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مصرف الإمارات العربية المتحدة  
CENTRAL BANK OF THE U.A.E.

# **Services Directory**

## **Central Bank of the United Arab Emirates**

**Second Edition 2022**





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## Introducing the Bank's Service Directory

This service guide focuses on showcasing the services provided by the Central Bank of the UAE to its customers, where these services are described, and their procedures and delivery channels are introduced based on local and international best practices.

This guide also confirms the Central Bank's commitment to enhancing the effectiveness of services, achieving customer happiness, and working to raise the level of performance and improve the quality of services provided, through which the Central Bank seeks to establish an integrated reference system in defining and documenting service procedures and designing the customer journey, which is the basis for ensuring continuous improvement of its services.

## Introduction

In the interest and belief of the Central Bank of the right of customers to obtain services at the highest standards and in accordance with best practices and to develop services to be customer-centric and centered on improving the services and products provided to them to suit their preferences and needs, the Central Bank adopted the standards of the Customer Happiness Guide issued by the Emirates Service Excellence Program and other best practices to establish this guide.

## Goal

This guide aims to illustrate the services provided by the Central Bank to its customers, show the steps of providing services and work to update and develop them to facilitate the delivery of services.



## Terms & Definition

The following terms , wherever mentioned in this Guide, shall have the meanings assigned to them below unless the context indicates otherwise.

Term	Definition
Directory	Directory of services provided by the central bank to customers.
Bank	Central Bank of the United Arab Emirates
Service	It is the outcome / benefit provided by an institution, or other institutions acting on its behalf, with the aim of meeting the needs, desires, and expectations of its customers, and it is essentially non-interchangeable, and of an intangible nature. Care should be taken not to confuse the service, the procedures followed to achieve it (such as filling out the service application form and paying fees), and the channels for providing it (such as smart device applications or the website).
Service Structure	It is about determining the type of service, whether it is main, subsidiary, or supplementary.
Main Service	It is a set of services provided by the bank and is considered the umbrella within which complementary services and subsidiary services are combined.
Supplementary Service	It is attached to the main service, such as managing the accounts of ministries, government agencies, central banks and other financial institutions in the country, and may include different sub-services according to the type of customer or the nature of the service, and it is provided following the same instructions, with minor modifications.
Sub-Service	Services that are attached to the main/complementary services according to the type of customers or the purpose of the service.
Service Code	It is an identification code consisting of special numbers for each service to distinguish it from other services.
Service Name	The name is used to identify the service and that distinguishes it from other services.
Service Description	It is a simplified and accurate explanation of the service that enables customers to understand the type and nature of the service.
Beneficiary of the service	The beneficiary category of receiving this service, for example, government, individuals, businesses, and in the event that there is more than one beneficiary category, it is determined.



Service Delivery Channels	means of communication between customers and the bank, through which services are provided, such as (smart application, website, etc....)
Steps and duration	The steps and duration vary according to the different channels of service delivery. Example: (Call Center: It is done through the steps that the customer went through to complete the service and the time it takes to receive the service. (Channel Digital: It is done through the number of clicks made by the customer to complete the digital service and the time it takes to receive the service).
Required Documents	Documents requested by the bank from the customer to obtain the service.
levies	It is the amount of money paid by the customer to obtain the service.
Service Link	Indicates the link between the service and services or approvals provided by third parties (e.g. license of a foreign insurance company).
Requirements and Terms of Service	It is a reflection of the requirements and laws set by the bank related to obtaining the service



## Define service items

### Service Delivery Channels:

The channel is the means of obtaining the service, and is divided into:

- ★ Traditional channels: includes personal attendance, or mail.
- ★ Developed channels, which in turn are divided into:
- ★ Channels that require direct communication with the bank



- ★ self-service channels which does not require direct communication with the bank



## Structuring Services:

### ★ Main Service:

It is the basic completed service that the rest of the services are related to, such as withdrawing liquidity, and may include different services according to the type of customer or the nature of the service, and it is provided following the same procedures, with minor modifications.

