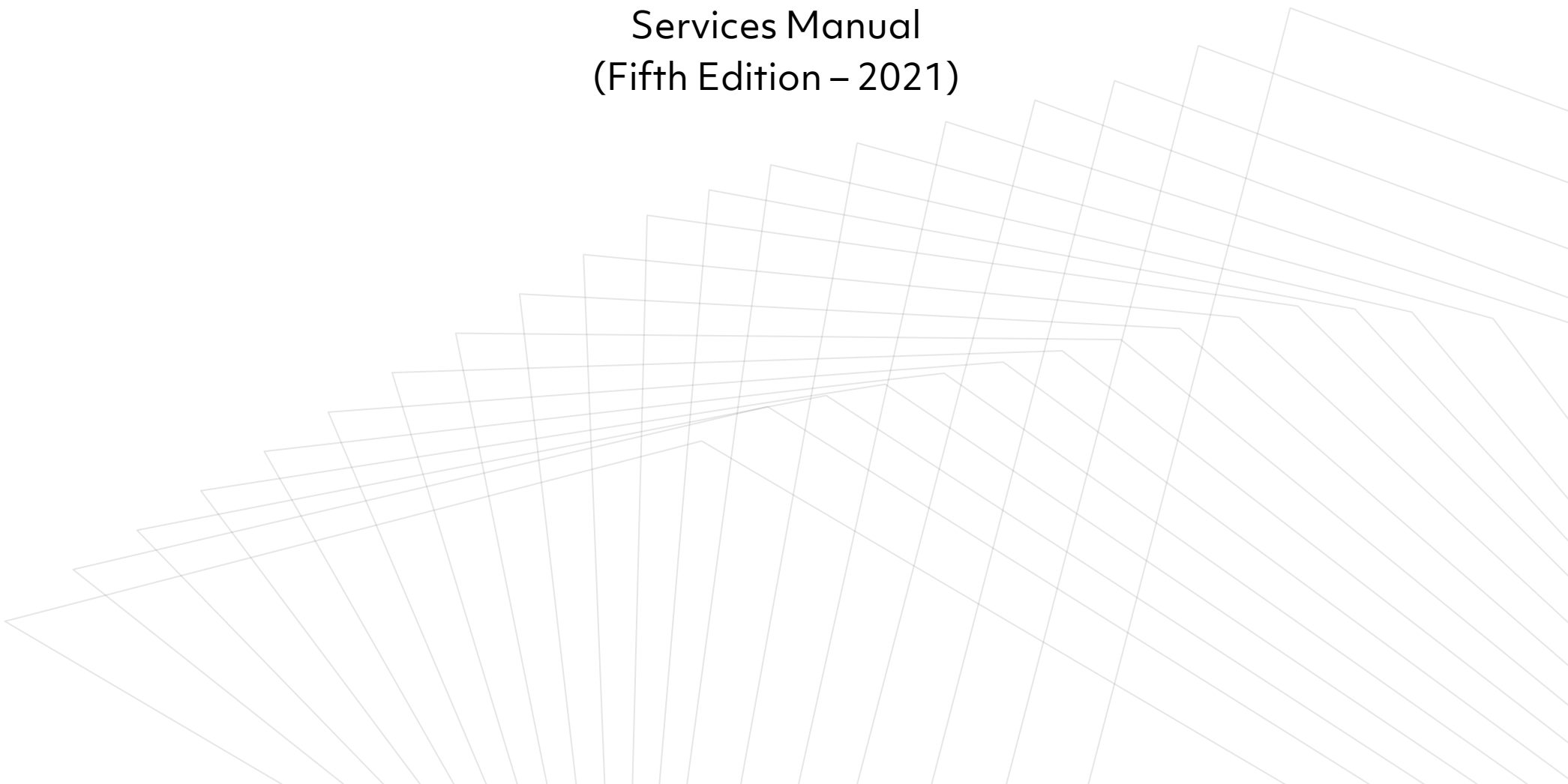


منطقة عجمان الحرة
Ajman Free Zone



Ajman Free Zone
Services Manual
(Fifth Edition – 2021)



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

Adaptability










Inspiring Confidence









Community welfare

Summary of the service guide

The purpose of the guide:

- 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

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

Sub-services	Main services	Sub-services	Main services
❖ Investment website services	 Facilities Services	<ul style="list-style-type: none"> ❖ Issuance of a license ❖ License Renewal ❖ License Cancellation 	 License Services
<ul style="list-style-type: none"> ❖ Facility Permits ❖ Security Permits ❖ Health and Safety Permits 	 Permits Services	<ul style="list-style-type: none"> ❖ Issuance of a work visa ❖ Cancellation of work visa 	 Visa Services
<ul style="list-style-type: none"> ❖ letters ❖ Certificates 	 letter and certificate	<ul style="list-style-type: none"> ❖ Issuance of residency ❖ Renewal of residence ❖ Iqama install ❖ Cancellation of stay 	 Residence Services
<ul style="list-style-type: none"> ❖ Customer Complaints ❖ Customer Suggestions ❖ Labor Complaint 	 Communication Services	<ul style="list-style-type: none"> ❖ 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

<p><u>Registration of Representative Agent</u> <u>Renewal of Representative Agent</u> <u>Cancellation of Representative Agent</u> <u>Amendment of Representative Agent Name</u> <u>Amendment of Representative Agent Address</u> <u>Amendment of Bank Account Data of Representative Agent</u> <u>Establishment of an Offshore Company or Corporation</u> <u>Establishment of Ajman International Business Company</u> <u>Establishment of Company/Corporation - Single Business Activity</u> <u>Establishment of Company/Corporation - Two Business Activities</u> <u>Establishment of Company/Corporation - Three Business Activities</u> <u>Establishment of Company/Corporation - General Trading</u> <u>Establishment of Company/Corporation - Industrial</u></p>	<p><u>Establishment of Company/Corporation - Service</u> <u>Establishment of Company/Corporation - E-commerce</u> <u>Renewal of an Offshore Company or Corporation</u> <u>Renewal of Ajman International Business Company</u> <u>Renewal of Company/Corporation - Single Business Activity</u> <u>Renewal of Company/Corporation - Two Business Activities</u> <u>Renewal of Company/Corporation - Three Business Activities</u> <u>Renewal of Company/Corporation - General Trading</u> <u>Renewal of Company/Corporation - Industrial</u> <u>Renewal of Company/Corporation - Service</u> <u>Renewal of Company/Corporation - E-commerce</u> <u>Renewal of License with Location Change</u> <u>Renewal of License with Location Removal</u> <u>Update (Change - Removal - Addition) Activity in License</u> <u>Update (Change - Removal - Addition) Activity in License - Offshore</u></p>	<p><u>Update (change - Removal - Addition) Activity in License - Ajman International Business Company</u> <u>Changing Location in License</u> <u>Adding Location in License</u> <u>Removing Location in License</u> <u>Changing Commercial Name in License</u> <u>Changing Commercial Name in License - Offshore</u> <u>Changing Commercial Name in License - Ajman International Business Company</u> <u>Changing the Partner in License</u> <u>Changing the Partner in License - Offshore</u> <u>Change the Partner in License - Ajman International Business Company</u> <u>Adding Partner in License</u> <u>Adding Partner in License - Offshore</u> <u>Adding Partner in License - Ajman International Business Company</u></p>
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Complementary services for licenses

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 - 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



Supplementary services for letters and certificates

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
Issuing a To Whom It May Concerns Certificate - Offshore
Issuing Approvals for Tenants' Licenses

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



Complementary services for Permits

Amendments and Additions Permit

Registering Suppliers for Investors

Temporary Registration (Subcontractor Work with Registered Contractor - for Two Months Only)

Temporary Permit to Use the External Space

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

Daily Entry Permits for Transportation Vehicles, Machines and Equipment

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

Issuing permit for recycling material companies

Issuing permit for hazard material companies



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

Issuing Entry Visa - Transit (Seaports) Visa 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

Issuing / Renewing Work Card - Persons Sponsored by their Relatives (Employee – Under Agreement New / Renew / Replacement)

Cancelling Work Card (Employee – Under Agreement

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






License Services

Procedure Title:	Registration of Representative Agent	service type:	procedural		
Procedure Definition:	This service allows the representative agents 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 working days		Representative Agents		N/A
Completion period		Targeted group		Terms and Conditions	
Submission Channels:	Personal attendance - Email afz.agent@afz.ae 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:	Company profile - copy of the authorized signatory passport including visa page - copy of the company to be registered commercial license.				






