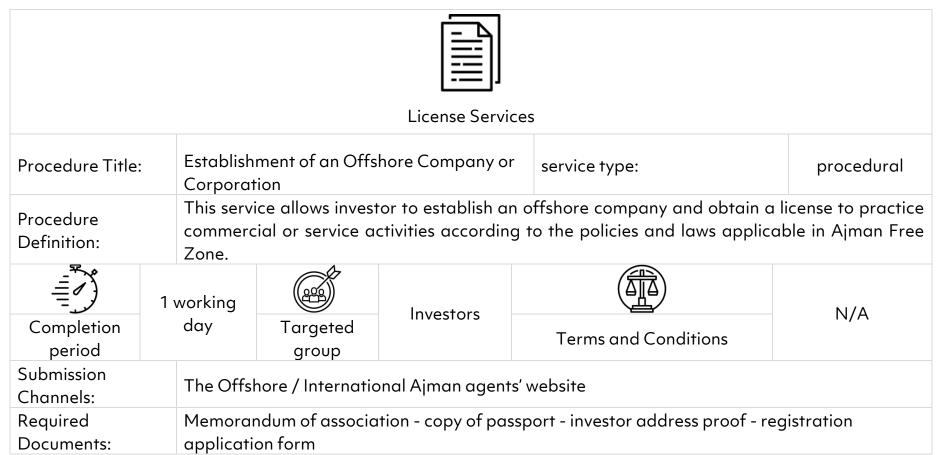
			License	Services			
Procedure Title: Amenda Name			t of Representative	service type:		procedural	
Procedure Definition: This service allows the representative agents to amend its name and consequent amendments to represent Ajman Free Zone, by providing investors to obtain their products (offshore and Ajman Internation according to the policies and laws applicable in Ajman Free Zone.						viding facilities to	
	1 1	orking days		Represento	ıtive		N/A
Completion period	1 000	orking days	Targeted group	Agents		erms and onditions	IV) A
Submission Channels: Personal attendance - Email <u>afz.agent@afz.ae</u> Customer portal <u>https://eportal.afz.gov.ae/vf_login</u> iOS: <u>https://apps.apple.com/ae/app/afz-customer-app/id1450926103</u> Android: <u>https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp</u>							
Required Docume	ents:	License cop	y of the company t	hat is register	s with the a	igents new n	ame

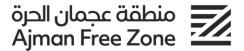




			License S	D ervices			
Procedure Title:		Amendment of Bank Account Data of Representative Agent			service type:	procedural	
Procedure Definition: This service allows the representative agents to amend its bank account data and to make the consequent amendments to represent Ajman Free Zone, by providing facilities to investors to obtain their products (offshore and Ajman International Licenses) according to the policies and laws applicable in Ajman Free Zone.							
	1 w	orking days		Representative		N/A	
Completion period		oriung days	Targeted group	Agents	Terms and Conditions	14//	
Personal attendance - Email <u>afz.agent@afz.ae</u> Submission Channels: Customer portal <u>https://eportal.afz.gov.ae/vf_login</u> iOS: <u>https://apps.apple.com/ae/app/afz-customer-app/id1450926103</u> Android: <u>https://play.google.com/store/apps/details?id=com.afza.afzcustom</u>							
Required Documents: License copy – bank account details							



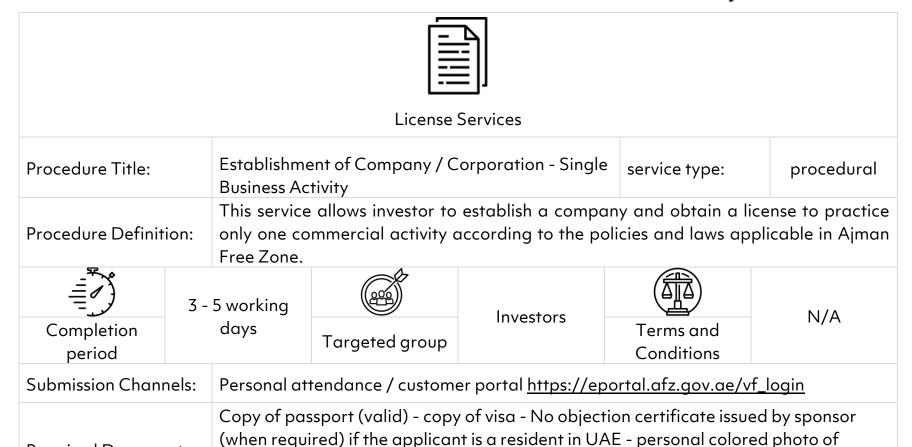






application form

Documents:

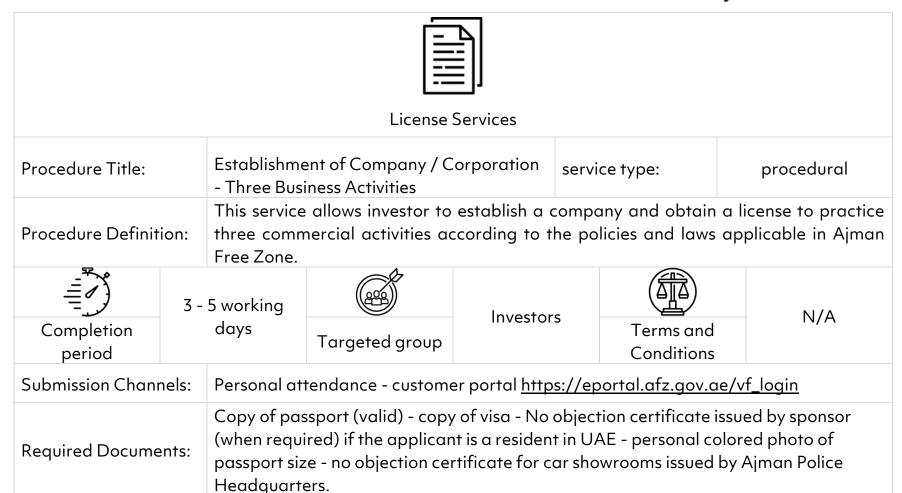


passport size - no objection certificate for car showrooms issued by Ajman Police

Required Documents:

Headquarters.

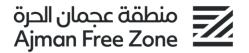
			License	Services					
Procedure Title:			ent of Company / Coness Activities	orporation	servi	ce type:	procedural		
This service allows investor to establish a company and obtain a license to two commercial activities according to the policies and laws applicable in Ajr Zone.						•			
	3 -	5 working		Investor				N/A	
Completion period		days	Targeted group	ilivesioi	5	Terms and Condition		IN/A	
Submission Chan	nels:	Personal at	tendance - custome	er portal <u>http</u>	s://ep	ortal.afz.gov	.ae/vf_la	<u>ogin</u>	
Required Documents: Copy of passport (valid) - copy of visa - No objection certificate issued by sponsor (when required) if the applicant is a resident in UAE - personal colored photo of passport size - no objection certificate for car showrooms issued by Ajman Police Headquarters.									

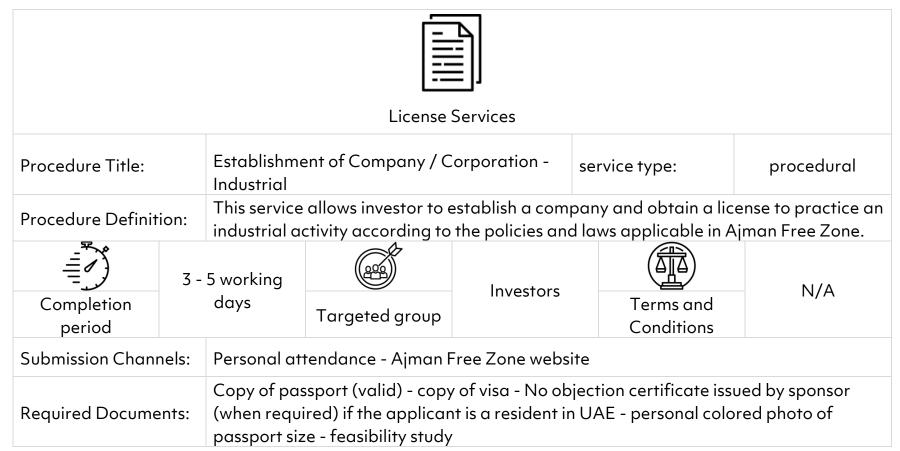


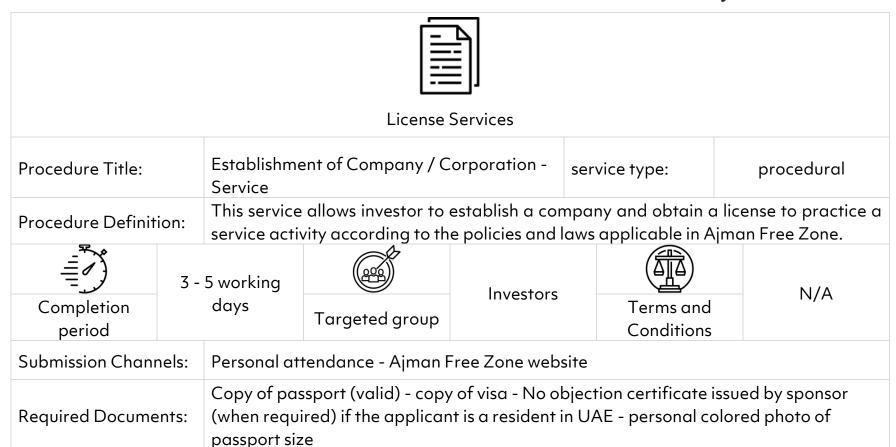


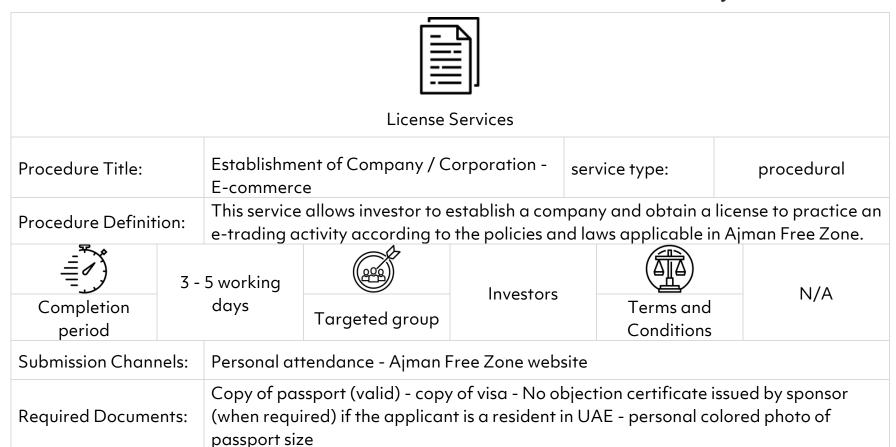
License Services

		1					
General T			ent of Company / Co ading	orporation -	service type:	procedural	
This service allows investor to establish a company and obtain a general trading Procedure Definition: license to practice a range of activities according to the policies and laws applicable in Ajman Free Zone.						-	
Completion	3 - 5 working days			Investors	Terms and	N/A	
period		,	Targeted group		Conditions		
Submission Chan	nels:	Personal at	tendance - custome	r portal <u>https://e</u>	eportal.afz.gov.ae/	vf_login	
Required Documents: Copy of passport (valid) - co (when required) if the application passport size							



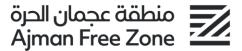








License Services								
Procedure Title: Renewal of Corporatio			Offshore Company n	or	service type:		procedural	
Procedure Definition: This service allows investor to renew of practice commercial or service activities in Ajman Free Zone.					• •			
	1 ,,,	orking day		In	vectors		N/A	
Completion period	I VV	orking day	Targeted group	Investors		Terms and Conditions	N/A	
Submission Channels: The Offshore / International Ajman agents website								
Required Documents: No documents required								







License Services									
Procedure Title:	Renewal of Company / Corporation - Single Business Activity			service type:		procedural			
Procedure Definit	ion:		This service allows investor to renew a company to continue to practice single business activity according to the policies and laws applicable in Ajman Free Zone.						
	1						To avoid the penalties, the license should be renewed one week before the expiration date It is necessary to update the partners data, contact numbers and email		
Completion period		king ay	Targeted group			ns and ditions			
Submission Chan	nels:	Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Required Docume	holde	Civil Defense certificate for warehouses and lands - copy of recent passport of license holders and directors - the financial reportno objection certificate for car showrooms issued by Ajman Police Headquarters.							



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		I	License	Services			
110000001010101		Renewal of Company / Corporation - Two Business Activities			service type:	procedural	
Procedure Definition: This service allows investor to renew a company to continue to activities according to the policies and laws applicable in Ajmar						•	
						To avoid the penalties, the license should be	
Completion period	1 w	orking day	Targeted group	Investors	Terms and Conditions	renewed one week before the expiration date / It is necessary to update the partners data, contact numbers and email.	
Submission Chan	nels:	Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp					
Required Documents: holders a				arehouses and ancial report -	l lands - copy of r no objection cer	recent passport of license	



			Lic	ense Service	es			
Procedure Title:			enewal of Company / Corporation - nree Business Activities			service type:		procedural
Procedure Definition: This service allows investor to renew a company to continue to practice the activities according to the policies and laws applicable in Ajman Free Zon								
								void the penalties, the se should be renewed
Completion period		orking lay	Targeted group	Investors		erms and onditions	one week before the expiration date / It is necessary to update the partners data, contact numbers and email	
Submission Chan	nels:	Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp						
Required Docume	ents:	Civil E holde	Civil Defense certificate for warehouses and lands - copy of recent passport of license holders and directors - the financial report - no objection certificate for car showrooms issued by Ajman Police Headquarters.					