### ★ Supplementary Service:

It is attached to the main service, such as "Enforcement of Judicial Judgments against Banks and Exchanges" and may include different sub-services according to the type of customer or the nature of the service, and is provided by following the same procedures, with minor modifications.

## Classification of services

- ★ **Information services:** They are services related to the transfer of information from the government center to the beneficiary, either at the initiative of the center, such as campaigns, or at the request of customers, such as submitting an inquiry, for example.
- ★ **Procedural services:** Services that meet the needs of customers for transactions, such as requesting registration.
- ★ **Commercial services:** The set of services provided for the purpose of securing revenues for the government, such as the sale of national statistics, etc.



- ★ **Social services:** The set of services provided by the government that promote the well-being of a community (the well-being of a specific group in it), such as primary health care services.
- ★ **Seizure services:** This category includes all the services that customers should be subject to, such as organized inspections

### Services Link:

- **Linked Service:** A service linked to other services, or to approvals provided by third parties.
- **Unlinked Service:** Services not linked to other services, or to approvals provided by third parties.

### Classification of customers benefiting from the service

**Government to Government G2G:** These are the services provided by the bank to government agencies such as "release of executive seizure on bank accounts or ATMs"

Customer Category	
Insurance Companies	Insurance
Detection and damage assessment experts	
Insurance Actuaries	
Insurance Agents	
Insurance Brokers	
Health Insurance Claims Companies	
Insurance Consultant	
Associated professions	
Individuals	

Dealers	
Banks	Banks
Staff	
External Auditors	
Representative Offices	
Hawala Company	
Finance Company	
Individuals	
Exchange Companies	
Government Agencies	

**From Government to Business G2B:** These are the services provided by the bank to the business sector, such as "the implementation of financial transfers to central banks through the International Money Transfer Network "SWIFT".

**From Government to Individuals G2C:** These are the services provided by the bank to individuals such as "inquiry about insurance complaints and disp



## Service Card:

Service Name: Issuing Cash Bills	
Service Description	Cash Bill Issuance is a securities issuance program that is auctioned off and traded in the primary and secondary markets through solutions developed by Bloomberg that are compatible with international standards. This new issuance program aims to provide an integrated liquidity management system for the banking sector in the UAE.
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. The auction is conducted for the main agents through the Bloomberg platform system</li> <li>2. Bidding of the main agents and allocating the amount and return based on a prorated basis</li> <li>3. Cash bills are traded in the secondary market</li> </ol>
Terms & Conditions of Service	Bids must be submitted on a return basis, subject to a minimum bid size of AED 5,000,000. Tenders above this minimum must be in the form of integrated multiples of AED 1,000,000.
Required Documents	Ebond Documents
Service Fees	N/A
Service Provision Time	10:30 AM - 11:30 PM (every 2 weeks)
Target Audience	Banks – Ministry of Finance
Service Delivery Form	N/A
Service Delivery Channels	Presentation Platform





<b>Service Name: Federal Treasury Bond Issuance Program</b>	
Service Description	The Central Bank of the UAE, in its capacity as issuing and paying agent, announces the launch of UAE Government Conventional Treasury Bonds denominated in UAE Dirhams (Treasury Bonds)
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. The auction is conducted for the main distributors through the Bloomberg platform system</li> <li>2. Bidding n major distributors and allocating percentage of issue</li> <li>3. Federal Treasury bonds are traded on the secondary market</li> </ol>
Terms & Conditions of Service	Bids must be submitted on a return basis, subject to a minimum bid size of AED 1,000,000. Tenders above this minimum must be in the form of integrated multiples of AED 100,000.
Required Documents	Ebond Documents
Service Fees	N/A
Service Provision Time	10:00 AM - 11:00 PM (every 6 weeks)
Target Audience	Banks
Service Delivery Form	N/A
Service Delivery Channels	Presentation Platform