License Services

Procedure Title:	Renewal of Representative Agent	service type:	procedural		
Procedure Definition:	This service allows the representative agents to continuously 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 working days		Representative Agents		N/A
Completion period		Targeted group		Terms and Conditions	
Submission Channels:	Personal attendance - Email afz.agent@afz.ae 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:	License copy				






License Services

Procedure Title:	Cancellation of Representative Agent	service type:	procedural
Procedure Definition:	This service allows to terminate the representative agents representation of Ajman 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.		
	Automatically		
Completion period		Targeted group	
		Representative Agents	The agent needs to cancel or transfer all the companies to another agent in case there are companies under the agents name.
Submission Channels:	Personal attendance - Email afz.agent@afz.ae 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:	Request letter to cancel the representative agents		






License Services

Procedure Title:	Amendment of Representative Agent Name	service type:	procedural
Procedure Definition:	This service allows the representative agents to amend its name 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.		
 Completion period	1 working days	 Targeted group	Representative Agents
			 Terms and Conditions
			N/A
Submission Channels:	Personal attendance - Email afz.agent@afz.ae 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:	License copy of the company that is registers with the agents new name		





License Services

Procedure Title:	Amendment of Representative Agent Address	service type:	procedural
Procedure Definition:	This service allows the representative agents to amend its address 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.		
 Completion period	1 working days	 Targeted group	Representative Agents
			 Terms and Conditions
			N/A
Submission Channels:	Personal attendance - Email afz.agent@afz.ae 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:	License copy – bank account details		






License Services

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 working days		Representative Agents
Completion period		Targeted group	Terms and Conditions
Submission Channels:	Personal attendance - Email afz.agent@afz.ae 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:	License copy – bank account details		






License Services

Procedure Title:	Establishment of an Offshore Company or Corporation	service type:	procedural
Procedure Definition:	This service allows investor to establish an offshore company and obtain a license to practice commercial or service activities according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents' website		
Required Documents:	Memorandum of association - copy of passport - investor address proof - registration application form		






License Services

Procedure Title:	Establishment of Ajman International Business Company	service type:	procedural
Procedure Definition:	This service allows investor to establish an International Ajman business company and obtain a license to practice commercial or service activities according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	Memorandum of association - copy of passport - copy of investor address proof - registration application form		






License Services

Procedure Title:	Establishment of Company / Corporation - Single Business Activity	service type:	procedural
Procedure Definition:	This service allows investor to establish a company and obtain a license to practice only one commercial activity according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	3 - 5 working days	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	Personal attendance / customer portal https://eportal.afz.gov.ae/vf_login		
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

Procedure Title:	Establishment of Company / Corporation - Two Business Activities	service type:	procedural
Procedure Definition:	This service allows investor to establish a company and obtain a license to practice two commercial activities according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	3 - 5 working days	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	Personal attendance - customer portal https://eportal.afz.gov.ae/vf_login		
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

Procedure Title:	Establishment of Company / Corporation - Three Business Activities	service type:	procedural
Procedure Definition:	This service allows investor to establish a company and obtain a license to practice three commercial activities according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	3 - 5 working days	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	Personal attendance - customer portal https://eportal.afz.gov.ae/vf_login		
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

Procedure Title:	Establishment of Company / Corporation - General Trading	service type:	procedural
Procedure Definition:	This service allows investor to establish a company and obtain a general trading license to practice a range of activities according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	3 - 5 working days	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	Personal attendance - customer portal https://eportal.afz.gov.ae/vf_login		
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		






License Services

Procedure Title:	Establishment of Company / Corporation - Industrial	service type:	procedural
Procedure Definition:	This service allows investor to establish a company and obtain a license to practice an industrial activity according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	3 - 5 working days	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	Personal attendance - Ajman Free Zone website		
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 - feasibility study		





License Services

Procedure Title:	Establishment of Company / Corporation - Service	service type:	procedural
Procedure Definition:	This service allows investor to establish a company and obtain a license to practice a service activity according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	3 - 5 working days	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	Personal attendance - Ajman Free Zone website		
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		






License Services

Procedure Title:	Establishment of Company / Corporation - E-commerce	service type:	procedural
Procedure Definition:	This service allows investor to establish a company and obtain a license to practice an e-trading activity according to the policies and laws applicable in Ajman Free Zone.		
	3 - 5 working days		Investors
Completion period		Targeted group	
			Terms and Conditions
Submission Channels:	Personal attendance - Ajman Free Zone website		
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		





License Services

Procedure Title:	Renewal of Offshore Company or Corporation	service type:	procedural
Procedure Definition:	This service allows investor to renew an offshore company and obtain a license to practice commercial or service activities according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working 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 Ajman International Business Company	service type:	procedural
Procedure Definition:	This service allows investor to renew an International Ajman business company and obtain a license to practice commercial or service activities according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working 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 Definition:	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 working day			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		Targeted group		
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:	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.			






License Services

Procedure Title:	Renewal of Company / Corporation - Two Business Activities	service type:	procedural
Procedure Definition:	This service allows investor to renew a company to continue to practice two business activities according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		
Completion period		Targeted group	
		Terms and Conditions	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 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:	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.		






License Services

Procedure Title:	Renewal of Company / Corporation - Three Business Activities	service type:	procedural		
Procedure Definition:	This service allows investor to renew a company to continue to practice three business activities according to the policies and laws applicable in Ajman Free Zone.				
	1 working day		Investors		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		Targeted group			
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:	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.				






License Services

Procedure Title:	Renewal of Company / Corporation - General Trading	service type:	procedural	
Procedure Definition:	This service allows investor to renew a company to continue to practice general trading activity according to the policies and laws applicable in Ajman Free Zone.			
	1 working day			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		Targeted group		
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:	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.			






License Services

Procedure Title:	Renewal of Company / Corporation - Industrial	service type:	procedural
Procedure Definition:	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		Investors
Completion period		Targeted group	
			 The environmental inspection shall be applied to corporations and 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 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:	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.		






License Services

Procedure Title:	Renewal of Company / Corporation - Service	service type:	procedural
Procedure Definition:	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.		
	1 working day		
Completion period		Targeted group	
		Investors	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 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 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 Definition:	This service allows investor to renew a company to continue to practice an e-trading activity according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		
Completion period		Targeted group	
			Terms and Conditions
	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 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 recent passport of license holders and directors - the financial report		






License Services

Procedure Title:	Renewal of License with Location Change	service type:	procedural
Procedure Definition:	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.		
	1 working day		
Completion period		Targeted group	
		Investors	There may be additional fees for any amendment / it is necessary to select the property (location) size and type / It is necessary to update the partners data, contact numbers and email
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:	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.		






License Services

Procedure Title:	Renewal of License with Location Removal	service type:	procedural
Procedure Definition:	This service allows investor to renew the license with removing the company / corporation location according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		
Completion period		Targeted group	
		Investors	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
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:	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		






License Services

Procedure Title:	Update (Change - Removal - Addition) Activity in License		service type:	procedural	
Procedure Definition:	This service allows investor to change, remove or add an activity to the license (commercial, industrial, service, ecommerce) to another activity or more according to the policies and laws applicable in Ajman Free Zone.				
	1 working day		Investors		The activity should be compatible with the trade name as there are administrative service fees to be identified by the license type / It is necessary to update the partners data, contact numbers and email
Completion period		Targeted group			
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:	Letter of application from the company to uploaded in the customer platform signed by the authorized signatory - feasibility study in case of the service or industrial activities 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				






License Services

Procedure Title:	Update (Change - Removal - Addition) Activity in License - Offshore	service type:	procedural
Procedure Definition:	This service allows investor to change, renew or add activity to offshore license according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	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		






License Services

Procedure Title:	Update (Change - Removal - Addition) Activity in License - Ajman International Business Company	service type:	procedural
Procedure Definition:	This service allows investor to change, renew or add activity to Ajman International Business license according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	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		






License Services

Procedure Title:	Changing Location in License	service type:	procedural
Procedure Definition:	This service allows investor to change the company / corporation location according to the policies and laws applicable in Ajman Free Zone.		
			Additional fees shall apply if the amendment is made before the license expiration or after the license expiration and in case of downgrade, the procedure should be made near the license expiration / the difference in the number of residences per location / It is necessary to update the partners data, contact numbers and email
Completion period	1 working day	Targeted group	
		Investors	Terms and Conditions
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:	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 Authority - Clearance certificate from Etisalat - board of directors resolution (if the applicant is a branch) - no objection certificate for car showrooms issued by Ajman Police Headquarters.		






License Services

Procedure Title:	Adding Location in License		service type:	procedural	
Procedure Definition:	This service allows investor to add the company / corporation location according to the policies and laws applicable in Ajman Free Zone.				
	1 working day		Investors		Additional fees may apply if the amendment is made before the expiration of the license period or after the license expiration
Completion period		Targeted group		Terms and Conditions	
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:	board of directors resolution (if the applicant is a branch) - no objection certificate for car showrooms issued by Ajman Police Headquarters.				