			Licens	e Services				
r roccaore rine.		Renewal of General T	of Company / Corp rading	service type:		procedural		
Procedure Definition: This service allows investor to renew a company to continue to practical trading activity according to the policies and laws applicable in Ajman Fr								
						To avoid the penalties, the license should be		
Completion period	1 working day		Targeted group	Investors	Terms and Conditions	befo date upd date	renewed one week before the expiration date / It is necessary to update the partners data, contact numbers and email	
Submission Channels: iOS: <u>I</u>			Customer portal https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp					
Required Documents: Civil De			efense certificate for warehouses and lands - copy of recent passport of license s and directors - the financial report- no objection certificate for car coms issued by Ajman Police Headquarters.					



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				License Ser	vices				
Procedure Title:		Renewal of Company / Corporation - Industrial				service type: procedural			
Procedure Definit	ion:		This service allows investor to renew a company to continue to practice industrial activity according to the policies and laws applicable in Ajman Free Zone.						
	1 working day					applied to corp			
Completion period			Targeted group	Investors	Terms ar Conditio	warehouses, ca avoid the penal be renewed one expiration date update the part	companies in the fields of (lands, warehouses, cars showrooms) / To avoid the penalties, the license should be renewed one week before the expiration date - It is necessary to update the partners data, contact numbers and email		
Submission Chan	Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Docume	Civil [holde	Civil Defense certificate for warehouses and lands - copy of recent passport of license holders and directors - the financial report- no objection certificate for car showrooms issued by Ajman Police Headquarters.							



			<u> </u>					
			License	e Services				
Troccaore Time.		Renew Service	val of Company / Corpc e	oration -	service type:	procedural		
Procedure Defini	tion:		This service allows investor to renew a company to continue to practice service activity according to the policies and laws applicable in Ajman Free Zone.					
						To avoid the penalties, the license should be		
Completion period		orking lay	Targeted group	Investors	Terms and Conditions	renewed one week before the expiration date / It is necessary to update the partners data, contact numbers and email		
Submission Chan	nels:	Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp						
Required Docum	ents:	Copy of recent passport of license holders and directors - the financial report-Civil Defense certificate for warehouses and lands - no objection certificate for car showrooms issued by Ajman Police Headquarters.						



			License	Services			
Procedure Title:		Renewal of Company / Corporation - E-commerce			service type:		procedural
Procedure Definit	ion:		allows investor to r ording to the policion	•	•	•	
							To avoid the penalties, the
Completion period	1 w	orking day	Targeted group	Investor	rs	Terms and Conditions	license should be renewed one week before the expiration date / It is necessary to update the partners data, contact numbers and email
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id145092 Android: https://play.google.com/store/apps/details?id=com.afza							
Required Docume	ents:	Copy of rec	ent passport of lice	nse holders o	and dir	ectors - the fina	ncial report



			Lice	ense Servic	es				
Procedure Title:		Renewal of License with Location Change			service type:	procedural			
Procedure Definit	tion:	compo	This service allows investor to renew the license with adding/removing / changing the company / corporation location according to the policies and laws applicable in Ajman Free Zone.						
						There may be additional fees for any amendment /			
Completion period		orking day	Targeted group	Investors	Terms and Conditions	it is necessary to select the property (location) size and type / It is necessary to update the partners data, contact numbers and email			
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id14509 Android: https://apps.apple.com/ae/app/afz-customer-app/id14509									
Required Docume	ents:	Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp Clearance certificate from Sewage Department for warehouses and lands - Clearance certificate from Federal Electricity and Water Authority - Clearance certificate from Etisalat - copy of recent passport of license holders and directors - the financial report - no objection certificate for car showrooms issued by Ajman Police Headquarters.							

			Lica	nse Service	20		
Procedure Title:		Renewo	ewal of License with Location servic			ice type:	procedural
Procedure Definit	tion:						removing the company / s applicable in Ajman Free
							It is necessary to leave at least one (property)
Completion period		orking day	Targeted group	Investo	ors	Terms and Conditions	update the partners
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzc							
Required Docume	ents:	Clearar Clearar	nce certificate from nce certificate from	Sewage D Federal E	epart ectric	tment for warehity and Water A	

the financial report

certificate from Etisalat - copy of recent passport of license holders and directors -



				ı ı				
			Lice	nse Services				
Procedure Title:		Update (C	Change - Removal -	Addition) Activi	ty in License	service type:	procedural	
Procedure Definition	on:	industrial,	e allows investor to service, ecommerc in Ajman Free Zon	e) to another ac		•		
						compatib	ty should be le with the trade	
Completion period	1 w	orking day	Targeted group	Investors	Terms ar Conditio	to be iden license typ ns necessary	ative service fees atified by the see / It is to update the data, contact	
		Customer	portal <u>https://epor</u>	rtal.afz.gov.ae/v	<u>/f_login</u>			
Submission Channe	els:		OS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp					
Required Documer	nts:	Letter of of authorized of local or power of o	application from the d signatory - feasib foreign company b attorney authentica of directors and co	e company to up ility study in case oranch or if the li oted by Ministry o	loaded in the e of the service cense holder i of Foreign Aff	customer platfor e or industrial act s a company (the airs / authentica	m signed by the ivities and in case re should be a ted letter issued	

License Services										
Procedure Title: Update (Change - Removal - service type: procedural Addition) Activity in License - Offshore								edural		
Procedure		This service	e allows investo	r to chang	je, renew	or add activity	to offsho	ore license		
Definition:		according	to the policies and	d laws appli	cable in A	ijman Free Zone.				
=	1,,,,	orking day		Invest				N/A		
Completion	I WO	orking day	Targeted	mvesi	Ors	Terms and		N/A		
period			group			Conditions				
Submission Channels:		The Offshore / International Ajman agents website								
Required Documents:		The board of directors resolution stating the relevant procedure (change - removal - addition) - new updated contracts								



			License					
Procedure Title: Update (Change - Removal - Addition) Activity in License - Ajman International Business Company service type: procedural								
Procedure Definit	tion:		allows investor to ense according to the	-		Ajman International Ajman Free Zone.		
Completion period	Completion 1 working day Targeted group Investors Terms and N/A							
Submission Channels: The Offshore / International Ajman agents website								
Required Documents: The board of directors resolution stating the relevant procedure (change - removal - addition) - new updated contracts								



				L Licen	se Servic	es					
Procedure Tit	Procedure Title: Changing Location in License service type: procedural										
Procedure Definition:			ervice allows inveses and laws applica		•		oration	location according to the			
		Additional fees shall a amendment is made k									
Completion period		Targeted group Investors Tonditions Terms and Conditions Iicense expiration or after license expiration and in a downgrade, the procedure should be made near the lexical expiration / the difference number of residences per location / It is necessary to update the partners data,									
Submission Cl	Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp										
Required Documents:	Letter of application from the company for approval of downgrade the location area / clearance certificate from Sewage Department - Clearance certificate from Federal Electricity and Water										

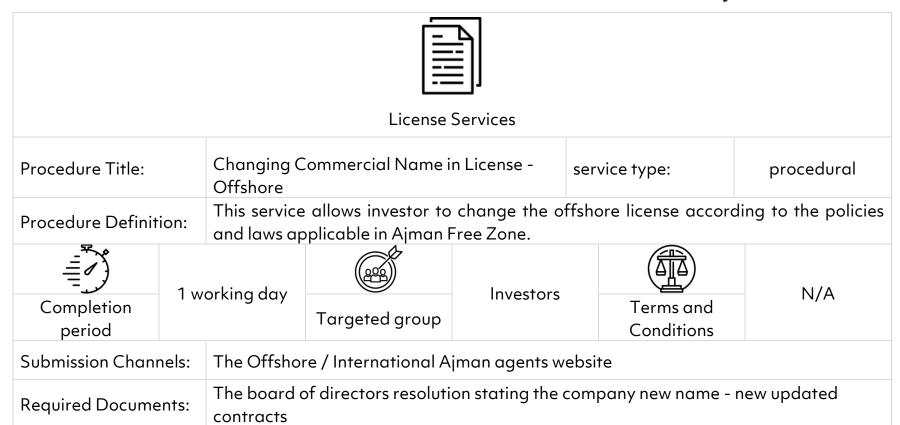


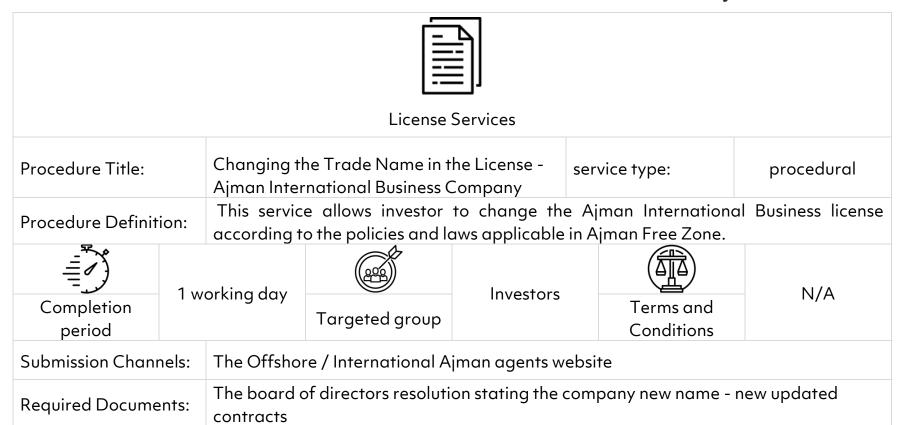
			Licens	se Services			
Procedure Title:		Adding Loc	ation in License	service type:		procedural	
Procedure Definition: This service allows investor to add the company / corporation location the policies and laws applicable in Ajman Free Zone.						ocation according to	
=						Additional fees may apply if the	
Completion period	1 w	orking day	Targeted grou	Investors	Terms and Conditions		
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomer							
Required Documents: board of directors resolution (if the applicant is a branch) - no objection for car showrooms issued by Ajman Police Headquarters.							



			L							
License Services										
			Removing Location in License			procedural				
Procedure Definit	tion:		vice allows investor olicies and laws app		• •	poration location according				
						Additional fees may apply if the amendment is made				
Completion period	i Largeted aroun				Terms and Conditions	before the expiration of the license period or after the license expiration / It is necessary to leave at least one (property) location in the license / It is necessary to update the partners data, contact numbers and email				
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp										
Clearance certificate from Sewage Department for warehouses and lands - Clearance certificate from Federal Electricity and Water Authority - Clearance certificate from Etisalat - board of directors resolution (if the applicant is a branch)										

				License S	Service	es			
Procedure Title:	Chang	ging	Commercia	Name in License	e	service ty	pe:	procedural	
Procedure Definition:				estor to change pplicable in Ajm			corporation	n trade name according to	
	Application for approving commercial name.								
Completion period	Additional fees may apply if the amendment is made before the expiration of the license period of the license								
Submission Ch	nannels:	iOS	S: <u>https://ap</u>	al <u>https://eporta</u> ps.apple.com/ao //play.google.co	e/app	/afz-custo	mer-app/id	d <u>1450926103</u> om.afza.afzcustomerapp	
Required Documents: Letter of application from the company to uploaded in the customer platform signed by the authorized signatory and the original certificate of chamber and in case of local or foreign company branch or if the license holder is a company (there should be a power of attorney authenticated by Ministry of Foreign Affairs / authenticated letter issued by board of directors and corporation certificate) - copy of recent passport of license holders and directors									



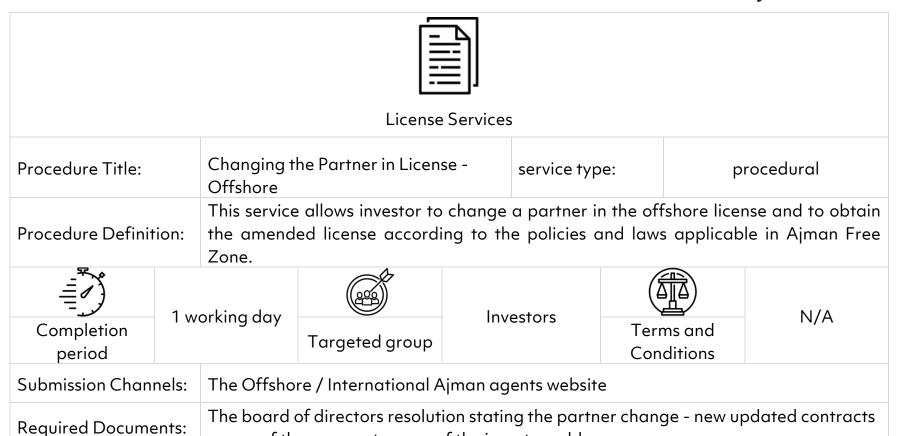




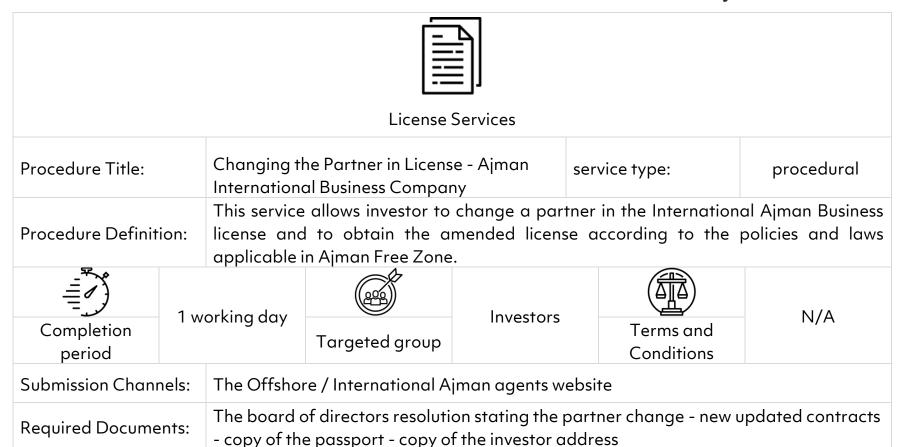
Procedure Title:		Changing the Partne	r in License	service type:		procedural			
Procedure Defir	nition:		s service allows investor to change a partner in the license and to obtain the amended li ording to the policies and laws applicable in Ajman Free Zone.						
					approvals/	uses or lands: Administrative It is necessary to update the			
Completion period	17 working days	Targeted group	Investors	Terms And conditions	lt is necessar postponed of -For lands: company ce	ita, contact numbers and email / iry to make sure that there are no due cheques. Contract with an evaluation ertified in the country. The company age should be 5 years or			
		Customer portal <u>htt</u>	ps://eporta	<u>l.afz.gov.ae/vf_login</u>					
Submission Cha	nnels:	iOS: https://apps.a	pple.com/a	e/app/afz-customer-	app/id14509	<u>26103</u>			
		Android: https://pla	ay.google.cc	m/store/apps/detail	s?id=com.afz	<u>a.afzcustomerapp</u>			
	0	· · · · · ·	C - I		• . 1	1.1. 6.1			

