



SERVICE MANUAL

TABLE OF CONTENTS

BUSINESS SERVICES	01
MEMBERSHIP SERVICE	02
CERTIFICATE OF ORIGIN SERVICE	05
ATTESTATION SERVICE	07
ATA CARNET SERVICE	09
INFORMATION SERVICE	11
MEDIATION SERVICE	13
LICENSING SERVICES	15
BUSINESS COUNCILS AND BUSINESS GROUPS SERVICE	16
SERVICE PROVISION CHANNELS	18

BUSINESS SERVICES

BUSINESS SERVICES INCLUDE MEMBERSHIP SERVICE, CERTIFICATE OF ORIGIN SERVICE, ATTESTATION SERVICE, ATA CARNET SERVICE, INFORMATION SERVICE AND MEDIATION SERVICE.



DUBAI CHAMBERS MEMBERSHIP SERVICE

SERVICE DESCRIPTION

The Membership service is concerned with the registration of mainland and free zone companies licenced to practice all commercial, industrial, and professional activities. The service helps customers to practice their economic activities and enjoy Dubai Chambers' numerous other services and programmes aimed at supporting the growth of the business sector.

SERVICE CATEGORY AND TYPE

The Membership service is provided as follows:

SERVICE CATEGORY

Service name	Service type	Service category
New Membership	Sub service	Transactional
Membership renewal	Complementary	Transactional
Membership amendment	Complementary	Transactional
Membership cancellation	Complementary	Transactional

PROCEDURES OF MEMBERSHIP REGISTRATION

- ▲ Submission of all the required documents through website/mobile
- ▲ Application approval
- ▲ Payment of service fees
- ▲ Download the membership certificate

Required Documents

New Membership

FIRST: SOLE PROPRIETORSHIP ESTABLISHMENTS

- ▲ Copy of a valid license
- ▲ A valid passport copy or Emirates ID copy of the licensee or attorney (if exists)
- ▲ A copy of duly attested Power of Attorney

DUBAI CHAMBERS MEMBERSHIP SERVICE

SECOND: LOCAL COMPANIES

- ▲ Copy of a valid license
- ▲ A valid passport copy or Emirates ID copy of the partners and managers or attorney (if exists)
- ▲ A copy of the memorandum of association, notarized & attested
- ▲ A copy of duly attested Power of Attorney

THIRD: FOREIGN COMPANIES AND REPRESENTATIVE OFFICES

- ▲ Copy of a valid license
- ▲ A valid passport copy or Emirates ID copy of the manager or attorney (if exists)
- ▲ A copy of the memorandum of association of the mother company notarised and attested
- ▲ A copy of a duly attested Power of Attorney for the manager or attorney

FOURTH: FREE ZONES COMPANIES AND ESTABLISHMENTS

- ▲ Copy of a valid license
- ▲ A valid passport copy or Emirates ID copy of the manager or attorney (if exists)
- ▲ A copy of the memorandum of association / share certificate / certificate of formation, duly attested
- ▲ A letter of authorisation by the manager for the attorney (if exists)

MEMBERSHIP RENEWAL

A copy of the renewed license

MEMBERSHIP AMENDMENT

A copy of the modified document
(ex, memorandum of association, Partner/Manager Emirates ID or passport copy)

MEMBERSHIP CANCELLATION

Free Zone: Request letter from company signed by authorised person.
Mainland: Cancellation letter from DET

DUBAI CHAMBERS MEMBERSHIP SERVICE

SERVICE FEES

The fees are determined based on the legal form, nationality of owners or type of activity of the establishment / company. These annual fees are distributed into the following categories:

- ▶ National establishments (practicing specific activity): AED 700
- ▶ General trading: AED 1,200 - AED 2,200
- ▶ Banks, insurance companies, building contractors, branches of international foreign companies, companies and establishments in free zones: AED 2,200
- ▶ Hotels, related financial services and insurance brokers: AED 2,000 - 2,200
- ▶ Lawyers, auditors and consultancy engineers: AED 1,000 - AED 2,200
- ▶ Various simple trade: AED 500
- ▶ Handicraft, e-traders and Intelqa licence: AED 300
- ▶ Simple handicrafts: AED 50
- ▶ Branches holding principal's trade name: AED 100 - AED 2,200 (according to activity)
- ▶ 5-year exemption for members of the Mohammed Bin Rashid Establishment for Small and Medium Enterprises
- ▶ Membership Amendment Fees: AED 100

SERVICE CHANNELS

The application can be submitted through the website or by mobile application.