License Services

Procedure Title:	Removing Location in License	service type:	procedural
Procedure Definition:	This service allows investor to remove the company / corporation location according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		
Completion period		Targeted group	
			Additional fees may apply if the amendment is made 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
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:	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 Services

Procedure Title:	Changing Commercial Name in License		service type:	procedural	
Procedure Definition:	This service allows investor to change the company / corporation trade name according to the policies and laws applicable in Ajman Free Zone.				
	17 working days		Investors		Application for approving the commercial name. Additional fees may apply if the amendment is made before the expiration of the license period or after the license expiration / It is necessary to update the partners data, contact numbers and email
Completion period		Targeted group		Terms and Conditions	
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:	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				



License Services

Procedure Title:	Changing Commercial Name in License - Offshore	service type:	procedural
Procedure Definition:	This service allows investor to change the offshore license according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors
Completion period		Targeted group	
		Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	The board of directors resolution stating the company new name - new updated contracts		






License Services

Procedure Title:	Changing the Trade Name in the License - Ajman International Business Company	service type:	procedural
Procedure Definition:	This service allows investor to change the Ajman International Business license according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors
Completion period		Targeted group	
		Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	The board of directors resolution stating the company new name - new updated contracts		



License Services

Procedure Title:		Changing the Partner in License	service type:	procedural
Procedure Definition:		This service allows investor to change a partner in the license and to obtain the amended license according to the policies and laws applicable in Ajman Free Zone.		
	17 working days		Investors	
Completion period		Targeted group	Terms And conditions	For warehouses or lands: Administrative approvals / It is necessary to update the partners data, contact numbers and email / It is necessary to make sure that there are no postponed due cheques. -For lands: Contract with an evaluation company certified in the country. The evaluation company age should be 5 years or above.
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:	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).			






License Services

Procedure Title:	Changing the Partner in License - Offshore	service type:	procedural
Procedure Definition:	This service allows investor to change a partner in the offshore license and to obtain the amended license according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors
Completion period		Targeted group	
			Terms and Conditions
			N/A
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	The board of directors resolution stating the partner change - new updated contracts - copy of the passport - copy of the investor address		






License Services

Procedure Title:	Changing the Partner in License - Ajman International Business Company	service type:	procedural
Procedure Definition:	This service allows investor to change a partner in the International Ajman Business license and to obtain the amended license according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	The board of directors resolution stating the partner change - new updated contracts - copy of the passport - copy of the investor address		






License Services

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.				
	1 working day		Investors		<ul style="list-style-type: none"> – Partner security approval / It is necessary to update the partners 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.
Completion period		Targeted group		Terms and Conditions	
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:	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).				






License Services

Procedure Title:	Adding Partner in License - Offshore		service type:	procedural	
Procedure Definition:	This service allows investor to add a partner in the offshore license and to obtain the amended license according to the policies and laws applicable in Ajman Free Zone.				
	1 working day		Investors		N/A
Completion period		Targeted group		Terms and Conditions	
Submission Channels:	The Offshore / International Ajman agents website				
Required Documents:	The board of directors resolution stating the partner addition - new updated contracts - copy of the passport - copy of the investor address				





License Services

Procedure Title:	Adding a Partner in License - Ajman International Business Company		service type:	procedural	
Procedure Definition:	This service allows investor to add a partner in the International Ajman Business license and to obtain the amended license according to the policies and laws applicable in Ajman Free Zone.				
	1 working day		Investors		N/A
Completion period		Targeted group		Terms and Conditions	
Submission Channels:	The Offshore / International Ajman agents website				
Required Documents:	The board of directors resolution stating the partner addition - new updated contracts - copy of the passport - copy of the investor address				






License Services

Procedure Title:	Changing the Manager in License	service type:	procedural
Procedure Definition:	This service allows investor to change the company or corporation manager and to obtain the amended license according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors
Completion period		Targeted group	
		Terms and Conditions	Residence is obligatory / It is necessary to update the partners data, contact numbers and email
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:	Letter of application from the company to uploaded in the customer platform signed by the authorized signatory - attach copy of the new manager passport - residence - in case of local or foreign company branch or if the license holder is a company, a letter from the parent company is required - resolution of board of director in case of branch		






License Services

Procedure Title:	Changing the Manager in License - Offshore	service type:	procedural
Procedure Definition:	This service allows investor to change the company or corporation manager in the offshore license and to obtain the amended license according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	The board of directors resolution stating the required procedure of manager change - new updated contracts - copy of the manager passport - copy of the manager address		






License Services

Procedure Title:	Changing the Manager in License - Ajman International Business Company	service type:	procedural
Procedure Definition:	This service allows investor to change the company or corporation manager in the Ajman International Business license and to obtain the amended license according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	The board of directors resolution stating the required procedure of manager change - new updated contracts - copy of the manager passport - copy of the manager address		






License Services

Procedure Title:	Changing the Partnership Proportion in License	service type:	procedural
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.		
	1 working day		Investors
Completion period		Targeted group	
			Bank account statement for six months / It is necessary to update the partners data, contact numbers and email
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:	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 Services

Procedure Title:	Changing the Partnership Proportion in License - Offshore	service type:	procedural
Procedure Definition:	This service allows investor to change the partnership proportion of offshore license and to update the contracts according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	The board of directors resolution stating the required procedure - new updated contracts		






License Services

Procedure Title:	Changing the Partnership Proportion in License - Ajman International Business Company	service type:	procedural
Procedure Definition:	This service allows investor to change the partnership proportion of Ajman International Business license and to update the contracts according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors
Completion period		Targeted group	
			Terms and Conditions
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	The board of directors resolution stating the required procedure - new updated contracts		
			N/A





License Services

Procedure Title:	Facilitating Partnerships Dissolution	service type:	procedural
Procedure Definition:	This service allows investor to facilitate the dissolution between the partners in the license judicially according to the policies and laws applicable in Ajman Free Zone.		
	7 working days		
Completion period		Targeted group	
		Investors	The presence of the license holders or partners and approval of all dues, penalties and amounts arising from the license
Submission Channels:	Personal attendance		
Required Documents:	A copy of the license - the memorandum of association - a copy of the partners' passport - a copy of the extract of the Federal Authority for Identity and Citizenship - an invoice stating the payment of all dues arising from the license - the statement of claim.		






License Services

Procedure Title:	Cancellation of License	service type:	procedural
Procedure Definition:	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.		
	17 working days		Investors
Completion period		Targeted group	
			Partners should attend in the Customer Relationship 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 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:	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 - Offshore	service type:	procedural		
Procedure Definition:	This service allows investor to cancel the offshore license and to obtain a disclaimer towards the free zone according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	1 working day	 Targeted group	Investors	 Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents website				
Required Documents:	Board of directors resolution of cancelling the license - Liquidation letter or report				





License Services

Procedure Title:	Cancellation of License - International Ajman Business Company	service type:	procedural
Procedure Definition:	This service allows investor to cancel the International Ajman Business license and to obtain a disclaimer towards the free zone according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	Board of directors resolution of cancelling the license - Liquidation letter or report		






License Services

Procedure Title:	Labors Accommodation	service type:	procedural
Procedure Definition:	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 working day		Investor
Completion period		Targeted group	
		Terms and Conditions	This service is only allowed for labors who have entry visa, visit visa, work visa, residence
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:	Application signed by the license holder or its representative to be downloaded in Customers Platform		






Supplementary services for letters and certificates

Procedure Title:	Share Certificate	service type:	procedural
Procedure Definition:	This service allows investor to obtain share certificate, indicating the partnership proportion of each partner according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	Commercial license should 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		





Supplementary services for letters and certificates

Procedure Title:	Good Standing Certificate	service type:	procedural
Procedure Definition:	This service allows investor to obtain a certificate that the company is free from any violations according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	Commercial license should 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		





Supplementary services for letters and certificates

Procedure Title:	Incumbency Certificate (to whom it may concern)	service type:	procedural
Procedure Definition:	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 Free Zone.		
	1 working day		Investors
Completion period		Targeted group	
		Terms and Conditions	Commercial license should 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		






Supplementary services for letters and certificates

Procedure Title:	Certificate of Changing the Legal Form from Company into Corporation or from Corporation into Company	service type:	procedural
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 working day		Investors
Completion period		Targeted group	Terms and Conditions
			The commercial license should be valid if the license data is amended in advance.
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		



Supplementary services for letters and certificates

Procedure Title:	Salary Certificate	service type:	procedural		
Procedure Definition:	This service allows to obtain a letter explaining the sponsored person details as per the contract agreed upon with the company owner according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies	 Terms and Conditions	Commercial license should 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				





Supplementary services for letters and certificates

Procedure Title:	Certificate of Origin	service type:	procedural
Procedure Definition:	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.		
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies
		 Terms and Conditions	Commercial license should 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		






Supplementary services for letters and certificates

Procedure Title:	Certificate of No Objection to Issue Temporary Car Plate	service type:	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 working day		Investors Employees of the free zone companies
Completion period		Targeted group	Terms and Conditions
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		






Supplementary services for letters and certificates

Procedure Title:	Entry Permit	service type:	procedural		
Procedure Definition:	This service allows to obtain a letter of no objection for entering the other entities such as the other free zones - port and customs, etc according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies	 Terms and Conditions	Commercial license should 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				






Supplementary services for letters and certificates

Procedure Title:	Letter of Lost Document	service type:	procedural
Procedure Definition:	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.		
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies
		 Terms and Conditions	Commercial license should 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		