Service Name: Issuance of Islamic Depository Certificates	
Service Description	Issuance of Islamic Certificates of Deposit by the Central Bank of Islamic banks and Islamic windows to manage their excess liquidity based on the concept of Murabaha where the underlying asset is commodities, as approved by the Shariah Board
Steps and procedures for implementing the service	1. The auction is conducted through the UAEFTS 2. platform. Banks start bidding and Islamic CDRs are issued on the basis of interest rate
Terms & Conditions of Service	Any Islamic bank wishing to bid on Islamic deposits must sign the Murabaha Document Depository Master Agreement with the Central Bank of the UAE. Minimum amount 5M
Required Documents	Commodity Murabaha Deposits Master Agreement
Service Fees	N/A
Service Provision Time	12:00 PM - 01:00 PM
Target Audience	Islamic banks or banks with an Islamic window
Service Delivery Form	N/A
Service Delivery Channels	Presentation Platform



## Service Name: Overnight Deposit Facility

Service Description	This facility will enable conventional banks operating in the UAE to deposit their excess liquidity in the Central Bank on an overnight basis.
Steps and procedures for implementing the service	Banks request for overnight deposit facilities through UAEFTS
Terms & Conditions of Service	Access to the overnight deposit facility will be granted to eligible parties, participating in the UAEFTS platform.
Required Documents	N/A
Service Fees	N/A
Service Provision Time	9:00 AM - 3:00 PM
Target Audience	Banks
Service Delivery Form	N/A
Service Delivery Channels	Presentation Platform



Service Name: Provision of Murabaha Facility Covered by Guarantee	
Service Description	Secured Murabaha facilities. Which gives authorized banks access to the overnight settlement service through the pledge of securities or Islamic certificates of deposit through a third party
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Banks require secured Murabaha facilities through Bloomberg or REFINITIV trading systems</li> <li>2. Approval of the request of banks based on guarantees provided by the bank</li> </ol>
Terms & Conditions of Service	<p>Licensed by the Central Bank of the UAE</p> <p>Min: AED 10M</p> <p>Duration: One night</p>
Required Documents	Commodity Master Murabaha Agreement
Service Fees	N/A
Service Provision Time	9:00 AM - 3:00 PM
Target Audience	Islamic banks or banks with an Islamic window
Service Delivery Form	N/A
Service Delivery Channels	Presentation Platform



## Service Name: Buying and selling dollars against dirhams for financial institutions operating in the country

Service Description	Following the monetary policy in maintaining the peg of the UAE dirham to the US dollar, the Central Bank of the UAE is in maintaining a stable and convertible currency, where the UAE dirham is in the range of 3.67 3 0 3.6720 against the US dollar.
Steps and procedures for implementing the service	Banks request to buy/sell USD against AED through Bloomberg or REFINITIV trading systems
Terms & Conditions of Service	Maximum transaction USD 900M
Required Documents	N/A
Service Fees	N/A
Service Provision Time	9:00 AM - 3:00 PM
Target Audience	Financial institutions operating in the state
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



<b>Service Name: (USD/AED Swap Facility) DDR Swap</b>	
Service Description	<p>USD/AED swaps are the process of injecting liquidity in dirhams in case banks need to cover the shortage of their stock for dirhams. The swap arrangements involve a simultaneous sale of forward purchase of dollars against purchase and forward sale of the dirham amount.</p> <p>Equivalent to a fixed term at specific future prices.</p>
Steps and procedures for implementing the service	Banks request USD/AED swap facilities through Bloomberg or REFINITIV trading systems
Terms & Conditions of Service	Maximum: USD 900M per transaction
Required Documents	N/A
Service Fees	N/A
Service Provision Time	9:00 AM - 3:00 PM
Target Audience	Banks
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



## Service Name: Government Facilities

Service Description	The Central Bank may grant credit facilities to the Government at specified interest rates in accordance with the terms and conditions of the agreement signed between the Central Bank and the Ministry in this regard, provided that the credit facilities are for the purpose of temporary coverage in the event of an Unexpected deficit in the Government's revenues compared to its expenditures.
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submission of the government entity request to use credit facilities</li> <li>2. Obtaining approvals from the concerned departments</li> <li>3. Settlement procedures for interest receivables and cash flows</li> </ol>
Terms & Conditions of Service	The facilities granted shall not exceed the percentage (10%) of the average government revenues achieved in the budgets of the last three years
Required Documents	N/A
Service Fees	N/A
Service Provision Time	9:00 AM - 3:00 PM
Target Audience	Government Entity
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