SERVICE DELIVERY TIME

Within two hours of submission

TARGETED CUSTOMER

Mainland Licensed Companies
Free Zone Licensed Companies

DUBAI CHAMBERS

CERTIFICATE OF

ORIGIN SERVICE

SERVICE DESCRIPTION

This service enables the customer to apply for a Certificate of Origin to export or re-export goods. A Certificate of Origin is an official document that determines the origin of exported or re-exported goods. It is an essential document that enables recognition of the origin of goods to estimate customs tariffs, as it contains the basic data on trade shipments. A detailed commercial invoice is attached to the document.

SERVICE CATEGORY

Service name	Service type	Service category
Issuing a Certificate of Origin	Sub service	Transactional
Amendment of Certificate of Origin	Complementary	Transactional
Issuing a Certificate of Origin for personal effect	Sub service	Transactional

SERVICE REQUIREMENTS

Issuing a Certificate of Origin

- ▲ Commercial invoice

Issuing a Certificate of Origin for personal effect

- ▲ Used personal effect form
- ▲ A valid passport copy or Emirates ID copy

Additional requirements in the following cases

- ▲ Direct shipment
 - ▲ Bill of Lading
- ▲ UAE origin
 - ▲ Copy of the industrial licence
 - ▲ Copy of the factory's invoice
- ▲ Transshipment goods
 - ▲ Copy of bill transit from Dubai Customs

DUBAI CHAMBERS CERTIFICATE OF ORIGIN SERVICE

Dubai Chambers holds the right to request any additional supporting documents, if necessary:

- ▲ Packing list
- ▲ Bills of the exporting country
- ▲ Exporter's country invoice

Amendment of Certificate of Origin

The modified commercial invoice, or any document that has been modified.

SERVICE FEES

Issuing a Certificate of Origin: AED 100

Amendment of Certificate of Origin: AED 50

NB: AED 5 will be collected for each additional page after page 5 of the Commercial Invoice for all the previous types.

AED 5 will be collected for each page of the Packing List for all the previous types.

SERVICE CHANNELS

Apply through website/mobile application

SERVICE DELIVERY TIME

Within two hours of submission

TARGETED CUSTOMER

Dubai Chambers members
Individuals

DUBAI CHAMBERS ATTESTATION SERVICE

SERVICE DESCRIPTION

Dubai Chambers simplifies procedures of doing business by having the documents, correspondence and contracts attested for its members and facilitating acceptance of these documents by the concerned authorities.

SERVICE CATEGORY AND TYPE

Attestation service is provided as follows:

Service name	Service type	Service category
Signature Attestation	Sub service	Transactional
Authenticate Certificate	Sub service	Transactional
True copy	Sub service	Transactional

SERVICE PROCEDURE

- ▲ Submission of documents through website
- ▲ Approval of application
- ▲ Payment of service fees
- ▲ Download the attested document

SERVICE REQUIREMENTS

Signature Attestation

- ▲ The document requiring attestation should be signed by the authorised signatory
- ▲ Signature card signed and stamped by the manager or attorney

Authenticate Certificate

- ▲ The document requiring attestation (attested from the issuing authority/entity)

True copy

- ▲ The document requiring attestation

Note: Dubai Chambers holds the right to request any additional supporting documents, if necessary

DUBAI CHAMBERS ATTESTATION SERVICE

SERVICE FEES

Signature Attestation: AED 100

Authenticate Certificate: AED 100

True copy: AED 100

NB: AED 10 will be collected for each additional copy after the 5 copies of the same transaction for all the previous types

SERVICE CHANNELS

Apply through website

SERVICE DELIVERY TIME

Within two hours of submission

TARGETED CUSTOMER

Dubai Chambers members

DUBAI CHAMBERS ATA CARNET SERVICE

SERVICE DESCRIPTION

The ATA Carnet is an International Customs document that permits temporary importation of duty-free and tax-free goods for up to one year.

SERVICE CATEGORY

ATA Carnet service is provided as follows:

Service name	Service type	Service category
Issuance of ATA Carnet	Sub service	Transactional
Modification of ATA Carnet	Complementary	Transactional
Replacement of ATA Carnet	Complementary	Transactional
Substitute of lost ATA Carnet	Complementary	Transactional
Cancellation of ATA Carnet	Complementary	Transactional

SERVICE REQUIREMENTS

Issuance of ATA Carnet

- ▲ Commercial invoice
- ▲ Authorisation letter issued by the company to its representatives or agents (available on website)
- ▲ Letter of pledged commitment (available on website)

Modification of ATA carnet

- ▲ Modified commercial invoice
- ▲ Modified authorisation letter issued by the company to its representatives or agents

Replacement of ATA Carnet

- ▲ Submit application through website

DUBAI CHAMBERS ATA CARNET SERVICE

SUBSTITUTE OF LOST ATA CARNET

Submit application through website

CANCELLATION OF ATA CARNET:

Submit application through website.