Supplementary services for letters and certificates

Procedure Title:	Commercial Letter Outside the Free Zone	service type:	procedural
Procedure Definition:	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		Investors Employees of the free zone companies
Completion period		Targeted group	Terms and Conditions
			Commercial license should 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		






Supplementary services for letters and certificates

Procedure Title:	Letter of Adding Etisalat Services	service type:	procedural
Procedure Definition:	This service allows to obtain a letter addressed to Etisalat to add other services of Etisalat according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies
		 Terms and Conditions	Commercial license should 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		






Supplementary services for letters and certificates

Procedure Title:	Letter of Transferring a Phone Line	service type:	procedural		
Procedure Definition:	This service allows to obtain a letter addressed to Etisalat to transfer phone line according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies	 Terms and Conditions	Commercial license should 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				






Supplementary services for letters and certificates

Procedure Title:	Letter of Application for Issuing a Customs Code Number	service type:	procedural		
Procedure Definition:	This service allows to obtain a letter to issue a customs code number to transport commodities according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies	 Terms and Conditions	Commercial license and residence should 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				






Supplementary services for letters and certificates

Procedure Title:	Letter of Customs Clearance Card	service type:	procedural		
Procedure Definition:	This service allows to obtain a letter of customs number clearance card to transport commodities according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies	 Terms and Conditions	Validity Commercial license and residence
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				






Supplementary services for letters and certificates

Procedure Title:	Letter of Customs Clearance Renewal Card	service type:	procedural
Procedure Definition:	This service allows to obtain a letter to issue customs clearance card renewal according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies
		 Terms and Conditions	Validity Commercial license and residence
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		






Supplementary services for letters and certificates

Procedure Title:	Letter of Transferring Driving License to Another Emirate	service type:	procedural
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to transfer the driving license from emirate to another emirate issued for residence, according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors Employees of the free zone companies
Completion period		Targeted group	Terms and Conditions
			Validity Commercial license and residence
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		





Supplementary services for letters and certificates

Procedure Title:	Letter of Transferring Driving License to Another Country	service type:	procedural
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to transfer the driving license from country to another country issued for residence, according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies
		 Terms and Conditions	Commercial license and residence should 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		






Supplementary services for letters and certificates

Procedure Title:	Letter to Change a Profession in the Driving License	service type:	procedural
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to change profession in the driving license according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors Employees of the free zone companies
Completion period		Targeted group	Terms and Conditions
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		






Supplementary services for letters and certificates

Procedure Title:	Letter of Opening a Driving Training File	service type:	procedural
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to open a driving training file according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies
		 Terms and Conditions	Commercial license should 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		





Supplementary services for letters and certificates

Procedure Title:	Letter of Renewing a Driving Training File	service type:	procedural
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to renew a driving training file according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies
		 Terms and Conditions	Commercial license should 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		






Supplementary services for letters and certificates

Procedure Title:	Letter to Register Vehicle for the Company	service type:	procedural
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to register a vehicle in the name of the company according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors Employees of the free zone companies
Completion period		Targeted group	Terms and Conditions
			Commercial license should be valid - vehicle details
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:	Statement of the vehicle price and details issued by the certified agent in the country		






Supplementary services for letters and certificates

Procedure Title:	Letter to Renew Vehicle for the Company	service type:	procedural
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to renew the vehicle title according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies
		 Terms and Conditions	Commercial license should 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		






Supplementary services for letters and certificates

Procedure Title:	Letter to Cancel Vehicle for the Company	service type:	procedural
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to cancel the vehicle title according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies
		 Terms and Conditions	Commercial license should be valid - vehicle details
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		






Supplementary services for letters and certificates

Procedure Title:	Letter of Selling Vehicle	service type:	procedural		
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to sell vehicle owned by the company or the customer according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies	 Terms and Conditions	Commercial license should be valid - vehicle details
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				





Supplementary services for letters and certificates

Procedure Title:	Letter to Register Private Vehicle	service type:	procedural		
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to register a private vehicle according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	1 working day	 Targeted group	Investors Employees of the free zone companies	 Terms and Conditions	Commercial license should be valid - vehicle details
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				






Supplementary services for letters and certificates

Procedure Title:	Certificate for Opening Account (for Banks)	service type:	procedural
Procedure Definition:	This service allows to obtain a letter addressed to banks to open bank account according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors Employees of the free zone companies
Completion period		Targeted group	
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		





Supplementary services for letters and certificates

Procedure Title:	Application for Putting Advertising Poster on Vehicle / Registering Vehicle		service type:	procedural	
Procedure Definition:	This service allows to obtain a letter addressed to the Traffic Department to allow the company to put an advertising poster on the company vehicle according to the policies and laws applicable in Ajman Free Zone.				
	1 working day		Investors Employees of the free zone companies		The offshore commercial license or the free zone license should be valid
Completion period		Targeted group		Terms and Conditions	
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 vehicle title deed.				






Supplementary services for letters and certificates

Procedure Title:	Letter to Whom It May Concerns - Companies Position / Company Effectiveness	service type:	procedural
Procedure Definition:	This service allows to obtain a certificate of the company position in the free zone (renewed - canceled - expired - license expired / suspended in system) according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors Employees of the free zone companies
Completion period		Targeted group	Terms and Conditions
			The offshore commercial license or the free zone license should 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		






Supplementary services for letters and certificates

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






Supplementary services for letters and certificates

Procedure Title:	Issuing a To Whom It May Concerns Certificate - Offshore	service type:	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.		
 Completion period	1 working day	 Targeted group	Investors
		 Terms and Conditions	N/A
Submission Channels:	The Offshore / International Ajman agents website		
Required Documents:	N/A		






Supplementary services for letters and certificates

Procedure Title:	Issuing Approvals for Tenants' Licenses	service type:	procedural		
Procedure Definition:	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 working days		Investors		Approval to apply all health, safety and environment requirements of the free zone
Completion period		Targeted group		Terms and Conditions	
Submission Channels:	Email				
Required Documents:	Feasibility study - Environmental impact study (when required) - approvals of specialized external entities				






Visa Services

Procedure Title:	Subscribing in E Chanel System	service type:	procedural		
Procedure Definition:	This service allows investor to subscribe in E Chanel System according to the policies and laws applicable in Ajman Free Zone.				
	2 working days		Investors		Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements
Completion period		Targeted group			
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				






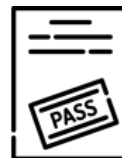
Visa Services




Procedure Title:	Renewal in E Chanel System	service type:	procedural		
Procedure Definition:	This service allows investor to renew subscription in E Chanel System according to the policies and laws applicable in Ajman Free Zone.				
	2 working days		Investors		Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements
Completion period		Targeted group		Terms and Conditions	
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				



Visa Services




Procedure Title:	Cancellation in E Chanel System	service type:	procedural
Procedure Definition:	This service allows investor to cancel subscription in E Chanel System according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	3 working days	 Targeted group	Investors
		 Terms and Conditions	N/A
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		



Visa Services					
Procedure Title:	Issuing Work Visa		service type:	procedural	
Procedure Definition:	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.				
	2 working days (urgent) 4 working days (normal)		Investors Partners Employees of the free zone companies		Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements
Completion period		Targeted group		Terms and Conditions	
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 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 Services

Procedure Title:	Amending Visa Details Before Entry	service type:	procedural
Procedure Definition:	This service allows investor, partner and employee of free zone companies to make amendments to work visa according to the policies and laws applicable in Ajman Free Zone.		
	2 working days (urgent) 4 working days (normal)		 Terms and Conditions
Completion period		Targeted group	
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 passport valid for 6 months at least - personal photo with white background - copy of entry permit.		






Visa Services

Procedure Title:	Amending Visa Details After Entry	service type:	procedural		
Procedure Definition:	This service allows investor, partner and employee of free zone companies to make amendments to work visa according to the policies and laws applicable in Ajman Free Zone.				
	2 working days (urgent) 4 working days (normal)		Investors Partners Employees of the free zone companies		Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements
Completion period		Targeted group		Terms and Conditions	
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 passport valid for 6 months at least - personal photo with white background - copy of entry permit.				






Visa Services

Procedure Title:		Amending Visa Details - Change Profession	service type:	procedural	
Procedure Definition:		This service allows investor, partner and employee of free zone companies to make amendments to work visa (changing profession) according to the policies and laws applicable in Ajman Free Zone.			
	Completion period	2 working days (urgent) 4 working days (normal)		Investors Partners Employees of the free zone companies	
			Targeted group		Terms and Conditions
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 passport valid for 6 months at least - personal photo with white background - copy of entry permit.			






Visa Services

Procedure Title:	Issuing Entry Visa - Transit (Seaports) Visa for 96 Hours Single Entry	service type:	procedural
Procedure Definition:	This service allows investor and partner to obtain visit visa (permit to enter the country) according to the policies and laws applicable in Ajman Free Zone.		
	2 working days (urgent) 4 working days (normal)		
Completion period		Targeted group	
		Investors Partners	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://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 valid for 6 months at least - personal photo with white background - copy of title deed for sailors.		