Required Documents:

Original certificate of chamber - copy of the new partner passport with residence and visa - personal photo of the new partner - no objection certificate issued by the sponsor (if there is a valid residence) - letter of no objection issued by Ajman Car Market (in case of car market) and in case of local or foreign company branch or if the license holder is a company (there should be a power of attorney authenticated by Ministry of Foreign Affairs / authenticated letter issued by board of directors and corporation certificate) - resolution of general meeting in the company (branch), the new partner details and contact numbers - copy of the approved licensee of the evaluation companies (which activity is real estate evaluation activity) - evaluation report issued by the evaluation company - the financial report of the evaluation company issued by the partner assigning the license - sale agreement between the purchaser and seller (assignor).

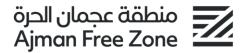


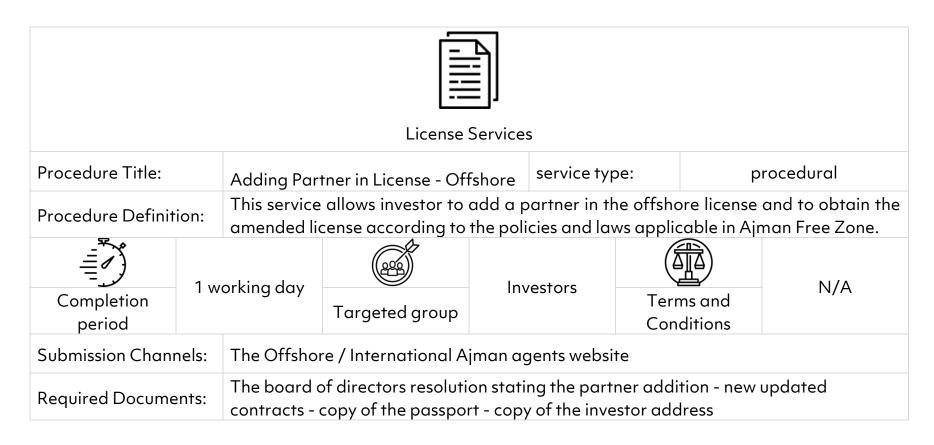
- copy of the passport - copy of the investor address

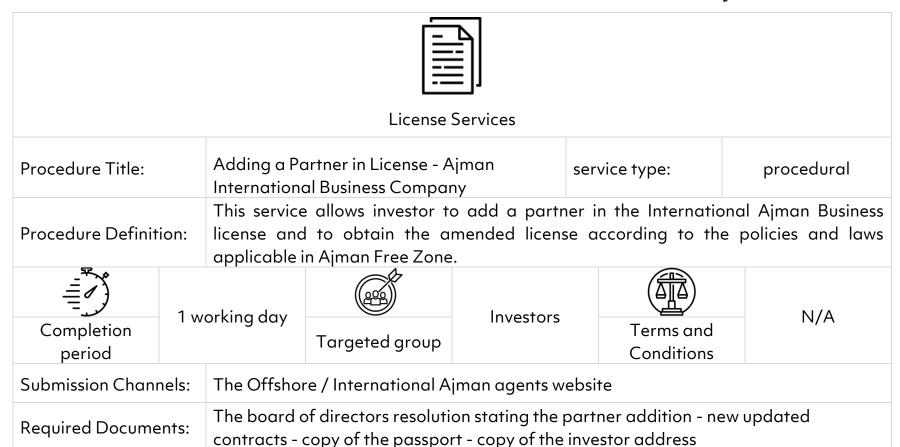




				Lice	nse Se] rvices				
Procedure Title: Adding Partner in License service type: procedural										
Procedure Definition: This service allows investor to add a partner in the license and to obtain the amended license according to the policies and laws applicable in Ajman Free Zone.										
=								er security approval / It is eary to update the partners		
Completion period	1 worki	working day Targeted group				Terms and Conditions	- For lar evalue countr	data, contact numbers and email For lands: Contract with an evaluation company certified in the country. The evaluation company age should be 5 years or above.		
Submission Ch	iannels:	iOS: <u>htt</u>	er portal <u>https</u> ps://apps.app d: <u>https://play.</u>	le.com/a	ie/app	o/afz-customer	app/id14	50926103 .afza.afzcustomerapp		
in case of adding a company partner (partnership / corporation contract - (there should be a power of attorney authenticated by Ministry of Foreign Affairs / authenticated letter issued by board of directors and corporation certificate) - copy of the manager passport - personal photo - copy of recent passport of the license holder - copy of the approved licensee of the evaluation companies (which activity is real estate evaluation activity) - evaluation report issued by the evaluation company - the financial report of the evaluation company issued by the partner assigning the license - sale agreement between the purchaser and seller (assignor).										

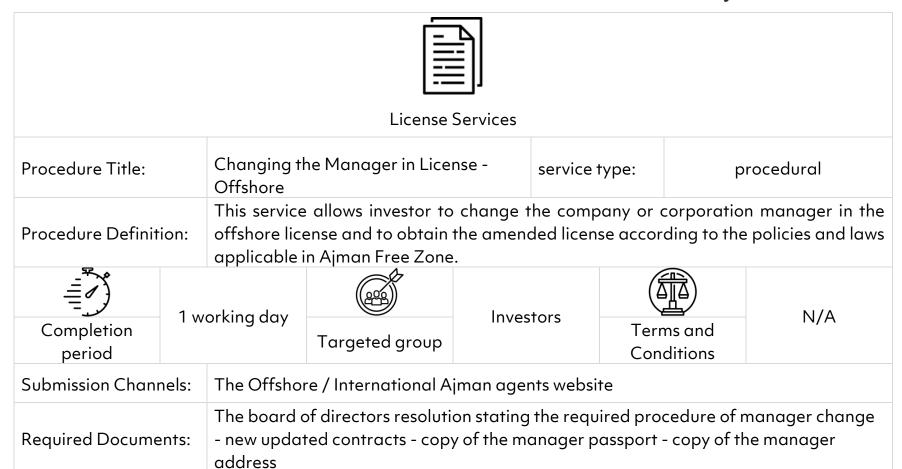


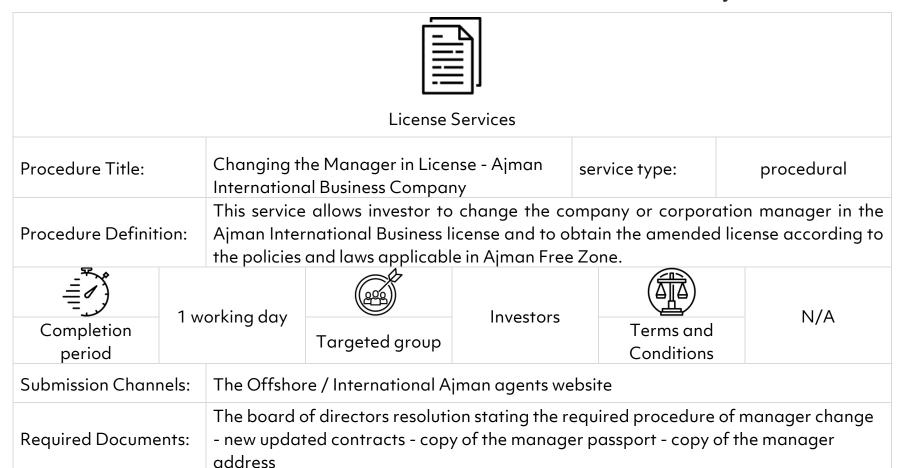






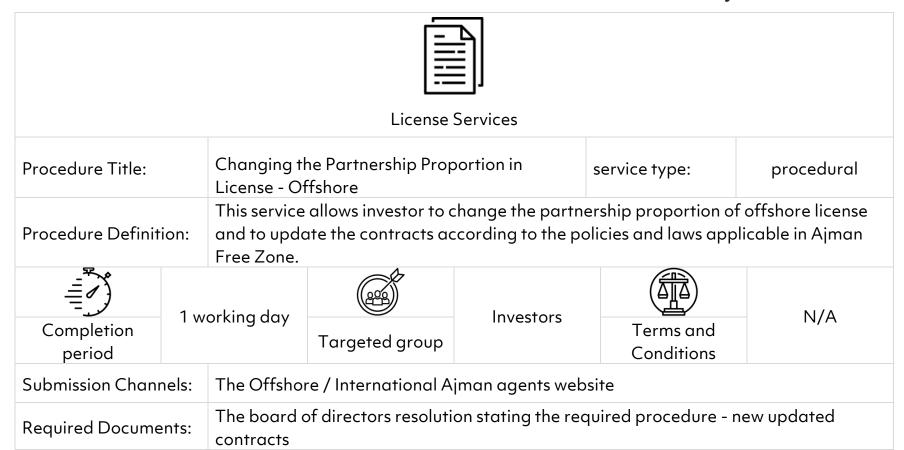
Procedure Title	Changing t	he Manager in		service type	e:	procedural		
Procedure				•			on manager and to obtain	
Definition:	the amende	ed license accordi	ing to	the policies	and laws app	licab	le in Ajman Free Zone.	
	1 working day		ln	nvestors			dence is obligatory / It is essary to update the	
Completion	i working day	Targeted	"	ivesiois	Terms and	part	ners data, contact	
period		group			Conditions	num	bers and email	
Submission	Customer p	ustomer portal https://eportal.afz.gov.ae/vf_login						
Channels:	iOS: https:/	<mark>//apps.apple.com</mark>	n/ae/c	app/afz-cus	tomer-app/i	d1450	<u>0926103</u>	
Channels:	Android: ht	tps://play.google	e.com/	/store/apps	/details?id=c	om.a	<u>fza.afzcustomerapp</u>	
	Letter of ap	pplication from th	e com	pany to uplo	oaded in the	custo	mer platform signed by	
Required	the authori	new manager	pass	port - residence - in case				
Documents:	of local or f	oreign company k	brancl	nch or if the license holder is a company, a letter fr			mpany, a letter from the	
parent company is required - resolution of board of director in case of branch								







			L==	<u>=</u>]1							
License Services											
Procedure Title: Changing the Partnership Proportion in License service type: proce											
Procedure Definition: This service allows investor to change the partnership proportion and to update the contracts according to the policies and laws applicable in Ajman Free Zone.											
							Bank account statement for six				
Completion period	1 w	orking day	Targeted group	Investors	5	Terms and Conditions	nece updo data	ths / It is essary to ate the partners a, contact bers and email			
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://apps.apple.com/ae/app/afz-customer-app/id1450926103											
Required Docume	Required Documents: Bank account statement for six months - copy of the recent passports of the license holders and managers - board of directors resolution in case of branch										



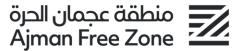
			License	Servic	es			
Changing the Partnership Procedure Title: Proportion in License - Ajman International Business Company Service type: procedural								
Procedure Definit	tion:	Internation	e allows investor al Business license oplicable in Ajman I	and to	o update the	-		•
Completion period	Completion 1 working day Targeted group Targeted group Tought to the state of t							
Submission Channels: The Offshore / International Ajman agents website								
Required Documents: The board of directors resolution stating the required procedure - new updated contracts								

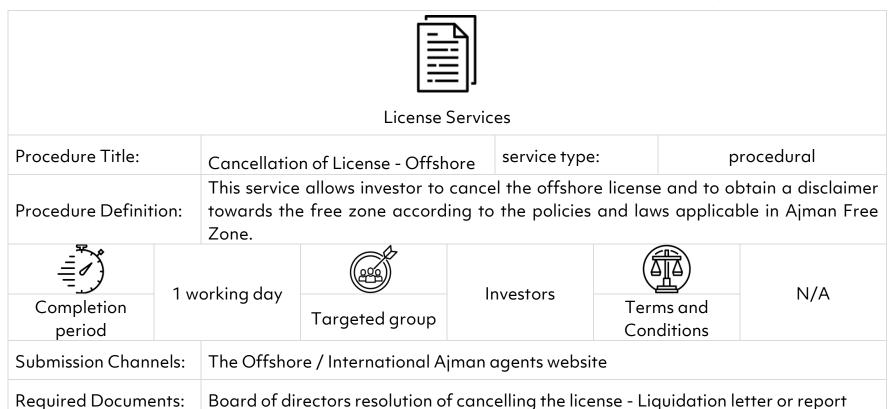


			Licens	e Services			
Procedure Title: Facilitation Dissolution			Partnerships	service type:		procedural	
Procedure Definition: This service allows investor to facilitate the dissolution between the partner license judicially according to the policies and laws applicable in Ajman Free Zo							
						The presence of the license holders or	
Completion period	7 w	orking days	Targeted group	Investors	Terms an Condition	penalties and	
Submission Chan	nels:	Personal at	tendance				
Required Docum	ents:	passport - a	the license - the memorandum of association - a copy of the partners' a copy of the extract of the Federal Authority for Identity and Citizens stating the payment of all dues arising from the license - the statement				