Original ATA Carnet.

SERVICE FEES

ATA Carnet processing fee (only for one country visit)	Member	AED 900
	Non Member	AED 1,800
ATA Carnet Express processing fees (only for one country visit)	Member	AED 1,400
	Non Member	AED 2,300
Additional countries	Member	AED 50 for each country
	Non Member	AED 100 for each country
Additional pages for the general list	Member	AED 5 each
	Non Member	AED 10 each
Amendment of ATA Carnet	Member	AED 100
	Non Member	AED 200
Cancellation fee	Member	No refund of processing fees
	Non Member	No refund of processing fees
ATA Carnet replacment/ substitute	Member	AED 900
	Non Member	AED 1800
Regularisation	Member	AED 300
	Non Member	AED 600

SECURITY DEPOSIT

The security deposit fees depend on the total value of goods and customs duties (ATA Carnet Security Rate Chart) in visiting countries, and it will be refunded after proper discharge of the Carnet.

Note: UAE companies that are members of any chambers in other emirates will be treated as Dubai Chambers' members regarding admin fees.

TARGETED CUSTOMERS

Dubai Chambers members | Dubai Chambers non-members

SERVICE DELIVERY TIME

Express request: One working day (starting from receipt of administrative fees and guarantee). **Normal request:** Two working days (starting from receipt of administrative fees and guarantee)

SERVICE CHANNELS

Submission of application through website

DUBAI CHAMBERS INFORMATION SERVICE

SERVICE DESCRIPTION

This service provides to whom it may concern letters and certification of recommendation and identification and company profile channels.

SERVICE TYPE

Business Research and Information provide the following service:

Service name	Service type	Service category
Letters and Certificates	Sub service	Informational
Company Profile	Sub service	Informational

SERVICE PROCEDURE

- ▲ Submitting the requested certificate, letter or other services including the required documents through the website
- ▲ Reviewing the validity of data and documents
- ▲ Online payment after receiving the approval
- ▲ Enable to download and print the document

SERVICE REQUIREMENTS

Request letter from the company signed by the authorised signatory at Dubai Chambers and stamped

DUBAI CHAMBERS INFORMATION SERVICE

SERVICE FEES

To whom it may concern: AED 210

Company profile: AED 52.5

SERVICE CHANNELS

Submission of all requirements through the website

SERVICE DELIVERY TIME

Within two hours from submission

TARGETED CUSTOMER

Dubai Chambers members

Dubai Chambers non-members

Individuals

DUBAI CHAMBERS MEDIATION SERVICE

SERVICE DESCRIPTION

Mediation is one of the effective methods to resolve commercial disputes amicably provided that at least one of the disputing parties is a member of Dubai Chambers. Mediation is quick, confidential, and cost effective. It's an excellent opportunity for preserving business relations.

Dubai Chambers intervenes to assist the disputing parties to resolve their commercial disputes amicably. To achieve this objective, we facilitate negotiation and minimise the differences between the parties to help them reach an amicable resolution.

Mediation is not conciliation, or arbitration, or litigation. It's one of the alternatives to dispute resolutions which gives the parties the necessary flexibility to reach a mutual amicable settlement to their dispute.

SERVICE CATEGORY AND TYPE

Service name	Service type	Service category
Mediation	Sub service	Transactional

SERVICE PROCEDURE

- ▶ Contacting Dubai Chambers through the available channels, completing the application form and attaching the documents supporting the complaint
- ▶ Reviewing the application and receiving the approval from Dubai Chambers
- ▶ Payment of fees
- ▶ Dubai Chambers contacts the concerned parties to reach a suitable settlement (as per the nature of dispute)

DUBAI CHAMBERS MEDIATION SERVICE

SERVICE REQUIREMENTS:

- Submit the request and fill the form (E-service)
- Sign the terms and conditions
- Attach at least one of the supporting documents (invoice, LPO, delivery note, bill of lading, contract, etc.)
- Copy of trade licence
- Payment of fees

SERVICE FEES

Mediation Registration fee	Members	AED 500
	Non-Members	AED 1,000
Mediation Administration Fee	Members	1% of the dispute amount Minimum AED 500 Maximum AED 15,000
	Non-Members	2% of the dispute amount Minimum AED 1,000 Maximum AED 20,000

Value Added Tax 5%

The above Fees and Taxes are non-refundable and must be paid in advance to proceed with the mediation service.