Visa Services

Procedure Title:	Entry Permit (Work Visa) - Cancellation - Used	service type:	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.				
 Completion period	2 working days (urgent)	 Targeted group	Investors Partners	 Terms and Conditions	Paying penalties in case of delay from the legal period
	3 working days (normal)		Employees of the free zone companies		
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 passport valid for 6 months at least - copy of used entry permit - statement of receiving 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 companies to cancel an unused work visa according to the policies and laws applicable in Ajman Free Zone.		
			
Completion period	2 working days (urgent) 3 working days (normal)	Targeted group	Investors Partners Employees of the free zone companies
		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://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 Services

Procedure Title:	Report of the Person Position (List of Sponsored Persons - Personal)	service type:	procedural
Procedure Definition:	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.		
Completion period	 2 working days (urgent) 4 working days (normal)	 Targeted group	Investors Partners Employees of the free zone companies
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 passport - copy of residence		

Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements






Cards Services

Procedure Title:	Issuing ID Card - Lost Replacement	service type:	procedural
Procedure Definition:	This service allows investor and employee of free zone companies to obtain a lost replacement of ID card according to the policies and laws applicable in Ajman Free Zone.		
	2 working days (urgent) 3 working days (normal)		
Completion period		Targeted group	
		Investors Employees of the free zone companies	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://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 - copy of residence - personal photo of white background - report of losing documents from the police.		



Cards Services

Procedure Title:	Issuing / Renewing Work Card - Persons Sponsored by their Relatives (Employee – Under Agreement New / Renew / Replacement)		service type:	procedural				
Procedure Definition:	This service allows investor and employee of free zone companies to obtain a work card for persons sponsored by their relatives according to the policies and laws applicable in Ajman Free Zone.							
Completion period		2 working days (urgent)	Targeted group		Investors Employees of the free zone companies		Terms and Conditions	Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements.
		3 working days (normal)						
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:	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 current sponsor - copy of the passport and residence of the sponsored person - personal photo with white background.							






Cards Services

Procedure Title:	Cancelling Work Card (Employee – Under Agreement New/Renew/Replacement) - Persons Sponsored by their Relatives	service type:	procedural		
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 – Under Agreement New / Renew / Replacement) according to the policies and laws applicable in Ajman Free Zone.				
Completion period	1 working day (urgent)	Targeted group	Investors Employees of the free zone companies	Terms and Conditions	Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements.
	2 working days (normal)				
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				






Cards Services

Procedure Title:	Issuing Establishment Card	service type:	procedural		
Procedure Definition:	This service allows investor to issue establishment card according to the policies and laws applicable in Ajman Free Zone.				
	2 working days (urgent) 3 working days (normal)		Investors		Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements.
Completion period		Targeted group			
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:	Initial approval report - copy of the commercial license - copy of the passport with the residence page /entry permit or visa for all partners.				






Cards Services

Procedure Title:	Renewing Establishment Card	service type:	procedural
Procedure Definition:	This service allows investor to renew establishment card according to the policies and laws applicable in Ajman Free Zone.		
	2 working days (urgent)		
Completion period	3 working days (normal)	Targeted group	Investors
			Terms and Conditions
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 commercial license - copy of the passport with the residence page /entry permit or visa for all partners.		





Cards Services

Procedure Title:	Amendment Establishment Card Data	service type:	procedural
Procedure Definition:	This service allows investor to amend establishment card data according to the policies and laws applicable in Ajman Free Zone.		
	2 working days (urgent) 3 working days (normal)		
Completion period		Targeted group	
		Investors	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://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 commercial license - copy of the passport with the residence page /entry permit or visa for all partners.		






Cards Services

Procedure Title:	Cancel Establishment Card	service type:	procedural
Procedure Definition:	This service allows investor to cancel establishment card according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	2 working days (urgent)	 Targeted group	Investors
	3 working days (normal)		
	Paying penalties in case of delay from the legal period		
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 license.		






Cards Services

Procedure Title:	Issue PRO Card	service type:	procedural
Procedure Definition:	This service allows to issue a new PRO card according to the policies and laws applicable in Ajman Free Zone.		
	2 working days (urgent) 3 working days (normal)		
Completion period		Targeted group	
		Employees of the free zone companies	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://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 with the residence page /entry permit - personal photo with white background		





Cards Services

Procedure Title:	Renew PRO Card	service type:	procedural		
Procedure Definition:	This service allows to renew a PRO card according to the policies and laws applicable in Ajman Free Zone.				
	2 working days (urgent) 3 working days (normal)		Employees of the free zone companies		Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements.
Completion period		Targeted group		Terms and Conditions	
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 with the residence page /entry permit - personal photo with white background				






Cards Services

Procedure Title:	Amendment PRO Card	service type:	procedural
Procedure Definition:	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)		Employees of the free zone companies
Completion period		Targeted group	
Submission Channels:	Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements.		
Required Documents:	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		






Cards Services

Procedure Title:	Cancel PRO Card	service type:	procedural		
Procedure Definition:	This service allows employee of free zone companies to cancel a PRO card according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	1 working day (urgent)	 Targeted group	Employees of the free zone companies	 Terms and Conditions	Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements.
	2 working days (normal)				
Submission Channels:					
Required Documents:	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				






Residence Services

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 for 3 years according to the policies and laws applicable in Ajman Free Zone.		
	2 working days (urgent)		Investors Partners
Completion period	4 working days (normal)	Targeted group	
			Terms and Conditions
	Paying penalties in case of delay from the legal period		
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 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		
Procedure Definition:	This service allows director and employee of the free zone companies to issue, renew or fix a residence for 3 years according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	2 working days (urgent)	 Targeted group	Directors Employees of the free zone companies	 Terms and Conditions	Paying penalties in case of delay from the legal period
	4 working days (normal)				
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:	Work visa or sponsor transfer form - passport valid for 6 months at least - valid medical report - copy of sealed identity registration - personal photo with white background.				



Residence Services

Procedure Title:	Transfer Residence from Lost Passport to New Passport (Investor / Partner)	service type:	procedural
Procedure Definition:	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 Zone.		
	2 working days (urgent) 4 working days (normal)		
Completion period		Targeted group	
		Investors Partners	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://apps.apple.com/ae/app/afz-customer-app/id1450926103 Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp		
Required Documents:	Police report - report of passport loss - copy of passport valid for 6 months at least – residency visa - personal photo with white background. (Required Original passport to complete processing)		






Residence Services

Procedure Title:		Transfer Residence from Lost Passport to New Passport (Director/ Employee)		service type:	procedural
Procedure Definition:		This service allows director and employee of free zone companies to transfer a residence to the new passport due to passport loss according to the policies and laws applicable in Ajman Free Zone.			
				Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements	
	2 working days (urgent)	4 working days (normal)			
Completion period			Terms and Conditions		
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:		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)			






Residence Services

Procedure Title:	Transfer Residence from Old Passport to New Passport (Investor / Partner)		service type:	procedural	
Procedure Definition:	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.				
	2 working days (urgent) 4 working days (normal)		Investors Partners		Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements
Completion period		Targeted group		Terms and Conditions	
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 passport valid for 6 months at least - personal photo with white background. (Required Original passport to complete processing)				






Residence Services

Procedure Title:	Transfer Residence from Old Passport to New Passport (Director/ Employee)	service type:	procedural
Procedure Definition:	This service allows the director and employee of free zone companies to transfer a residence to the new passport according to the policies and laws 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	2 working days (urgent) 4 working days (normal)	Targeted group	Directors Employees of the free zone companies
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 last - personal photo with white background. (Required Original passport to complete processing)		





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.		
	2 working days (urgent)		
Completion period	4 working days (normal)	Targeted group	Terms and Conditions
		Investors Partners	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://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 Services

Procedure Title:	Change profession (Director / Employee)	service type:	procedural
Procedure Definition:	This service allows director and employee of free zone companies to change profession according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	2 working days (urgent)	 Targeted group	Director Employees of the free zone companies
	4 working days (normal)		
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://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 Services

Procedure Title:	Amendment Residence Data (Investor / Partner)		service type:	procedural	
Procedure Definition:	This service allows investor and partner to amend the residence data according to the policies and laws applicable in Ajman Free Zone.				
	2 working days (urgent) 4 working days (normal)		Investors Partners		Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements.
Completion period		Targeted group		Terms and Conditions	
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 Services

Procedure Title:	Amendment Residence Data (Director/ Employee)	service type:	procedural
Procedure Definition:	This service allows directors and employee of free zone companies to amend the residence data according to the policies and laws applicable in Ajman Free Zone.		
Completion period	2 working days (urgent)	Targeted group	Terms and Conditions
	4 working days (normal)		
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 Services

Procedure Title:	Amendment Employment Contract	service type:	procedural
Procedure Definition:	This service allows employee of free zone companies to amend the employment contract data according to the policies and laws applicable in Ajman Free Zone.		
	2 working days		Employees of free zone companies
Completion period		Targeted group	
		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://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 with the residence page /entry permit - letter of salary amendment		





Residence Services

Procedure Title:	Visa Status Amendment Person Position in the Country Instead of Leaving (Visa Status Change)	service type:	procedural		
Procedure Definition:	This service allows investor, partner and employee of free zone companies to amend the person position in the country instead of leaving according to the policies and laws applicable in Ajman Free Zone.				
 Completion period	2 working days (urgent)	 Targeted group	Investors Partners Employees of the free zone companies	 Terms and Conditions	Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements
	4 working days (normal)				
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 entry permit - passport valid for 6 months at least - personal photo with white background.				