			Lice	ense Services				
Procedure Title:		Cancella	Cancellation of License		oe:	procedural		
Procedure Definit	tion:		This service allows investor to cancel the license and to obtain a disclaimer towards the free zone according to the policies and laws applicable in Ajman Free Zone.					
						Partners should attend in the Customer Relationship		
Completion period		working days	Targeted group	Investors	Terms and Conditions	Department to know the reason of license cancellation, attach the power of attorney, if any - It is necessary to make sure that there are no postponed due cheques.		
Submission Chan	nels:	iOS: <u>http</u>	omer portal https://eportal.afz.gov.ae/vf_login https://apps.apple.com/ae/app/afz-customer-app/id1450926103					
Required Docume	ents:	For ware Water - F	Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp For warehouses and lands: Clearance certificate (Etisalat - Sewage - Electricity and Water - Port and Customs Department) Cars showroom (letter from Ajman Market for cancellation)					







License Services								
Procedure Title: Cancellation of License - International service type: procedure Ajman Business Company					ocedural			
Procedure Definition: This service allows investor to cancel the International Ajman Business license and obtain a disclaimer towards the free zone according to the policies and applicable in Ajman Free Zone.								
	1 w	orking day		Inves	itors			N/A
Completion period		<i>y</i> ,	Targeted group		1111001010		ns and ditions	,
Submission Channels: The Offshore / International Ajman agents website								
Required Documents: Board of directors resolution of cancelling the license - Liquidation letter or report								



Procedure Title:		Labors Acco	ommodation	service type:		procedural		
Procedure Definit	ion:		This service allows investor to lease room for labors sponsored by the licensed companies in the free zone according to the policies and laws applicable in Ajman Free Zone.					
	1 14	orking day		Investor		This service is only allowed for labors who have entry		
Completion period	I VV	orking day	Targeted group	IIIVesioi	Terms and Conditions	visa, visit visa, work visa, residence		
Submission Chan	iOS: https:/	/apps.apple.com/	nl https://eportal.afz.gov.ae/vf_login ps.apple.com/ae/app/afz-customer-app/id1450926103 https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp					
			•	nse holder or i	ts representative	to be downloaded in		



Procedure Title:		Share Certi	ficate	service type:		procedural		
Procedure Definition: This service allows investor to obtain share certificate, indicate proportion of each partner according to the policies and laws Free Zone.							•	
	1 ,,,	orking day		Investors			Commercial license should	
Completion period	I VV	orking day	Targeted group		_	ns and ditions	be valid	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Docume								



Procedure Title:		Good Standing Certificate service type:				procedural		
Procedure Definition: This service allows investor to obtain a certificate the violations according to the policies and laws applications.							•	
	1 1	orking day		Investors			Commercial license should be valid	
Completion period	I VV	orking day	Targeted group		Terms Condi			
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:								



		Suppl	ementary services to	or letters and c	ertificates	
Procedure Title:		Incumbency Certificate (to whom it may concern)			service type:	procedural
This service allows investor to obtain a certificate that the company activity is continued in the free zone according to the policies and laws applicable in Ajman Fre Zone.						
	1 w	orking day		Investors		Commercial license should
Completion period		3 ,	Targeted group		Terms and Conditions	be valid
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp						
Required Documents: N/A						



			opprememary serv				
Procedure Title:		from C	Certificate of Changing the Legal Form rom Company into Corporation or from Service type: process proc				
Procedure Definition: This service allows investor to obtain a certificate of changing the legal form from a free zone company into a free zone corporation, or from a free zone corporation into a free zone company according to the policies and laws applicable in Ajman Free Zone.							
=	1 w/	orking				The commercial license should be	
Completion period		lay	Targeted group	Investors	Terms and Conditions	valid if the license data is amended in advance.	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Required Documents: N/A							



Procedure Title: Sa		Salary Certificate		service type:		procedural		
This service allows to obtain a letter explaining the sponsored perso the contract agreed upon with the company owner according to the papelicable in Ajman Free Zone.					•			
	1 ,,,	orking day		Investors Employees of			Commercial	
Completion period	ı vv	orking day	Targeted group	the free zone companies	_	ns and ditions	be valid	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents: N/A							·	



Procedure Title:		Certificate of Origin		service type:		procedural		
Procedure Definit	ion:		This service allows to obtain a certificate that the company is registered in the free zone according to the policies and laws applicable in Ajman Free Zone.					
	1 working			Investors Employees of the			Commercial license should be	
Completion period		day	Targeted group	free zone companies	_	ns and ditions	valid	
Submission Chan	nels:	iOS: <u>http</u>	s://apps.apple.con	ortal.afz.gov.ae/vf_lo n/ae/app/afz-custom e.com/store/apps/de	ner-app/			
Required Documents: N/A								



		S	ی upplementary servi	ces for letters and certif	icates				
D T.1			cate of No Objectio e Temporary Car	service type:	ı	procedural			
Procedure Definition: This service allows to obtain a no objection certificate to install a car plate temporarily according to the policies and laws applicable in Ajman Free Zone.									
	1 w	orking		Investors		Commercial			
Completion period	C	lay	Targeted group	Employees of the free zone companies	Terms and Conditions	license should be valid			
		Custor	ner portal <u>https://e</u>	portal.afz.gov.ae/vf_lo	gin_				
Submission Chan	nels:	iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103							
		Androi	d: <u>https://play.goo</u>	gle.com/store/apps/de	<u>:tails?id=com.afza</u>	a.afzcustomerapp			
Required Documents: N/A									



Procedure Title:		Entry Permi	t	service type:		procedural		
Procedure Definition: This service allows to obtain a letter of no objection for entering such as the other free zones - port and customs, etc according to the applicable in Ajman Free Zone.								
	1 ,,,	orking day		Investors Employees of			Commercial license should	
Completion period	ı vv	orking day	Targeted group	the free zone companies	_	ns and ditions	be valid	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerap								
Required Docume	ents:	N/A						



Procedure Title:		Letter of Lo	st Document	service type:		procedural		
Procedure Definit	ion:		This service allows to obtain a letter addressed to the Police General Command of losing document according to the policies and laws applicable in Ajman Free Zone.					
	1 ,,,	orking day		Investors Employees of		Commercial license should		
Completion period	I VV	orking day	Targeted group	the free zone companies	Terms and Conditions	be valid		
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustom								
Required Documents: N/A			· -			·		



		3000	erricinally services i		aa. ee				
Procedure Title:		Commercial Letter Outside the Free Zone			service type:		procedural		
Procedure Definit	ion:	This service allows to obtain a letter of no objection to open or practice a commercial work in another emirate according to the policies and laws applicable in Ajman Free Zone.							
=	1 working day			Inves Employ				Commercial license should	
Completion period			Targeted group	the free zone companies		_	s and litions	be valid	
Submission Channels:		Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Required Documents:		N/A							



		Suppl	ementary services fo	or letters and certif	icates				
Procedure Title:		Letter of Adding Etisalat Services		service type:		procedural			
Procedure Defini	tion:		e allows to obtain a ording to the policie						
	1	orkina dav		Investors Employees of			Commercial license should be valid		
Completion period	I VV	orking day	Targeted group	the free zone companies	Terms Condi				
Submission Channels:		Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Required Documents:		N/A							



Procedure Title:		Letter of Tr	ansferring a Phone	Line	service type	:	procedural	
Procedure Definit	cedure Definition: This service allows to obtain a letter addressed to Etisalat to transfer phonoaccording to the policies and laws applicable in Ajman Free Zone.						er phone line	
	1 working day				Investors Employees of the			Commercial license
Completion period	I VV	orking day	Targeted group	free zone companies		-	erms and Conditions	should be valid
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:								



		Зоррк	erricinally service	23 TOT TETTETS WITH CETTIF	icares		
Procedure Title:		•	pplication for estoms Code	service type:		ŗ	procedural
Procedure Definit	ion:			in a letter to issue a ne policies and laws ap			
=	1	orking day		Investors Employees of the			Commercial license and
Completion period	I VV	orking day	Targeted group	free zone companies	Terms Condi		residence should be valid
		Customer p	ortal <u>https://ep</u> a	ortal.afz.gov.ae/vf_log	gin_		
Submission Chan	nels:	iOS: <u>https:/</u>	<u>/apps.apple.con</u>	n/ae/app/afz-custom	ier-app/id	d145092	<u>26103</u>
		Android: ht	tps://play.googl	<u>e.com/store/apps/de</u>	tails?id=c	<u>om.afza</u>	<u>.afzcustomerapp</u>
Required Docume	ents:	N/A					



Procedure Title:		Letter of Cu	stoms Clearance C	ard	service type:		procedural	
Procedure Definit	ion:	on: This service allows to obtain a letter of customs number clearance card to transp commodities according to the policies and laws applicable in Ajman Free Zone.						•
	1 ,,,	orking day		Em	Investors ployees of the			Validity Commercial
Completion period	I VV	orking day	Targeted group		free zone companies		Terms and Conditions	license and residence
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustome								
Required Documents: N/A								



		' '	,					
Procedure Title:		Letter of Cu Renewal Co	stoms Clearance ard		service type:		procedural	
Procedure Definit	ion:		e allows to obtain o the policies and l					e card renewal
	1	orking day		Ew	Investors aployees of the			Validity Commercial
Completion period	I VV	orking day	Targeted group		zone companies	_	s and litions	license and residence
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents: N/A								



Procedure Title:		Letter of Tr	ansferring Driving l Emirate	_icense	service t	ype:	procedural	
Procedure Definit	ion:	the driving l	allows to obtain a icense from emirat and laws applicabl	e to anot	her emiro	ate issued	•	
Completion period	1 working day		Targeted group	Invest Employ of the zon compa	yees free e	Terms Condi		Validity Commercial license and residence
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents: N/A								



Procedure Title:			Transferring icense to Another	service type:		p	procedural
Procedure Defini	tion:	the drivin	g license from cou	n a letter addressed to ntry to another count able in Ajman Free Zo	ry issued	•	
	1 200	rking day		Investors Employees of the			Commercial license and
Completion period	1 WO	rking day	Targeted group	free zone companies	_	ns and litions	residence should be valid
		Custome	r portal <u>https://ep</u>	ortal.afz.gov.ae/vf_lo	gin_		
Submission Chan	nels:	iOS: http	s://apps.apple.cor	m/ae/app/afz-custom	- ner-app/	id145092	6103
		Android:	https://play.goog	le.com/store/apps/de	etails?id=	<u>com.afza</u>	<u>.afzcustomerapp</u>
Required Docum	Required Documents: N/A						



		3000	ememory services i		o and cermine			
Procedure Title:		Letter to Ch	ange a Profession i	in the	service type	:	pro	ocedural
Procedure Definit	ion:		allows to obtain a in the driving licer Zone.				•	9
	1 1	orking day		vestors yees of the			Commercial license should	
Completion period	ı vv	orking day	Targeted group		ee zone npanies	_	ns and ditions	be valid
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents: N/A								





		30ppi	ememary services i	or icric	is and cermica	1103	
Procedure Title:		Letter of Op	pening a Driving Tro	aining	service type:	p	procedural
Procedure Definit	ion:		allows to obtain a ning file according t			•	•
	1 ,,,	orking day		Investors Employees of the			Commercial license should
Completion period	I VV	orking day	Targeted group		ree zone ompanies	Terms and Conditions	be valid
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Required Documents: N/A							



			•					
Procedure Title:		Letter of Re	newing a Driving T	raining	service ty	pe:	pro	cedural
Procedure Definit	tion:	driving training file according to the policies and laws applicable in Ajman Free Zone						
	1	aukina day	Investors Employees of t					Commercial license should
Completion period	I VV	orking day	Targeted group	free comp		Terms Condit	-	be valid
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents: N/A								



Procedure Title:		Letter to Re Company	gister Vehicle for th	ne	service typ	oe:	procedural	
Procedure Definit	ion:	a vehicle in	This service allows to obtain a letter addressed to the Traffic Department to registor vehicle in the name of the company according to the policies and laws applicable Ajman Free Zone.					
Completion	1 w	orking day		Emp	vestors loyees of ree zone	`	ms and	Commercial license should be valid - vehicle
period			Targeted group	con	npanies	_	ditions	details
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents: Statement of the vehicle price and details issued by the certified agent in the country						ent in the country		



		Supple	ementary services t	or leffers o	ind certif	ricates		
Procedure Title:		Letter to Re Company	new Vehicle for the	2	service	type:	F	procedural
Procedure Definit	ion:		allows to obtain o				•	
	1 ,,,	orking day			Investors Employees of			Commercial license should
Completion period	I W	orking day	Targeted group	the free compo		_	ns and ditions	be valid
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents: N/A								



		Supple	ementary services to	or leffers c	ind certi	ricates		
Procedure Title:		Letter to Co	incel Vehicle for the	<u> </u>	service	ervice type:		procedural
Procedure Definit	the vehicle title according to the policies and laws applicable in Ajman Free Zone.							
	1	orking day		Invest Employ				Commercial license should
Completion period	ı vv	orking day	Targeted group	the free compo			ns and ditions	be valid - vehicle details
Submission Chan	Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Required Documents: N/A								