SERVICE CHANNELS

Submission of all requirements through the website

SERVICE DELIVERY TIME

10 days since submitting the required documents and paying fees

TARGETED CUSTOMERS

Dubai Chambers' members and non-members



LICENSING SERVICES

THIS SERVICE IS DESIGNED
FOR CUSTOMERS WHO AIM TO
INTEGRATE SUSTAINABILITY IN
THEIR BUSINESSES

DUBAI CHAMBERS BUSINESS COUNCILS AND BUSINESS GROUPS SERVICE

SERVICE DESCRIPTION

Issuing a permit and licensing business councils and business groups.

A Business Group is a non-profit organisation consisting of a minimum of 20 licensed, influential, and economically significant businesses of diverse sizes that practise a specific economic activity in Dubai, a set of harmonious business activities, or have a common interest in certain activities.

A Business Council is a non-profit organisation consisting of a minimum of 20 companies, business owners and experts belonging to a certain nationality practising a specific economic activity in Dubai.

SERVICE TYPE

Dubai Chambers provides the service as follows:

Service name	Service type	Service category
Permit and licensing Business Councils & Groups	Sub service	Transactional
Renewing and licensing Business Councils & Groups	Complementary	Transactional

SERVICE PROCEDURE

Requirements for Establishing a Business Council

- ▲ The first step is to contact the Business Relations team of Dubai Chamber of Commerce by sending an email to Business.relations@dubaichamber.com to express interest in establishing a new business council. The Business Relations team will provide you with a copy of the bylaws that regulate the activities of Business Councils.
- ▲ You will need to provide the following documents:
 - ▲ The proposed name of the Business Council
 - ▲ A list that includes the names and contact details of a minimum of 20 companies that will be deemed as “founding members”
- ▲ The following documents should be submitted no later than 90 days from the establishment:
 - ▲ A draft of the Business Council Articles of Association (an Articles of Association or AoA template will be provided to you upon request)
 - ▲ A work plan detailing the proposed Business Council’s objective and plans

DUBAI CHAMBERS BUSINESS COUNCILS AND BUSINESS GROUPS SERVICE

Requirements for Establishing a Business Group

- ▶ The first step is to contact the Business Relations team of Dubai Chamber of Commerce by sending an email to Business.relations@dubaichamber.com to express interest in establishing a new business group. The Business Relations team will provide you with a copy of the bylaws that regulate the activities of Business Groups
- ▶ You will need to provide the following documents:
 - ▶ The proposed name of the Business Group
 - ▶ A list that includes the names and contact details of a minimum of 20 companies that will be deemed as “founding members”
- ▶ The following documents should be submitted no later than 90 days from the establishment:
 - ▶ A draft of the Business Groups Articles of Association (an Articles of Association or AoA template will be provided to you upon request)
 - ▶ A work plan detailing the proposed Business Group’s objective and plans.

Requirements for Renewal of Business Councils & Groups Permit

- ▶ Updated Committee Members List with Emirates ID numbers and the General Membership List along with their contact details
- ▶ Minutes of Meeting of the Annual General Meeting/General Assembly Meeting (This document should be submitted after the meeting is held)
- ▶ Audited financial report of the Council

SERVICE FEE

No fees applicable

SERVICE CHANNELS

- ▶ E-mail
- ▶ website

SERVICE AVERAGE COMPLETION TIME

30-60 days from submitting the required documents
2-3 business days for renewals

TARGETED CUSTOMERS

Special Segments:

Business sector representatives
Representatives of a business community according to nationality



SERVICE PROVISION CHANNELS

DUBAI CHAMBERS SERVICE PROVISION CHANNELS

CALL CENTER

Toll free: 800 CHAMBER 800 242 6237

International number: +971 422 800 00

Working hours: 08:00 AM - 05:00 PM | Monday - Thursday

08:00 AM - 12:00 PM & 02:00 PM - 05:00 PM (Friday)

(voicemail is available outside working hours)

WEBSITE

dubaichamber.com

Live chat is available 24/7

E-MAIL

customercare@dubaichamber.com

SOCIAL MEDIA CHANNELS

 facebook.com/DubaiChambers

 twitter.com/dubaichambers

 instagram.com/dubaichambers

 linkedin.com/company/dubai-chambers

 youtube.com/dubaichambertv

SMART APPLICATION

 DC APP