Residence Services

Procedure Title:	Transfer Sponsorship to the Free Zone - Transfer Internal Sponsor	service type:	procedural
Procedure Definition:	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.		
 Completion period	2 working days (urgent)	 Targeted group	Investors Partners Employees of the free zone companies
	4 working days (normal)		
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. Receipt of Receivable Settlement		





Residence Services

Procedure Title:		Transfer Sponsorship Outside the Free Zone	service type:	procedural	
Procedure Definition:		This service allows investor, partner and employee of free zone companies to transfer sponsor according to the policies and laws applicable in Ajman Free Zone.			
	Completion period	2 working days (urgent) 3 working days (normal)		Investors Partners Employees of the free zone companies	
			Targeted group		Terms and Conditions
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 - Receipt of Receivable Settlement			






Residence Services

Procedure Title:	Absconding / Residence - Work Visa	service type:	procedural
Procedure Definition:	This service allows investor, partner and employee of free zone companies to obtain absconding according to the policies and laws applicable in Ajman Free Zone.		
	4 working days		Investors Partners Employees of the free zone companies
Completion period		Targeted group	
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 with the residence page /entry permit - personal photo with white background.		





Residence Services

Procedure Title:	Absconding / Visit Visa	service type:	procedural		
Procedure Definition:	This service allows investor, partner and employee of free zone companies to obtain absconding according to the policies and laws applicable in Ajman Free Zone.				
	4 working days		Investors Partners Employees of the free zone companies		Ensure that the corporation, the company or the showroom has provided all documents and meets all application requirements
Completion period		Targeted group			
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 with the residence page /entry permit - personal photo with white background.				






Residence Services

Procedure Title:	Absconding Cancellation	service type:	procedural
Procedure Definition:	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 Partners Employees of the free zone companies
Completion period		Targeted group	
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 residence or visa - copy of passport valid for 6 months at least - personal photo with white background.		





Residence Services

Procedure Title:		Research Stoppage for the Case Holder	service type:	procedural	
Procedure Definition:		This service allows providing facilities to the investor (Case holder) in terms of paying the due amounts in installments, according to the policies and laws applicable in Ajman Free Zone.			
	1 working day		Investors		-
Completion period		Targeted group		Terms and Conditions	
Submission Channels:		Personal attendance			
Required Documents:		According to the requirements			






Residence Services

Procedure Title:	Removing Travel Ban	service type:	procedural
Procedure Definition:	This service allows the investor (Case holder) to remove circular and to remove the travel ban after paying all dues of the free zone according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors
Completion period		Targeted group	
			Terms and Conditions
Submission Channels:	Personal attendance		
Required Documents:	Original payment receipts approved by Finance Department in Ajman Free Zone		






Residence Services

Procedure Title:		Cancelling Residence for the Free Zone Company (Investor / Partner)		service type:	procedural
Procedure Definition:		This service allows investor and partner to cancel their residences according to the policies and laws applicable in Ajman Free Zone.			
	1 working day		Investors Partners		Paying penalties in case of delay from the legal period
Completion period		Targeted group		Terms and Conditions	
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 with the residence page /entry permit			






Residence Services

Procedure Title:		Cancelling Residence for the Free Zone Companies (Employee)		service type:	procedural
Procedure Definition:		This service allows employee of free zone companies to cancel their residences according to the policies and laws applicable in Ajman Free Zone.			
 Completion period	2 working days (urgent)	 Targeted group	Employees of the free zone companies	 Terms and Conditions	Paying penalties in case of delay from the legal period
	3 working days (normal)				
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 with the residence page /entry permit - statement of receiving dues after approval from the free zone (for employee)			






Facilities Services

Procedure Title:	Key Handover	service type:	procedural
Procedure Definition:	This service allows investor to receive the key of the leased investment unit according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	4 hours	 Targeted group	Investors
		 Terms and Conditions	Commercial license should be valid
Submission Channels:	Personal attendance		
Required Documents:	Identity proof (passport, ID card or work card)		






Facilities Services

Procedure Title:	Installing Signboard	service type:	procedural
Procedure Definition:	This service allows investor and partner to install identification plate for the investment unit (executive offices - offices - business center - free professions) according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	4 hours	 Targeted group	Investors Partners
			 Terms and Conditions
Submission Channels:	Personal attendance 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:	Identity proof (passport, ID card or work card)		
			Commercial license should be valid






Facilities Services

Procedure Title:	Maintenance Application	service type:	procedural
Procedure Definition:	This service allows investor to get the service of investment units (offices and warehouses) maintenance according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	2 - 7 working days	 Targeted group	Investors
		 Terms and Conditions	Provide lease contract and valid license
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		



Permits Services



Procedure Title:	Amendments and Additions Permit	service type:	procedural
Procedure Definition:	This service allows investor to obtain a permit to add amendments to the investment unit after making sure of meeting all required conditions according to the policies and laws applicable in Ajman Free Zone.		
	12 hours		
Completion period		Targeted group	Investors
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:	Request letter - amendments' drawings		

Provide lease contract and valid license

Terms and Conditions






Permits Services

Procedure Title:	Registering Suppliers for Investors	service type:	procedural
Procedure Definition:	This service allows the investor to register the companies which have services and requirements for investors inside the free zone. The renewal shall be made on annual basis, under which the registered company shall be entitled to obtain entry permits to the free zone according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors
Completion period		Targeted group	
			They should be registered with Department of Economic Development or holding license from the free zone
Submission Channels:	Personal attendance - website https://eprocurement.afz.gov.ae		
Required Documents:	Copy of the commercial license - certificate of membership from Chamber of Commerce and Industry (if any) - company profile		






Permits Services

Procedure Title:	Temporary Registration (Subcontractor Work with Registered Contractor - for Two Months Only)	service type:	procedural
Procedure Definition:	This service allows investor to register the offshore companies which have contracts and partnerships with them. This registration is temporary and expires by the end of the contract between them under which the registered company may obtain free zone entry permits. The registration fees shall be paid in Tejari website and after the registration approval, transfer it to obtain the permit from the relevant department according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		
Completion period		Targeted group	
	Investors	Having partnership contract with free zone companies	
Submission Channels:	Personal attendance - Tejari website https://eprocurement.afz.gov.ae		
Required Documents:	Valid commercial license (free zone company and offshore company) - letter of undertaking and compliance from the free zone company - agreement contract between the offshore company and the free zone company		






Permits Services

Procedure Title:	Temporary Permit to Use the External Space	service type:	procedural
Procedure Definition:	This service allows the investor to obtain approval to use the external space of the investment unit and shall be for specific period and agreed upon as per the permit according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Investors
Completion period		Targeted group	
			Providing lease contract and valid license providing the space and the security and safety conditions
Submission Channels:	Personal attendance		
Required Documents:	Letter of application - Identity proof (passport, ID card or work card)		






Permits Services

Procedure Title:	Issue No Objection Certificate for (Building, Construction and Excavation Works)	service type:	procedural
Procedure Definition:	Approval for private companies carrying out any building, construction and drilling works inside the free zone having ensured that the approvals are issued by all governmental and relevant authorities in addition to approval for the governing bodies carrying out similar works according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Investors Partners Suppliers
		 Terms and Conditions	N/A
Submission Channels:	Personal attendance		
Required Documents:	License - approved plans - scope of work		






Permits Services

Procedure Title:	Daily Entry Permits for Transportation Vehicles, Machines and Equipment	service type:	procedural
Procedure Definition:	This service allows to obtain a daily entry permit for transportation vehicles, machines and equipment according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	Two minutes	 Targeted group	<ul style="list-style-type: none"> - Ajman Free Zone Companies. - Transportation Companies.
			 Terms and Conditions <p>Provide visit destination.</p>
Submission Channels:	Personal attendance at the warehouses gates		
Required Documents:	Driving license, vehicle title deed, Emirates ID card		



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		Targeted group		Terms and Conditions	
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			
Required Documents:		Emirates ID card – Passport/Visit Visa			






Permits Services

<p>Permits Services</p>					
Procedure Title:		Temporary Entry Permit for Employees of Contracting Companies (Monthly)		service type:	procedural
Procedure Definition:		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.			
<p>Completion period</p>	1 working day	<p>Targeted group</p>	Employees of contracting companies	<p>Terms and Conditions</p>	Register on Tejari
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			
Required Documents:		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)			





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 suppliers according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Suppliers
		 Terms and Conditions	Register on Tejari
Submission Channels:	Personal attendance 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:	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)		