Procedure Title:		Letter of Se	lling Vehicle	ng Vehicle service type:			procedural	
Procedure Definit	ion:	vehicle own		n a letter addressed any or the customer ne.			•	
=	1 1	orking day		Investors Employees of			Commercial license should	
Completion period	I VV	orking day	Targeted group	the free zone companies	_	ns and ditions	be valid - vehicle details	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents: N/A								



Procedure Title: Letter to			egister Private Vehicle		service type:		procedural	
Procedure Definition: a private vehicle according to the policie					tter addressed to the Traffic Department to register policies and laws applicable in Ajman Free Zone.			
	1	orking day			nvestors ployees of			Commercial license should
Completion period	I VV	orking day	Targeted aroun		e free zone ompanies	_	ms and ditions	be valid - vehicle details
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:								



Troccaore Tille.		Certificate for Opening Account (for Banks)		service type:		procedural	
Procedure Definit	ion:			in a letter addressed to banks to open bank account laws applicable in Ajman Free Zone.			
				Investors Employees of		The offshore commercial	
Completion period	1 w	orking day	Targeted group	the free zone	Terms and Conditions	license or the free zone license should be valid	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id14509261 Android:							



Procedure Title:		ation for Putting e / Registering Ve	Advertising Poster of	Service Type.		procedural	
	•						epartment to allow the
Procedure Definition: company to put an advertising poster on the company vehicle according policies and laws applicable in Ajman Free Zone.							nicle according to the
	1 wo	rking		Investors Employees of		$(\Delta \parallel \Delta)$	The offshore commercial license or
Completion	d	ay	Targeted	the free zone	•	Terms and	the free zone license
period			group	companies	(Conditions	should be valid
		Custon	ner portal <u>https:/</u>	//eportal.afz.gov.ae	e/vf_	<u>login</u>	
Submission Chan	nels:	iOS: <u>ht</u>	iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103				
Android: https://play.google.com/store/apps/details?id=com.afza.afzcustor						afza.afzcustomerapp	
Required Documents: Copy of the vehicle title deed.							



Procedure Title:		Letter to Whom It May Concerns - Companies Position / Company Effectiveness			servi	ce type:	procedural
Procedure Definition: This service allows to obtain a certificate (renewed - canceled - expired - license expired the policies and laws applicable in Ajman Fr						' suspended in s	
				Investors Employees of the free zone companies			The offshore commercial license
Completion period	1 w	orking day	Targeted group			Terms and Conditions	or the free zone license should be valid
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id145 Android:							



Procedure Title:		Letter of No	o Objection - For les	service type:		procedural		
This service allows to obtain a letter addressed to Municipality Department Procedure Definition: register anything relating to the municipality in other emirates according to policies and laws applicable in Ajman Free Zone.						, ,		
				Investors Employees of the free zone companies				The offshore commercial
Completion period	1 w	orking day	Targeted group			_	ns and ditions	license or the free zone license should be valid
Submission Channels: Personal attendance								
Required Documents: Letter of application - vehicle details								





		Supple	ementary services fo	or lette	ers and certi	ficates		
Procedure Title:		Issuing a To	o Whom It May Concerns Offshore		service typ	e:	procedural	
Procedure Definition: This service allows the investors to obtain a To Whom It May Concerns certificate for offshore licenses according to the policies and laws applicable in Ajman Free Zone.								
	1	. 12		1			N/A	
Completion period	I W	orking day	Targeted group	ın	vestors	Terms and Conditions		
Submission Channels: The Offshore / International Ajman agents website								
Required Documents: N/A								



		Suppl	ementary services	s for letters and certi	ificates		
Procedure Title: Issuing App Tenants' Li				service type:	procedural		
This service allows to evaluate the new industrial and service activities relating to health, safety and environment according to the policies and laws applicable in Ajman Free Zone.							
	2	1.				Approval to apply all health, safety and	
Completion period	2 W	orking days	Targeted group	Investors	Terms and Conditions	environment requirements of the free zone	
Submission Chan	nels:	Email					
Required Documents: Feasibility study - Environmental impact study (when required) - approvals of specialized external entities							



Visa Services

			VISU	Services			
Procedure Title: Subscribi			in E Chanel	service type:		procedural	
Procedure Definition: This service allows investor to subscribe in E Chandlaws applicable in Ajman Free Zone.						em according to the policies	
				Investors		Ensure that the corporation, the	
Completion period	2 w	orking days	Targeted group		Terms (Conditi	documents and	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Required Documents: N/A							



			Visa	Services			
Procedure Title: Renewal in System		E Chanel	service type:		procedural		
Procedure Definit	ion:			o renew subscription in E Chanel System according to the in Ajman Free Zone.			
						Ensure that the corporation, the	
Completion period	2 w	orking days	Targeted group	Investors	Terms ar Conditio		
Submission Chan	iOS: https:/	ortal <u>https://epoi</u> /apps.apple.com :ps://play.google	/ae/app/afz-cu	stomer-app	/id1450926103 -com.afza.afzcustomerapp		
Required Documents: N/A							



Visa Services

			VISO	Services				
Procedure Title: Cancellat System			n in E Chanel	service type:		procedural		
Procedure Defini	This service allows investor to cancel subscription in E Chanel System according to the policies and laws applicable in Ajman Free Zone.							
	7	orking days		Investors		N/A		
Completion period	J VV	orking days	Targeted grou		Terms and Conditions	N/A		
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents: N/A								



			Vis	a Services					
Procedure Title:		Issuing V	Vork Visa	service type:		procedural			
Procedure Defin	ition:	work vis	This service allows investor, partner and employee of free zone companies to obtain work visa (permit to enter the country for work) according to the policies and laws applicable in Ajman Free Zone.						
				Investors		Ensure that the corporation, the			
Completion period	2 workir (urge 4 workir (norr	ent) ig days	Targeted group	Partners Employees of the free zone companies	Terms and Conditions	company or the showroom has provided all documents and meets all application requirements			
Submission Cha	nnels:	iOS: <u>htt</u>	Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp						
Required Docum	nents:	Copy of	Copy of passport valid for 6 months at least - personal photo with white background-a white background - in the event that the visa for the investor requires attaching the security approval						



			Visa Ser	vices				
Procedure Title:		Amending Visa Details Before Entry		service type:		procedural		
Procedure Defin	nition:		•	• •		ne companies to make s applicable in Ajman		
						Ensure that the corporation, the		
Completion period	(u 4 wor	king days rgent) king days ormal)	Targeted group	Investors Partners Employees of the free zone companies	Terms and Conditions	company or the showroom has provided all documents and meets all application requirements		
Submission Cha	innels:	-		ortal https://eportal.afz.gov.ae/vf_login apps.apple.com/ae/app/afz-customer-app/id1450926103				
		-						
Required Docur	ments:		Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp Copy of passport valid for 6 months at least - personal photo with white background - copy of entry permit.					



			[7	PASS		
			Visa	Services		
Procedure Title:		Amending Visa Details After Entry		service type:		procedural
Procedure Defi	nition:		•		. ,	ee zone companies to make aws applicable in Ajman Free
				Investors		Ensure that the corporation, the
Completion period	(u 4 wo	rking days urgent) rking days uormal)	Targeted group	Partners Employees of the free zone companies	Terms and Condition	·
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:						



Visa Services									
Procedure Title	e:	g Visa Details - Change service typ		service type:		procedural			
Procedure Definition: This service allows investor, partner and employee of free zone comparaments to work visa (changing profession) according to the police applicable in Ajman Free Zone.						•			
			Investo				Ensure that the corporation, the		
Completion period	(urç 4 work	ng days gent) ng days Targeted mal) group		Partners Employees of free zone	Partners Employees of the free zone companies		company or the showroom has provided all documents and meets all application requirements		
Submission Channels: Customer portal https://eportal.afz.gov.ae/vf_log iOS: <a a="" eportal.afz.gov.ae="" href="https://eportal.afz.gov.ae/vf_log iOS: <a href=" https:="" vf_log<=""> Android: <a a="" eportal.afz.gov.ae="" href="https://eportal.afz.gov.ae/vf_log Android: <a href=" https:="" vf_log<=""> Android: 									



Visa Services								
			y Visa - Transit (Se s Single Entry	aports) Visa	service type:	procedural		
Procedure Defin	nition:		e allows investor of a cording to the police	•		visa (permit to enter the iman Free Zone.		
=	2 working days					Ensure that the corporation, the		
Completion period	(u 4 wo	rking days urgent) rking days normal)	Targeted group	Investors Partners	Terms and Conditions	company or the showroom has provided all documents and meets all application requirements		
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomer-app/afz-customer-app/id1450926103								
Required Docur	nents:	Copy of pas	· · · · · · · · · · · · · · · · · · ·	-		oto with white background -		



			Visa S	ervices				
Procedure Title:		Entry Permit (Work Visa) - Cancellation - Used		service type:	i	procedural		
Procedure Definition: This service allows director and employee of free zone companies to cancel a used work visa according to the policies and laws applicable in Ajman Free Zone.								
		rking days urgent)		Investors Partners		Paying penalties in case of delay from the legal period		
Completion period	3 wo	rking days Iormal)	Targeted group	Employees of the free zone companies	Terms and Conditions			
Submission Channels: iOS: https://			r portal https://eportal.afz.gov.ae/vf_login s://apps.apple.com/ae/app/afz-customer-app/id1450926103 https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp					
Required Docur	ments:	Copy of pas	passport valid for 6 months at least - copy of used entry permit - statement of g dues after approval from the free zone (for employee)					



			Visa	Services				
Procedure Title:		Entry Permit (Work Visa) - Cancellation – Un -Used		service type:		procedural		
Procedure Definition: This service allows investor, partner and employee of free zone of an unused work visa according to the policies and laws applied Zone.						•		
						Ensure that the corporation, th		
Completion period	(u 3 wo	rking days urgent) rking days ormal)	Targeted group	Investors Partners Employees of the free zone companies		s and litions	company or the showroom has provided all documents and meets all application requirements	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents: Copy of passport - copy of entry permit.								



		Visa S	ervices				
Procedure Title:	Report of the Person Persons - Personal)	Position (List of Sp	onsored	service type:		procedural	
This service allows the investor, partner and employee of the free zone companies to obtain a report from Federal Authority for Identity and Citizenship indicating the sponsored person position in the country or a report indicating the persons sponsored by the company according to the policies and laws applicable in Ajman Free Zone.							
						that the ation, the	
Completion period	2 working days (urgent) 4 working days (normal)	Targeted group	Investors Partners Employees of the free zone companies	Terms and Conditions	company or the showroom has provided all documents and meets all application requirements		
Submission Channels:	Customer portal https://apps.ap Android: <a apps="" details?id='com.afza.afzcustomerapp"' href="https://planearing.new.new.new.new.new.new.new.new.new.new</td><td>ple.com/ae/app/c</td><td><u>afz-customer-ap</u></td><td>=</td><td></td><td>арр</td></tr><tr><td>Required Documents:</td><td colspan=6>Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp Copy of passport - copy of residence						



			Cards S	Services			
rrecaore rine.			Issuing ID Card - Lost Replacement			procedural	
Procedure Defi	This service allows investor and employee of free zone companies to obtain replacement of ID card according to the policies and laws applicable in Ajmar Zone.					•	
						Ensure that the corporation, the	
Completion period	(u 3 wo	rking days urgent) rking days normal)	Targeted group	Investors Employees of the free zone companies	Terms and Conditions		
Submission Channels: iOS: https://apps.apple.co			/apps.apple.com/c	/eportal.afz.gov.ae/vf_login com/ae/app/afz-customer-app/id1450926103 cogle.com/store/apps/details?id=com.afza.afzcustomerapp			
Required Docur	ments:	Copy of the		residence - persor		white background -	



				<u>\\</u>			
			С	ards Services			
Procedure Title: Spon Unde			suing / Renewing Work Card - Persons ponsored by their Relatives (Employee – nder Agreement New / Renew / eplacement)				procedural
Procedure Defi	nition:	card for		tor and employee ored by their relations.		•	
	2 work	king days		Investors		Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements.	
Completion period	(ur 3 work	rgent) king days ormal)	Targeted group	Employees of the free zone companies	Terms and Conditions		
Submission Channels: Customer portal https://eportal.afz.gov.ae/vf_la Submission Channels: iOS: <a apps="" details?id='com.afza.afzcustomerapp"' href="https://apps.apple.com/ae/app/afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/app-afz-custore/apps/de-app-afz-custore/apps/de-app-afz-custore/app-</td><td>ustomer-app/ic</td><td></td><td></td></tr><tr><td>Required Docu</td><td>ments:</td><td>Letter of signatory passport</td><td colspan=6>Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp Letter of appointment application by the company signed by the authorized signatory and sealed - No objection certificate from the current sponsor - copy of the passport and residence of the sponsored person - personal photo with white background.							