Permits Services

Procedure Title:	Temporary Entry Permit for Sister Company of AFZ Company (Monthly)	service type:	procedural
Procedure Definition:	This service allows employees of AFZ sister company obtain a temporary (monthly) entry permit for a branch of a company in the free zone according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Employees of AFZ Sister Company
Completion period		Targeted group	Terms and Conditions
			N/A
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 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 trainee according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Trainees
		 Terms and Conditions	N/A
Submission Channels:	Personal attendance 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:	UNDERTAKING LETTER from AFZ company (if not UAE resident)- letter from the education entity – copy of the passport with the residence page /entry permit – copy of emirates ID (if resident students)) - personal photo with white background		





Permits Services

Procedure Title:	Temporary Entry Permit for Visitors (Monthly)	service type:	procedural
Procedure Definition:	This service allows visitor to obtain a temporary (monthly) entry permit for NON-Resident visa according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Visitors
		 Terms and Conditions	N/A
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:	Undertaking letter from AFZ company - Copy of the passport – copy of Visa (Visit Visa, tourist Visa, On –Arrival Visa) - personal photo with white background		






Permits Services

Procedure Title:	Temporary Entry Permit for Employee Under Agreement (Monthly)	service type:	procedural
Procedure Definition:	This service allows employee under agreement obtain a temporary (monthly) entry permit for employee under agreement according to the policies and laws applicable in Ajman Free Zone.		
	1 working day		Employees under agreement
Completion period		Targeted group	
			Terms and Conditions
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:	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) - copy of emirates ID od sponsor - personal photo with white background		






Permits Services

Procedure Title:	Parking Permit in the Free Zone Area - for Single Container - Monthly	service type:	procedural
Procedure Definition:	This service allows to provide parking for the containers of the companies working in the warehouses area in Ajman Free Zone and according to the policies and laws applicable in Ajman Free Zone.		
 Completion period	1 working day	 Targeted group	Companies working in the warehouses area
		 Terms and Conditions	The company license should be valid
Submission Channels:	Personal attendance		
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 the internal and external areas of the free zone to provide their services through the ATM devices and self-service devices and according to the policies and laws applicable in Ajman Free Zone.				
	1 working day		Banks Companies		The offshore commercial license or the free zone license should be valid
Completion period		Targeted group		Terms and Conditions	
Submission Channels:	Personal attendance				
Required Documents:	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				






Permits Services

Procedure Title:	Advertising Permit	service type:	procedural		
Procedure Definition:	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.				
	1 working day		Companies		The offshore commercial license or the free zone license should be valid
Completion period		Targeted group			
Submission Channels:	Personal attendance				
Required Documents:	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				



Permits Services




Procedure Title:		Issuing permit for general waste companies	service type:	procedural
Procedure Definition:		This service allows third party companies engaged in the collection and transport of public waste to provide service to investors in free zones		
	3 working days		Third party companies	
Completion period		Targeted group		Terms and Conditions
Submission Channels:		<p>Customer portal https://eportal.afz.gov.ae/vf_login</p> <p>iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103</p> <p>Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp</p>		

Required Documents:

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






Permits Services

Procedure Title:	Issuing permit for recycling material companies	service type:	procedural
Procedure Definition:	This service allows third party companies engaged in the collection and transport of recycling material to provide service to investors in free zones		
			<p>*Compliance with the HSE laws issued in the UAE</p> <p>*Compliance with the instructions and laws issued by the AFZ</p> <p>*Non-commitment of permit/accreditation permits, the permit is withdrawn.</p> <p>*Any modifications to the permit or accreditation require approval.</p>
Completion period	3 working days	Targeted group	
Submission Channels:	<p>Customer portal https://eportal.afz.gov.ae/vf_login</p> <p>iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103</p> <p>Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp</p>		
Required Documents:	Commercial license - List of materials to be recycled - approved by the Municipal And Planning Department - copy of license of vehicles		





Permits Services

Procedure Title:	Issuing permit for hazard material companies	service type:	procedural
Procedure Definition:	This service allows third party companies engaged in the collection and transport of hazard to provide service to investors in free zones		
	3 working days		
Completion period		Targeted group	
		Third party companies	<p>*Compliance with the HSE laws issued in the UAE</p> <p>*Compliance with the instructions and laws issued by the AFZ</p> <p>*Non-commitment of permit/accreditation permits, the permit is withdrawn.</p> <p>*Any modifications to the permit or accreditation require approval.</p>
Submission Channels:	<p>Customer portal https://eportal.afz.gov.ae/vf_login</p> <p>iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103</p> <p>Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp</p>		
Required Documents:	Commercial license - approved by the Municipal And Planning Department - copy of license of vehicles - List of hazard items		






Permits Services

Procedure Title:	Issuing permit for pest control companies	service type:	procedural
Procedure Definition:	This service allows third party companies engaged in the pest control to provide service to investors in free zones		
	3 working days		<p>Third party companies and AFZ company</p> <p>Terms and Conditions</p>
Completion period		Targeted group	

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:	Commercial license - approved by the Municipal And Planning Department - copy of license of vehicles - list of equipment's and medicines






Permits Services

Procedure Title:	Permit for recycling waste transport vehicles	service type:	procedural
Procedure Definition:	Companies authorized to work by the Department of Health, Safety and Environment in the field of recycling waste require them to obtain permit for the transport cars .		
	3 working days		
Completion period		Targeted group	
		Third party companies	<p>*Compliance with the HSE laws issued in the UAE</p> <p>*Compliance with the instructions and laws issued by the AFZ</p> <p>*Non-commitment of permit/accreditation permits, the permit is withdrawn.</p> <p>*Any modifications to the permit or accreditation require approval.</p>
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:	commercial license - list of materials to be recycled






Permits Services

Procedure Title:	Adoption of food, environment and health companies	service type:	procedural
Procedure Definition:	This service allows AFZ companies to obtain the adoption of the accreditation of organizations in the field of HSE		
			
Completion period	3 working days	Targeted group	Third party companies
		Terms and Conditions	<ul style="list-style-type: none"> *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.
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:	commercial license - layout prepared by an health consulting accredited by HSE





Permits Services

Procedure Title:	Permit for hazard waste transport vehicles	service type:	procedural
Procedure Definition:	Companies authorized to work by the Department of Health, Safety and Environment in the field of hazard waste require them to obtain permit for the transport cars .		
	3 working days		 *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		Targeted group	
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:	commercial license - list of hazard materials		





Permits Services

Procedure Title:	Permit for food transport vehicles	service type:	procedural
Procedure Definition:	Food establishments require them to obtain permission for cars transporting these items		
	3 working days		<p>Third party companies</p> <p>Terms and Conditions</p>
Completion period		Targeted group	
Submission Channels:	<p>Customer portal https://eportal.afz.gov.ae/vf_login</p> <p>iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103</p> <p>Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp</p>		
Required Documents:	commercial license - copy of license of vehicle - kind of food category		



Permits Services




Procedure Title:	Permit for construction transport vehicles	service type:	procedural
Procedure Definition:	Companies authorized to work by the AFZ in the field of construction require them to obtain permit for the transport cars.		
	3 working days		<p>Third party companies and AFZ companies</p> <p>Terms and Conditions</p>
Completion period		Targeted group	
Submission Channels:	<p>Customer portal https://eportal.afz.gov.ae/vf_login</p> <p>iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103</p> <p>Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp</p>		

Required Documents:

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





Permits Services

Procedure Title:	Permit for storage hazard chemical	service type:	procedural
Procedure Definition:	Companies authorized to work by the Department of Health, Safety and Environment in the field of hazard chemical require them to obtain permit for the storage place.		
	3 working days		
Completion period		Targeted group	
		Third party companies	<ul style="list-style-type: none"> *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.
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:	Commercial license - Approval the transport car the department of planning and municipality of Ajman
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Permits Services

Procedure Title:	Approval permit for the location of a public/recycling waste container	service type:	procedural
Procedure Definition:	All AFZ companies require obtaining permit for the location of a public/recycling waste container.		
	3 working days		<p>Third party companies</p> <p>Terms and Conditions</p> <p>*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.</p>
Completion period		Targeted group	
Submission Channels:	<p>Customer portal https://eportal.afz.gov.ae/vf_login</p> <p>iOS: https://apps.apple.com/ae/app/afz-customer-app/id1450926103</p> <p>Android: https://play.google.com/store/apps/details?id=com.afza.afzcustomerapp</p>		
Required Documents:	Commercial license - Layout for location - Size of container		



Communication Services

Procedure Title:		Labor Complaints	service type:	procedural	
Procedure Definition:		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.			
	7 working days		Employees of free zone companies		He/ she should be sponsored by a free zone company and holds Ajman Free Zone card and residence.
Completion period		Targeted group		Terms and Conditions	
Submission Channels:		Personal attendance – Email: labour.disputes@afz.ae - Reporting late salaries: 701156806			
Required Documents:		ID Card issued by Ajman Free Zone - Employment Contract			





Communication Services

<p>Communication Services</p>					
Procedure Title:	Customers Suggestions	service type:	procedural		
Procedure Definition:	This service allows Investor and employee of free zone companies to submit enhancement ideas and suggestions through the available channels in Ajman Free Zone and according to the policies and laws applicable in Ajman Free Zone.				
	3 working days		Investors Employees of free zone companies		N/A
Completion period		Targeted group		Terms and Conditions	
Submission Channels:	Personal attendance – Visits - email afza.care@afz.ae 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				



Communication Services

Procedure Title:	Customers Complaints	service type:	procedural
Procedure Definition:	This service allows the free zone customers to express their dissatisfaction of the services output, products, operations, procedures, employee conduct, etc. through the available channels in Ajman Free Zone and according to the policies and laws applicable in Ajman Free Zone.		
	3 working days		Investors Employees of the free zone companies
Completion period		Targeted group	
		Terms and Conditions	N/A
Submission Channels:	Personal attendance – Visits - email afza.care@afz.ae 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		

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 demands.
- Our staff is highly professional in easing the access to our services.