		Carc	s Services				
Procedure Title:	Agreement N	Vork Card (Emplo New/Renew/Repl nsored by their Re	acement) -	service type:	procedural		
This service allows investor and employee of the free zone companies to obtain a Procedure Definition: This service allows investor and employee of the free zone companies to obtain a cancellation of a work card for persons sponsored by their relatives (Employee – U Agreement New / Renew / Replacement) according to the policies and laws application in Ajman Free Zone.							
=					Ensure that the corporation, the		
Completion period	1 working day (urgent) 2 working days (normal)	Targeted group	Investors Employees of the free zone companies	Terms and Conditions	company or the showroom has provided all documents and meets all application requirements.		
Submission Channels: Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Required Documents:		Copy of the passport and residence of the sponsored person - dues receipt sheet					



			Card	s Services			
Procedure Title: Issuing Es		Issuing Esta	blishment Card service type:			procedural	
Procedure Defi	nition:		nis service allows investor to issue establishment card according to the policies ows applicable in Ajman Free Zone.				
=						Ensure that the corporation, the	
Completion period	(u 3 wo	rking days orgent) rking days oormal)	Targeted group	Investors	Terms and Condition		
Submission Channels: iOS: https://ap			/apps.apple.com	rtal https://eportal.afz.gov.ae/vf_login apps.apple.com/ae/app/afz-customer-app/id1450926103 as://play.google.com/store/apps/details?id=com.afza.afzcustomerapp			
Required Documents: Initial appr			oval report - copy age /entry permi			opy of the passport with the	



			Card	ls Services			
Procedure Title:		Renewing Establishment Card		service type:		procedural	
Procedure Defi	nition:		allows investor t able in Ajman Fre	to renew establishme ee Zone.	ent card c	according	to the policies and
		rking days urgent)		Investors		Paying penalti in case of dela	
Completion period		rking days ormal)	Targeted grou			ns and ditions	from the legal period
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1 Android:							



			Cards Se	rvices					
Procedure Title: Amend			ent Establishment Card	service typ	e:	procedural			
Procedure Defi	nition:		This service allows investor to amend establishment card data according to the policies and aws applicable in Ajman Free Zone.						
=	2 work	ing days				Ensure that the corporation, the			
Completion period	(ur 3 work	gent) ing days rmal)	Targeted group	Investors	Terms and Conditions	company or the showroom has provided all documents and meets all application requirements.			
Submission Channels: iOS: https://apps.apple.co			:://apps.apple.com/ae/a	ps://eportal.afz.gov.ae/vf_login ple.com/ae/app/afz-customer-app/id1450926103 y.google.com/store/apps/details?id=com.afza.afzcustomerapp					
Required Docu	ments:	Copy of the	ne commercial license - co visa for all partners.						



			Card	s Services				
Procedure Title:		Cancel Estab	olishment Card	service type:		procedural		
Procedure Definition: This service allows investor to cancel e laws applicable in Ajman Free Zone.					cel establishment card according to the policies and ne.			
	2 working days (urgent)			Investors			Paying penalties in case of delay	
Completion period		orking days normal)	Targeted group	IIIVESTOTS	_	ms and ditions	from the legal period	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:								



Cards Services

			Caras	Services				
Procedure Title: Issue Pl		Issue PRO C	Card	service type:		procedural		
Procedure Definition:			e allows to issue n Ajman Free Zor	g to the policies and laws				
=						Ensure that the corporation, the		
Completion period	(u 3 wo	rking days urgent) rking days normal)	Targeted group	Employees of the free zone companies	Terms and Condition	· '.		
Submission Cho	annels:	iOS: https:/	/apps.apple.com	ortal https://eportal.afz.gov.ae/vf_login apps.apple.com/ae/app/afz-customer-app/id1450926103 as://play.google.com/store/apps/details?id=com.afza.afzcustomerapp				
Required Documents: copy of the passport with the residence page /entry permit - personal photo with white background						t - personal photo with		



			Cards	Services				
Procedure Title: Renew PR		Renew PRO	Card	service type:		procedural		
Procedure Def	inition:		This service allows to renew a PRO card according to the policies and laws applicable and Ajman Free Zone.					
						Ensure that the corporation, the		
Completion period	(u 3 wo	rking days orgent) rking days ormal)	Targeted group	Employees of the free zone companies	Terms and Conditions	'.		
Submission Channels: iOS: https://app			apps.apple.com	al https://eportal.afz.gov.ae/vf_login ops.apple.com/ae/app/afz-customer-app/id1450926103 ://play.google.com/store/apps/details?id=com.afza.afzcustomerapp				
Required Docu	Required Documents: copy of the passport with the residence page /entry permit - personal photo with white background							



Cards Services									
Procedure Title:		Amendment PRO Card		service type:		procedural			
Procedure Definit	ion:		This service allows to amend a PRO card according to the policies and laws applicable in Ajman Free Zone.						
	2 working days (urgent) 3 working days (ordinary)					Ensure that the corporation, the			
Completion period			Targeted gro	Employees of the free zone companies	Terms and Condition				
Submission Chanr	nels:								
Customer portal https://eportal.afz.gov.ae/vf_login Required Documents: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://apps.apple.com/ae/app/afz-customer-app/id1450926103					-				



Cards Services										
Procedure Title:	:	Cancel PRO Card		service type:		procedural				
Procedure Defin	nition:		• •	llows employee of free zone companies to cancel a PRO card according and laws applicable in Ajman Free Zone.						
	1 wo	rking day		Employees		Ensure that the corporation, the				
Completion period	(u 2 wo	rking day rking days ormal)	Targeted group	of the free	Terms and Conditions	all documents and				
Submission Cho	ınnels:									
Required Docur	ments:	iOS: https:/	omer portal https://apps.apple.com/ae/app/afz-customer-app/id1450926103 oid: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							



Procedure Title	:	Issue /Renew /Fixing Residence as a Result of Sponsor Transfer (Investor/Partner)			service type:	procedural	
Procedure Definition: This service allows investor and partner to issue, renew or fix a residence fo according to the policies and laws applicable in Ajman Free Zone.						esidence for 3 years	
		orking days urgent)		Investors		Paying penalties in case of delay	
Completion period		orking days normal)	Targeted group	Partners	Terms and Conditions	from the legal period	
Submission Cho	annels:	iOS: https://	ortal <u>https://eporta</u> /apps.apple.com/a ps://play.google.co	e/app/afz-custa	mer-app/id14509		
Required Docur	ments:	Copy of Entry permit - Residence visa or sponsor transfer form - passport valid for 6 months at least - valid medical report - copy of sealed Emirates identity registration - personal photo with white background.					



Residence Services									
Procedure Title	:	Issue / Renew / Fixing Residence as a Result of Sponsor Transfer (Director/Employee)			service type:		procedural		
This service allows director and employee of the free zone companies to issue, renever or fix a residence for 3 years according to the policies and laws applicable in Ajma Free Zone.							•		
=		rking days urgent)		Directors Employees			Paying penalties in case of delay from		
Completion period		rking days normal)	Targeted group	the free zor		Terms and Conditions	the legal period		
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:									



			Residence	Services					
Procedure Title	:		Transfer Residence from Lost Passport to New Passport (Investor / Partner)				procedural		
Procedure Defin	nition:		This service allows investor and partner to transfer a residence to the new passport due to passport loss according to the policies and laws applicable in Ajman Free						
	2 wo	rking days				Ensure that	on, the		
Completion period	(urg		Targeted group	Investors Partners		nd	has provided ents and meets tion		
		Customer p	ortal <u>https://eport</u>	al.afz.gov.ae/	vf_login				
Submission Cho	ınnels:	iOS: <u>https:/</u>	/apps.apple.com/d	ae/app/afz-cu	ustomer-ap	op/id14509261	03		
		Android: ht	tps://play.google.c	om/store/app	os/details?	<u>id=com.afza.af</u>	zcustomerapp		
Required Docur	ments:	residency vi	ort - report of passport loss - copy of passport valid for 6 months at least – visa - personal photo with white background. (Required Original passport e processing)						



			Resid	dence Services				
Procedure Title	:		sidence from l ort (Director/ E	ost Passport to Employee)	service type:		procedural	
This service allows director and employee of free zone companies to transfer residence to the new passport due to passport loss according to the policies and leading applicable in Ajman Free Zone.								
							Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements	
Completion period	(u 4 wo	rking days urgent) rking days normal)	Targeted group	Directors Employees of the free zone companies	Terms and Conditions	sho pro do me		
Submission Cho	annels:	iOS: https:/	ustomer portal https://apps.apple.com/ae/app/afz-customer-app/id1450926103 adroid: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp					
Police report - report of passport loss - copy of passport valid for 6 months at least personal photo with white background. (Required Original passport to complete processing)						months at least -		



			residenc	e Jei vices				
Procedure Title:		Transfer Residence from Old Passport to New Passport (Investor / Partner)			service type:	procedural		
Procedure Definit	ion:	This service allows investor and partner to transfer a residence to the new passport according to the policies and laws applicable in Ajman Free Zone.						
=						Ensure that the corporation, the		
Completion period	2 working days (urgent) 4 working days (normal)		Targeted group			company or the showroom has provided all documents and meets all application requirements		
Customer portal https://eportal.afz.gov.ae/vf_log Submission Channels: iOS: https://apps.apple.com/ae/app/afz-custom Android: https://play.google.com/store/apps/de					omer-app/id1			
Required Documents: Copy of passport valid for 6 months at least - personal photo with white backs (Required Original passport to complete processing)								



Residence Services										
Procedure Title:			sidence from C irector/ Emplo	Old Passport to Nev yee)	W	service type:		procedural		
This service allows the director and employee of free zone companies to transfer residence to the new passport according to the policies and laws applicable in Ajm Free Zone.										
								ure that the poration, the		
Completion period	4 w	orking days (urgent) orking days (normal)	Targeted group	Directors Employees of the free zone companies	_	erms and onditions	sho pro doc all d	npany or the wroom has vided all uments and meets application uirements		
Submission Chan	Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp									
Required Docume	ents:	-		s at last - personal t to complete proc	-		back	kground. (



Residence Services									
Procedure Title:		Change Profession (Investor / Partner)			service type:		procedural		
Procedure Definition: This service allows investor and partner to change profession according to the policies and laws applicable in Ajman Free Zone.							rofession according to the		
	2 v	vorking days					Ensure that the corporation, the company		
Completion period	4 v	(urgent) vorking days (normal)	Targeted group		estors tners	Terms and Conditions	or the showroom has provided all documents and meets all application requirements		
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:									



residence services									
Procedure Title	: :	Change profession (Director / Employee)			service type:			procedural	
Procedure This service allows director and employee of from Definition: according to the policies and laws applicable in the policies and							•	.	
Completion period	-	vorking days (urgent) vorking days (normal)	Targeted group	Dire Emplo the fre	ector byees of ee zone panies	Terms and Conditions	Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements		
Submission Channels: Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://eportal.afz.gov.ae/vf_login iOS: https://eportal.afz.gov.ae/vf_login Android:									



			Residenc	e Services				
Procedure Title:		Amendment Residence Data (Investor / Partner)			service type:		procedural	
Procedure Definit	ion:		his service allows investor and partner to amend the residence data according to the olicies and laws applicable in Ajman Free Zone.					
						Ensure that the		
Completion period		vorking days (urgent) vorking days (normal)	Targeted group	Investors Partners				
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450 Android: https://apps.apple.com/ae/app/afz-customer-app/id1450								
Required Docume	ents:	Passport valid		least - person	al photo with wh			



			Reside	nce Services					
Procedure Title:		Amendment Residence Data (Director/ Employee)				oe:	procedural		
Procedure This service allows directors and employee of free z Definition: residence data according to the policies and laws applic									
=		orking days (urgent)		Directors Employees		Ensure that the corporation, the company or the			
Completion period	4 w	orking days (normal)	Targeted group	of the free zone companies	Terms and Conditions	documents	has provided all s and meets all n requirements		
Submission Channels:		Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Required Documents:		Passport valid for 6 months at least - personal photo with white background. (Required Original passport to complete processing)							



			Residence	e Services					
Procedure Title:		Amendmen Contract	t Employment	service	type:	procedural			
Procedure Definit	ion:		This service allows employee of free zone companies to amend the employmen contract data according to the policies and laws applicable in Ajman Free Zone.						
						Ensure that the corporation, the			
Completion period	2 w	orking days	Targeted group	Employees of free zone companies	Terms and Conditions	company or the showroom has provided all documents and meets all application requirements			
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:									



		Re	esidence Services					
Procedure Title	_	us Amendment Pe try Instead of Lear nange)		service type:	procedural			
Procedure Definition:	person p		untry instead of		zone companies to amend the ding to the policies and laws			
	2 working do	ays	Investors Partners		Ensure that the corporation, the company or the			
Completion period	4 working do	,	Employees of the free zone companies	e Terms and	showroom has provided all documents and meets all application requirements			
Submission Channels:	Submission Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://eportal.afz.gov.ae/vf_login							
Required Documents:	Copy of e	Copy of entry permit - passport valid for 6 months at least - personal photo with white background.						



			Residenc	ce Services	S				
Procedure Title:		Transfer Sponsorship to the Free Zone - Transfer Internal Sponsor			service type:			procedural	
Procedure Definit	ion:		This service allows investor, partner and employees of free zone companies to transfer sponsor according to the policies and laws applicable in Ajman Free Zone.						
				Invest	ors)	Ensure that the corporation, the	
Completion period		vorking days (urgent) vorking days (normal)	Targeted group	Partners Employees of the free zone companies		Terms a Conditio		company or the showroom has provided all documents and meets all application requirements	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomera									
Required Docume	ents:	•	l for 6 months at ceivable Settlen	•	rsonal	photo with	whi [.]	te background.	



			Reside	ence Se	ervices		
Troccaore Tille.		Transfer Sponsorship Outside the Free Zone			service typ	oe:	procedural
Procedure Definition: This service allows investor, partner and employee of free zone corsponding to the policies and laws applicable in Ajman Free						•	
				lny	vestors		Ensure that the corporation, the
Completion period		vorking days (urgent) vorking days (normal)	Targeted group	Partners Employees of the free zone companies		Terms and Conditions	company or the showroom has provided all documents and meets all application requirements
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Required Docume	ents:	Passport valid	for 6 months	at leas	st - Receipt	of Receivable Se	ttlement



		Residence	e Sel vices					
Procedure Title:	Abscoi Visa	nding / Residence - Work	service type	:	procedural			
Procedure Definition:		This service allows investor, partner and employee of free zone companies to obto absconding according to the policies and laws applicable in Ajman Free Zone.						
			Investors Partners		Ensure that the corporation, the			
Completion period	4 working days	Targeted group	Employees of the free zone companies	Terms and Conditions	company or the showroom has provided all documents and meets all application requirements			
Submission Channels: Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp								
Required Documents:	сору о	copy of the passport with the residence page /entry permit - personal photo with white background.						



Procedure Title:		Absconding / Visit Visa		service type:		procedural	
Procedure Definit	tion:		This service allows investor, partner and employee of free zone companies absconding according to the policies and laws applicable in Ajman Free Zone				
				Investors		Ensure that the corporation, the	
Completion period	4 wo	rking days	Targeted group	Partners Employees of the free zone companies	Terms a Conditio	'	
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id145092610 Android: https://play.google.com/store/apps/details?id=com.afza.afz							
Required Docume	ents:	copy of the	ne passport with the residence page /entry permit - personal photo with				



Procedure Title:		Absconding Cancellation		service type:		procedural	
Procedure Definit	ion:	This service allows investor, partner and employee of free zone companies to obtain a absconding cancel according to the policies and laws applicable in Ajman Free Zone.					
	5 working days			Investors		Ensure that the corporation, the	
Completion period			Targeted group	Partners Employees of the free zone companies	Terms and Conditions	company or the showroom has provided all documents and meets all application requirements	
Submission Channels: Customer portal https://eportal.afz.gov.ae/vf_ iOS: https://apps.apple.com/ae/app/afz-cust_ Android: https://play.google.com/store/apps/					customer-app,		
Required Docume	Copy of r		- copy of passport	-	onths at least - personal		



Procedure Title: Research S Holder			toppage for the Cas	service type:	service type:		procedural	
This service allows providing facilities to the investor (Case holder) in terms of payin the due amounts in installments, according to the policies and laws applicable in Ajman Free Zone.								
Completion period	1 w	orking day	Targeted group	Investors	Terr	ns and ditions	- -	
Submission Channels: Personal attendance								
Required Documents: According to the requirements								



Procedure Title:		Removing 7	ravel Ban	service type:		pro	cedural
Procedure Definit	tion:	travel ban o		or (Case holder) to r les of the free zone one.			
	1 w	orking day		Investors			_
Completion period	1 00	orking day	Targeted group		_	ns and ditions	
Submission Chan	nels:	Personal at	tendance				
Required Docume	ents:	Original pa	yment receipts ap	proved by Finance	Departm	ent in Ajman	Free Zone



			Residence	Services			
Procedure Title:		_	Residence for the Fr nvestor / Partner)	ee Zone	serv	ice type:	procedural
Procedure Definit	ion:		allows investor an laws applicable in	•		el their residend	ces according to the
	1	orking day		Investors			Paying penalties in case of delay
Completion period	I VV	orking day	Targeted group	Partners		Terms and Conditions	from the legal period
Submission Chan	nels:	iOS: https:/	ortal <u>https://eportc</u> /apps.apple.com/a tps://play.google.co	e/app/afz-cu	ıstom	<u>er-app/id1450</u>	926103 za.afzcustomerapp
Required Docume	ents:	copy of the	passport with the re	esidence page	/enti	ry permit	



			Residence	e Services		
Procedure Title:		_	Residence for the F (Employee)	ree Zone	service type:	procedural
Procedure Defir	nition:		e allows employee to the policies and l		•	ncel their residences e.
=		king days rgent)		Employees of the free zone		Paying penalties in case of delay from
Completion period		king days ormal)	Targeted group	companies	Terms and Conditions	the legal period
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:						





Procedure Title:		Key Hando	ver	service type:		procedural		
Procedure Definit	ion:			or to receive the key of the leased investment unit accordin applicable in Ajman Free Zone.				
=		4 hours		Investors			Commercial license should	
Completion period		4110015	Targeted group			ns and ditions	be valid	
Submission Chan	Submission Channels: Personal of							
Required Docume	ents:	Identity pro	of (passport, ID c	ard or work card)				



			Faciliti	es Services			
Procedure Title:		Installing Si	gnboard	service type:		ŗ	procedural
Procedure Definit	ion:	investment	unit (executive	r and partner to offices - offices - l laws applicable in A	business	center -	•
		4 hours		Investors			Commercial license should be valid
Completion period		4110015	Targeted group	Partners	_	ms and ditions	
Submission Chan	nels:	iOS: https:/	ortal <u>https://epo</u> /apps.apple.com	rtal.afz.gov.ae/vf_lo n/ae/app/afz-custon e.com/store/apps/de	ner-app		
Required Docume	ents:	Identity pro	of (passport, ID c	ard or work card)			



			Faciliii	es Services			
Procedure Title:		Maintenand	ce Application	service type:			procedural
Procedure Definit	ion:			r to get the servic according to the po			
Completion	2 -	7 working days	Targeted group	Investors		ms and	Provide lease contract and valid license
period		C .	3 3 1			ditions	valid licelise
Submission Chan	nels:	iOS: https:/	/apps.apple.com	rtal.afz.gov.ae/vf_lc n/ae/app/afz-custor e.com/store/apps/d	ner-app		
Required Docume	ents:	N/A					



Procedure Title:		Amendmer Additions P		service type:		procedural		
Procedure Definit	ion:	unit after m		o obtain a permit to eting all required cor e Zone.				
Completion period		12 hours	Targeted group	Investors	Terms a	nd	Provide lease contract and valid license	
Submission Chan	nels:	iOS: https:/	//apps.apple.com	rtal.afz.gov.ae/vf_lc /ae/app/afz-custor c.com/store/apps/d	mer-app/id1			
Required Docume	ents:	Request let	ter - amendments	drawings				



			Permits	Services		
Procedure Title:		Registering Investors	Suppliers for	service ·	type:	procedural
Procedure Definit	tion:	requiremen	ts for investors insider which the register	de the free zo ed company s	ne. The renewo	which have services and all shall be made on annual do to obtain entry permits to e in Ajman Free Zone.
=						They should be registered with
Completion period	1 w	orking day	Targeted group	Investors	Terms and Conditions	Department of Economic Development or holding license from the free zone
Submission Chan	nels:	Personal at	tendance - website	https://epr	ocurement.afz	gov.ae
Required Docume	ents:		commercial license and Industry (if any		•	p from Chamber of

			Permits S	ervices		
Procedure Title:			Registration (Subco ered Contractor - for		service type:	procedural
Procedure Definit	rion:	and partner the contract zone entry p registration	allows investor to re rships with them. Thi t between them unde permits. The registra a approval, transfer in o the policies and lav	s registration is te er which the regist tion fees shall be _l t to obtain the per	mporary and expinered company monoaid in Tejari webenit from the relev	res by the end of ay obtain free site and after the
						Having partnership
Completion period	1 w	orking day	Targeted group	Investors	Terms and Conditions	contract with free zone companies
Submission Chan	nels:	Personal at	tendance - Tejari we	bsite <u>https://epro</u>	ocurement.afz.gov	<u>v.ae</u>
Required Docume	ents:	undertaking	nercial license (free z g and compliance fro e offshore company	om the free zone c	ompany - agreem	•



			Permits S	Services			
Procedure Title:		Temporary Space	Permit to Use the E	xternal	service t	ype:	procedural
Procedure Defini	tion:	investment		or specifi	ic period	and agree	the external space of the d upon as per the permit Zone.
=							Providing lease contract and valid
Completion period	1 w	orking day	Targeted group	Inve	stors	Terms an	space and the security
Submission Char	nels:	Personal at	tendance				
Required Docum	ents:	Letter of ap	plication - Identity p	oroof (po	assport, IC	card or w	ork card)

			Permits S	Gervices		
Procedure Title:			pjection Certificate f n and Excavation W	•	service type:	procedural
Procedure Definit	ion:	works insid	e the free zone ho tal and relevant a ying out similar wo	aving ensured tuthorities in ad	that the approvidition to approv	nstruction and drilling als are issued by all ral for the governing and laws applicable in
Completion period	1 w	orking day	Targeted group	Investors Partners Suppliers	Terms an Condition	
Submission Chan	nels:	Personal at	tendance			
Required Docume	ents:	License - ap	proved plans - scop	e of work		



Procedure Title:			Entry Permits for Tr es, Machines and E		•	service	e type:	procedural
Procedure Defini	tion:				a daily entry permit the policies and lav		•	
=	Т	wo		_	Ajman Free Zone Companies.			Provide visit
Completion period	miı	nutes	Targeted group	_	Transportation Companies.		Terms and Conditions	destination.
Submission Char	nels:	Person	al attendance at t	he v	warehouses gates			



Permits Services								
Procedure Title:		Daily Entry Permits for Visitors		service type:		procedural		
Procedure Definition: This service allows visitor obtain a daily entry permit for single person according to the policies and laws applicable in Ajman Free Zone.								
	Two	minutes		Visitors		Provide visit purpose.		
Completion period	TWC	rilliores	Targeted group	VISITOTS	Terms and Conditions	Frovide visii purpose.		
Submission Channels: Personal attendance at the warehouses gates Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:								



				Permits Services				
r rocedore rine.			•	rmit for Employees of nies (Monthly)	service type:	procedural		
This service allows employee and expert of contracting companies to obtain a temporary (monthly) entry permit for the contracting companies employees according to the policies and laws applicable in Ajman Free Zone.								
Completion		orking day	Targeted	Employees of contracting	Terms and	Register on Tejari		
period			group	companies	Conditions			
Submission Chan	Submission Channels: Personal attendance at the warehouses gates Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp							
Copy of the internal contract - copy of emirates ID (if the applicant is resident) - personal photo with white background – trade license copy of the contractor company – NOC from concerned free zone (if the contractor company is from other free zones)						nt is resident) - e contractor		



Permits Services								
Procedure Title:		Temporary Entry Permit for Suppliers (Monthly)			service type:		procedural	
Procedure Definition: This service allows supplier to obtain a temporary (monthly) entry permit for supplie according to the policies and laws applicable in Ajman Free Zone.							ermit for suppliers	
	1						Register on	
Completion period	I W	orking day	Targeted group	Suppliers		Terms and Conditions	Tejari	
Submission Chan	Personal attendance Submission Channels: Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerap							
Required Docume	ents:	Request Letter from the Supplier company – copy of the passport with the residence page /entry permit – copy of emirates ID (if the applicant is resident) – personal photo with white background –trade license copy of the supplier company – NOC from concerned free zone (if the Supplier company is from other free zone)						

		I	Per	mits Services			
Procedure Title:		Temporary Entry Permit for Sister Company of AFZ Company (Monthly)			service type:	procedural	
This service allows employees of AFZ sister company obtain a temporary (monthly procedure Definition: entry permit for a branch of a company in the free zone according to the policies and laws applicable in Ajman Free Zone.						• • •	
=	1 w	rorking		Employees of		NI/A	
Completion period		day	Targeted group	AFZ Sister Company	Terms and Conditions	N/A	
Submission Chan	Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp						
Required Docume	ents:	Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp Copy of the passport with the residence page /entry permit – copy of emirates ID (if the applicant is resident) – personal photo with white background – trade license copy of the sister company – NOC from concerned free zone (if the Sister/branch company is from other free zones)					



Permits Services								
Procedure Title:		Temporary Entry Permit for Trainee (Monthly)			service type	:	procedural	
Procedure Definition: This service allows trainee obtain a temporary (monthly) entry permit for train according to the policies and laws applicable in Ajman Free Zone.							permit for trainee	
	1			Trainees			N/A	
Completion period	I W	orking day	Targeted group	Trainees		ns and ditions		
Submission Chan	Personal attendance Submission Channels: Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:							



Procedure Title:	Temporary (Monthly)	` ''			procedural			
Procedure	This servic	e allows visitor to	o obtain a tem	porary (monthly	v) entry permit for NON-			
Definition:	Resident vi	sa according to th	e policies and la	ıws applicable in	Ajman Free Zone.			
	1 working day		Visitors		N/A			
Completion period	1 working day	Targeted group	Targeted		IV/A			
Submission Channels:	iOS: <u>https:</u> /	Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp						
Required	Undertakir	Undertaking letter from AFZ company - Copy of the passport – copy of Visa (Visit Visa,						
Documents:	tourist Visc	ı, On –Arrival Visa) - personal pho	to with white bac	ckaround			

			Permits S	Services		
Procedure Title:		Temporary Entry Permit for Employee Under Agreement (Monthly)			service type:	procedural
This service allows employee under agreement obtain a temporary (monthly) permit for employee under agreement according to the policies and laws applin Ajman Free Zone.					•	
Completion period	1 wc	orking day	Targeted group	Employees under agreement	Terms and Conditions	N/A
Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450 Android: https://apps.apple.com/ae/app/afz-customer-app/id1450					mer-app/id14509	
NOC from the sponsor – AFZ labor card copy – Copy of the passport with the residence page /entry permit – copy of emirates ID (if the applicant is resident of emirates ID od sponsor - personal photo with white background						ort with the nt is resident) - copy

Permits Services									
Troccaore Time:			rmit in the Free Zone Area - ser		service type:			procedural	
Procedure Definit	ion:	the wareho	•	ın Free Zo				mpanies working in policies and laws	
	1			Companies working in the				The company	
Completion period	I W	orking day	Targeted group	wareho are		Terms o Conditi		license should be valid	
Submission Chan	Submission Channels: Personal attendance								
Required Docume	Required Documents: Request for container parking permit								