Quality

- We guarantee you quality information and services through innovative channels
- We are committed to applying the best international quality assurance standards in the provision of our services.

Promptness

- We provide you with outstanding, quality, and prompt services.
- Keep the customer's journey continuously improved to provide prompt and outstanding services.

Communication

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

Support

- We ensure that your feedback and complaints are promptly responded to through our approved communication methods.
- Welcoming your suggestions to develop our services
- We respond to your inquiries about our services through the Ajman Free Zone Services Manual.

Privacy

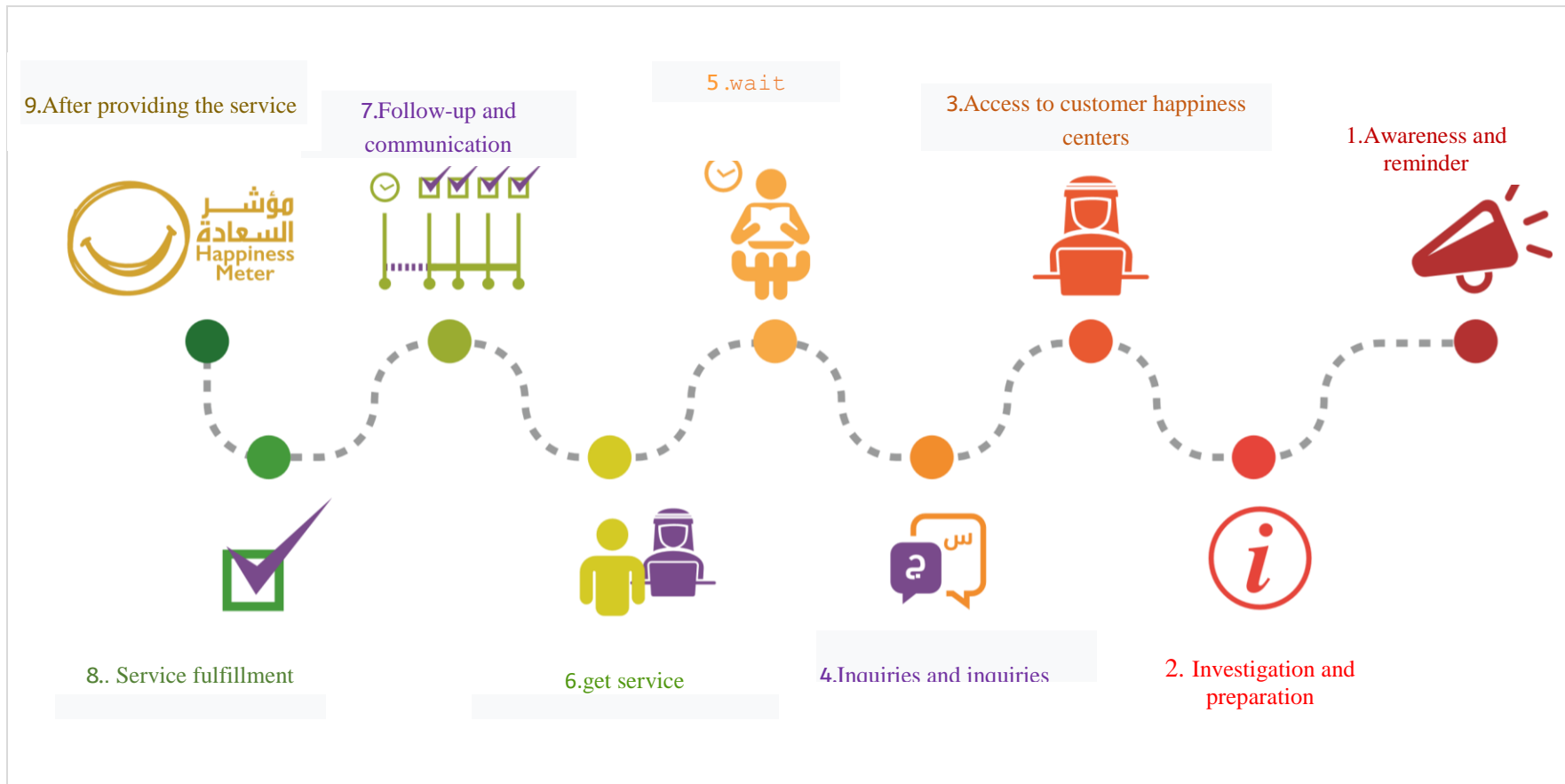
- We guarantee the confidentiality and privacy of your information

YOUR COMMITMENT TO US TO ACHIEVE YOUR HAPPINESS

- Treating our staff with respect.
- Providing us with all required papers and documents so that we can provide you with the best desired quality and prompt service.

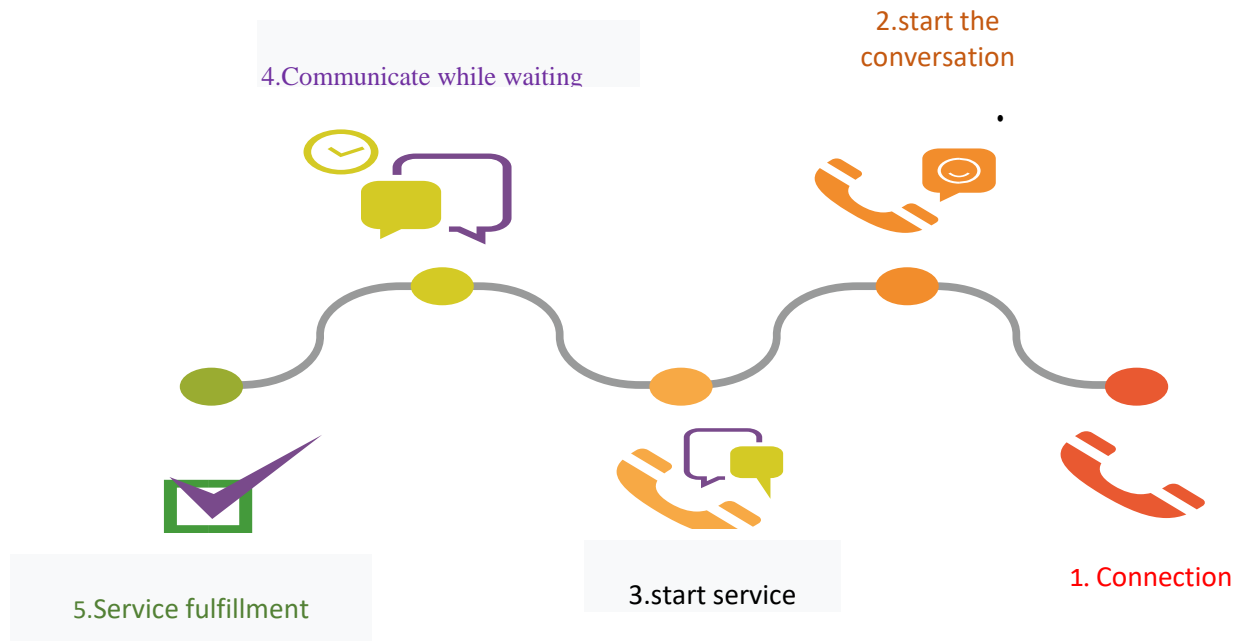
<ul style="list-style-type: none">- We guarantee you innovative and easy communication channels that meet your demands- Continuous commitment to effective communication that ensures a healthy and reciprocal relationship <p>Facilities</p> <ul style="list-style-type: none">- We provide you with clean and modern integrated facilities that meet our customers' needs.	<ul style="list-style-type: none">- Provide your suggestions and feedback to support the improvement of service-level for your satisfaction.- 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.
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The customer's journey through the customer happiness centers





The customer's journey through the call centers





The customer's journey through the website/smart application

7. After providing the service



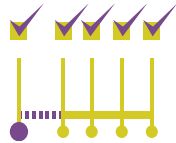
5. Request for service



3. the design



1. Awareness and encouragement



6. Communication, follow-up and completion

4. informational content



2. Ease of access