Permits Services							
Procedure Title:		Self-Service Permits		service type:		procedural	
Procedure Definition: This service allows to obtain a permit allowing the banks and companies to use internal and external areas of the free zone to provide their services through the Adevices and self-service devices and according to the policies and laws applicable Ajman Free Zone.					eir services through the ATM		
	1	orking day		Banks		The offshore commercial license or	
Completion period	ı vv	orking day	Targeted group	Companies	Terms an Conditior		
Submission Chan	nels:	Personal at	tendance				
Required Docume	ents:	For banks, it is necessary to attach a copy of the commercial license in Department of Economic Development (Central Bank) - Permission form - parties agreement contract - payment receipts - commercial license issued by Department of Economic development for all permits - copy of the relevant party passport					



			Permi	ts Services			
Procedure Title:	Procedure Title:		Advertising Permit				procedural
This service allows to obtain a permit allowing the banks and companies to install billboard only and not the advertisement content and form or term and according to the policies and laws applicable in Ajman Free Zone.							
							The offshore commercial license
Completion period	1 w	orking day	Targeted group	Companies	Terms an Conditior	_	or the free zone license should be valid
Submission Chan	nels:	Personal at	tendance				
For banks, it is necessary to attach a copy of the commercial license in Department of Economic Development (Central Bank) - Permission form - parties agreement contract - payment receipts - commercial license issued by Department of Economic development for all permits - copy of the relevant party passport							

		Da	ermits Services				
Procedure Ti	tle:	Issuing permit for general waste companies		procedural			
Procedure Do	efinition:	This service allows third public waste to provide s		• •	he collection and transport of		
=					*Compliance with the HSE laws issued in the UAE		
Completion period	3 working days	Targeted group	Third party companies	Terms and Conditions	*Compliance with the instructions and laws issued by the AFZ *Non-commitment of permit/accreditation permits, the permit is withdrawn.		
					*Any modifications to the permit or accreditation require approval.		
Submission C	Customer portal https://eportal.afz.gov.ae/vf_login Submission Channels: iOS: https://eportal.afz.gov.ae/vf_login Android:						



Required Documents:

Commercial license - approved by the Municipal And Planning Department - copy of license of vehicles



				Permits Services	;		
11000000		Issuing compa	permit for recyonies	cling material	service type:	procedural	
Procedure Definit	tion:				nies engaged in th o investors in free z	e collection and transport of cones	
						*Compliance with the HSE laws issued in the UAE *Compliance with the instructions and laws issued by the AFZ *Non-commitment of permit/accreditation permits, the permit is withdrawn. *Any modifications to the permit or accreditation require approval.	
Completion period		orking days	Targeted group	Third party companies	Terms and Conditions		
Submission Chan	nels:	iOS: <u>htt</u>	tps://apps.app		afz-customer-app	o/id1450926103 =com.afza.afzcustomerapp	
Required Docume	ents:	Comme	ercial license - L		to be recycled - ap	proved by the Municipal And	

				Permits Services	5	
Procedure Title:		Issuing compa	permit for haza nies	ırd material	service type:	procedural
Procedure Definit	ion:			d party compar vice to investors		ne collection and transport of
						*Compliance with the HSE laws issued in the UAE *Compliance with the
Completion period	3 working days		Targeted group	Third party companies	Terms and Conditions	instructions and laws issued by the AFZ *Non-commitment of permit/accreditation permits, the permit is withdrawn. *Any modifications to the permit or accreditation require approval.
Submission Channels: Customer portal						

			Perm	its Servi	ces			
Procedure Title:		Issuing pe companie	ermit for pest contro es	ol	servic	e type:		procedural
Procedure Defini	TION		ce allows third pa investors in free zo	-	panies er	ngaged in	the pes	t control to provide
				Third party companies and AFZ company				*Compliance with the HSE laws issued in the UAE
Completion period		orking days	Targeted group			Terms and Condition		*Compliance with the instructions and laws issued by the AFZ *Non-commitment of permit/accreditation permits, the permit is withdrawn. *Any modifications to the permit or accreditation require approval.



Submission Channels:	Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp
Required	Commercial license - approved by the Municipal And Planning Department - copy of
Documents:	license of vehicles - list of equipment's and medicines



Permits Services

		Per	mits Services		
Procedure Title:	Perr vehi	nit for recycling waste cles	transport s	ervice type:	procedural
Procedure Definit	ion: Envi	•	•	•	t of Health, Safety and m to obtain permit for the
					*Compliance with the HSE laws issued in th UAE
Completion period	3 workin days	g Targeted group	Third party companies	Terms and Conditions	,

iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103



	Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp
Required Documents:	commercial license - list of materials to be recycled



			Per	mits Services		
Procedure Title:		Adoption companie		nment and health	service type:	procedural
Procedure Definiti	ion:		ice allows AFZ tions in the field	•	otain the adoption	of the accreditation o
	3 working days					*Compliance with the HSE laws issued in the UAE
Completion period			Targeted group Third party companies		Terms and Conditions	in the UAE *Compliance with the instructions and laws issued by the AFZ *Non-commitment of permit/accreditation permits, the permit is withdrawn. *Any modifications to the permit or accreditation require approval.



	Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp
Required Documents:	commercial license - layout prepared by an health consulting accredited by HSE



				Perm	its Services	5	
Procedure Tit	Trocedore Tille.		mit for hazard waste nsport vehicles		service type:		procedural
Procedure Definition:		Compo	anies authorized	alth, Safety and Environment for the transport cars .			
				•			*Compliance with the HSE laws issued in the UAE *Compliance with the
Completion period		orking ays	•		rd party npanies	Terms and Conditions	instructions and laws issued by the AFZ *Non-commitment of permit/accreditation permits, the permit is withdrawn. *Any modifications to the permit or accreditation require approval.
Submission Channels: Customer portal https://eportal.afz.gov.ae/vf_login iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android:							



Permits Services									
Procedure Title:	e Title: Permit		for food transport	t vehicles	service type:	procedural			
Procedure Defini	ition:	Food 6	Food establishments require them to obtain permission for cars transporting these						
	3 working days					*Compliance with the HSE laws issued in the UAE			
Completion period			Targeted group	Third party companies	Terms and Conditions	*Compliance with the instructions and laws issued by the AFZ *Non-commitment of permit/accreditation permits, the permit is withdrawn. *Any modifications to the permit or accreditation require approval.			
Submission Channels: iOS: <u>h</u>		iOS: <u>h</u> 1	tomer portal https://apps.apple.com/ae/app/afz-customer-app/id1450926103 roid: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp						
Required Docum	ents:	comm	ercial license - cop	y of license of	vehicle - kind of fo	ood category			

			F	Permits Services		
Procedure Title:		Permi vehicl	t for construction es	transport	service type:	procedural
Procedure Defini	tion:		oanies authorized n permit for the tr	•	AFZ in the field of a	construction require them to
						*Compliance with the HSE laws issued in the UAE
Completion period		orking ays	Targeted group	Third party companies and AFZ companies	Terms and Conditions	*Compliance with the instructions and laws issued by the AFZ *Non-commitment of permit/accreditation permits, the permit is withdrawn. *Any modifications to the permit or accreditation require approval.
Submission Chan	nels:	iOS: <u>h</u>		e.com/ae/app/	afz-customer-app,	



Required Documents:

Commercial license - Approval the transport car the department of planning and municipality of Ajman



			Perr	nits Servi	ices			
Procedure Tit	·le: F	Permit for s	torage hazard ch	emical	service type:		procedural	
Procedure Definition:		•	authorized to wo hazard chemical r	•	•		afety and Environment in e storage place.	
							*Compliance with the HSE laws issued in the UAE	
Completion period	3 wor	king days	Targeted group	Third comp		Terms and Conditions	in the UAE *Compliance with the instructions and laws issued by the AFZ *Non-commitment of permit/accreditation permits, the permit is withdrawn. *Any modifications to the permit or accreditation require	
Submission Channels:	i ⁴	OS: <u>https:/</u>	oortal <u>https://epor</u> //apps.apple.com, tps://play.google	/ae/app	/afz-custa	omer-app/id145	0926103 afza.afzcustomerapp	



Required	Commercial license - Approval the transport car the department of planning and
Documents:	municipality of Ajman



				Permits Services			
Procedure Title:		Approval permit for the location of a public/recycling waste container			service type:		procedural
Procedure Defini	tion:		companies re	quire obtaining	permit for the	location o	f a public/recycling
						laws issu	ance with the HSE ued in the UAE iance with the
Completion period		vorking days	Targeted group	Third party companies	Terms and Conditions	instructions and laws issued by the AFZ *Non-commitment of permit/accreditation permits, the permit is withdrawn. *Any modifications to the permit or accreditation require approval.	
Submission Chan	Customer portal https://eportal.afz.gov.ae/vf_login ubmission Channels: iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomer						
Required Docum	ents:	Comme	rcial license - L	ayout for locatio	n - Size of conto	ainer	



			Commonica	mon Services					
Procedure Title:		Labor Complaints		service type:		procedural			
Procedure Defini	tion:	ensure the	This service allows employees of the free zone companies to file labor complaints to ensure their rights due by their employers according to the policies and laws applicable in Ajman Free Zone.						
=				Employees of free zone companies		He/ she should be sponsored by			
Completion period	7 w	orking days	Targeted group		Terms and Conditions	a free zone company and holds Ajman Free Zone card and residence.			
Submission Channels: Personal at 701156806			ttendance – Email: labour.disputes@afz.ae - Reporting late salaries: 6						
Required Documents: ID		ID Card issued by Ajman Free Zone - Employment Contract							



Communication Services

			Communica	non services			
Procedure Title:		Customers Suggestions		service type:		procedural	
Procedure Definition: This service allows Investor and employee of free zone companies to substruct the service allows Investor and employee of free zone companies to substruct the service allows Investor and employee of free zone companies to substruct the service allows Investor and employee of free zone companies to substruct the service allows Investor and employee of free zone companies to substruct the service allows Investor and employee of free zone companies to substruct the service allows Investor and employee of free zone companies to substruct the service allows Investor and employee of free zone companies to substruct the service allows Investor and employee of free zone companies to substruct the service allows Investor and employee of free zone companies to substruct the service allows Investor and Employee of free zone companies to substruct the service allows Investor and Employee of free zone companies to substruct the service allows Investor and Employee of free zone companies to substruct the service allows Investor and Employee of free zone companies to substruct the service allows Investor and Employee of free zone companies to substruct the service allows Investor and Employee of free zone companies to substruct the service allows Investor and Employee of free zone companies to substruct the service allows Investor and Employee of free zone companies to substruct the service allows Investor and Investo						nannels in Ajman Free	
	7 14/	orking days		Investors Employees of		. N/A	
Completion period	J VV	orking days	Targeted group	free zone companies	Terms and Conditions	d j	
Personal attendance – Visits - email <u>afza.care@afz.ae</u> Customer portal <u>https://eportal.afz.gov.ae/vf_login</u> iOS: <u>https://apps.apple.com/ae/app/afz-customer-app/id1450926103</u> Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerage							
Required Documents: N/A							



			Communica	tion Services				
Procedure Title:		Customers Complaints		service type:	F	procedural		
Procedure Defini	tion:	services out the availab	tput, products, op	cone customers to erations, procedure an Free Zone and e.	es, employee con	duct, etc. through		
	7	orking days		Investors Employees of the free zone companies		N/A		
Completion period	J W	orking days	Targeted group		Terms and Conditions			
Submission Char	inels:	Customer p iOS: https:/	Personal attendance – Visits - email <u>afza.care@afz.ae</u> Customer portal <u>https://eportal.afz.gov.ae/vf_login</u> iOS: <u>https://apps.apple.com/ae/app/afz-customer-app/id1450926103</u> Android: <u>https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp</u>					
Required Docum	ents:	N/A						

Customer Service Charter

The Ajman Free Zone is committed to providing outstanding services that exceed our customers' expectations, within the highest local and international quality standards, to achieve their best experience when dealing with our team or when applying for services, by building a mutual strong, committed, transparent, and credible relationship.

OUR COMMITMENT TO YOU:

Professionalism

- Receiving you with full respect, kindness and cheerfulness.
- Responding to your inquiries and meet all your We ensure that your feedback and complaints are demands.
- Our staff is highly professional in easing the access to our services.

Quality

- We guarantee you quality information and We respond to your inquiries about our services services through innovative channels
- We are committed to applying the best Privacy provision of our services.

Promptness

- We provide you with outstanding, quality, and HAPPINESS prompt services.
- Keep the customer's journey continuously Treating our staff with respect. services.

Communication

- We provide you with facilities that respect and observe people of determination, the elderly, and all exceptional categories.

Support

- promptly responded to through our approved communication methods.
- Welcoming your suggestions to develop our services
- through the Ajman Free Zone Services Manual.

international quality assurance standards in the |- We guarantee the confidentiality and privacy of your information

YOUR COMMITMENT TO US TO ACHIEVE YOUR

- improved to provide prompt and outstanding Providing us with all required papers and documents so that we can provide you with the best desired quality and prompt service.

- guarantee you innovative We and communication channels that meet your demands
- Continuous commitment effective to reciprocal relationship

Facilities

 We provide you with clean and modern integrated facilities that meet our customers' needs.

- easy | Provide your suggestions and feedback to support the improvement of service-level for your satisfaction.
- communication that ensures a healthy and Being accurate in answering any inquiries made by our staff so that we can provide you with our services on time.
 - Update your data periodically through our various communication channels.
 - Interacting and following-up the Free Zone communication channels to keep yourself updated.

The customer's journey through the customer happiness centers