<b>Service Name: Emergency Liquidity Insurance Facility</b>	
Service Description	Liquidity support facility where eligible counterparties can access the Central Bank's term settlement reserves by pledging securities as collateral via a repurchase agreement for financing.
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Request emergency liquidity insurance facilities through Bloomberg or REFINITIV trading systems</li> <li>2. Approval of the request of banks based on guarantees provided by the bank</li> </ol>
Terms & Conditions of Service	Min: AED 10M  Duration: One month or more
Required Documents	N/A
Service Fees	N/A
Service Provision Time	9:00 AM - 3:00 PM
Target Audience	Banks
Service Delivery Form	N/A
Service Delivery Channels	Application Platform





### Service Name: Facilities for Foreign and International Monetary Authorities

Service Description	The facility allows foreign and international monetary authorities, which consist of central banks and other international monetary authorities that have accounts at the Federal Reserve Bank of New York, to enter repurchase agreements with the Federal Reserve. In these transactions, authorized FIMA account holders temporarily exchange U.S. Treasury notes held with the Federal Reserve against the U.S. dollar. Which can then be made available to organizations. This facility provides, at a reserve rate, an alternative temporary source of USD for holders of official foreign securities other than sales of securities on the open market.
Steps and procedures for implementing the service	1- Abu Dhabi investment Authority requests financing in US dollars against US Treasury bonds of FIMA 2- The Central Bank requests USD financing for the Abu Dhabi Investment Authority through FIMA.
Terms & Conditions of Service	Account at the Federal Reserve Bank of New York Against U.S. bonds only
Required Documents	N/A
Service Fees	N/A
Service Provision Time	9:00 AM - 3:00 PM
Target Audience	Government Entity (Abu Dhabi Investment Authority)
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



## Service Name: One Day Liquidity Facility

Service Description	This facility will enable eligible counterparties (UAEFTS participants) to obtain AED financing from the Central Bank within one day against eligible collateral.
Steps and procedures for implementing the service	Banks request for liquidity facilities within one day through UAEFTS.
Terms & Conditions of Service	Access to the one-day liquidity facility will be granted to eligible parties, participating in the UAEFTS platform.
Required Documents	N/A
Service Fees	N/A
Service Provision Time	9:00 AM - 3:00 PM
Target Audience	Banks
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



### Service name: Provision of Marginal Lending Facilities

Service Description	Facilitate marginal lending. Which gives authorized banks access to the overnight settlement service through the pledge of securities by providing a basket of bonds or cash bills through a third party
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Banks request marginal lending facilities through Bloomberg or REFINITIV trading systems</li> <li>2. Approval of the request of banks based on guarantees provided by the bank</li> </ol>
Terms & Conditions of Service	<p>Min: AED 10M</p> <p>Duration: One night</p>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	9:00 AM - 3:00 PM
Target Audience	Banks
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



### Service Name: Buying and selling other foreign currencies against AED

Service Description	Buying and selling other foreign currencies against dirhams to pay dues and transfers on behalf of ministries and government institutions operating in the country
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Payment is made to the ministries through the UAE Money Transfer System (UAEFTS)</li> <li>2. The required currency is bought and sold to the Ministry</li> <li>3. Payments are transferred to the beneficiary by the Central Bank</li> </ol>
Terms & Conditions of Service	All applications must be submitted through the UAE Money Transfer System (UAEFTS)
Required Documents	N/A
Service Fees	N/A
Service Provision Time	9:00 AM - 3:00 PM
Target Audience	Banks & Ministries
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



Service Name: Insurance Companies Inspection	
Service Description	Inspect insurance companies in order to ensure their compliance with the law, regulations, instructions, decisions, controls or circulars issued by the Bank of the United Arab Emirates and ensure that observations or violations, if any, are corrected.
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Determine the entity to be inspected</li> <li>2. Preparation of inspection letter</li> <li>3. Request financial statements and technical reports</li> <li>4. View records, documents, and company entries</li> <li>5. Study and analysis of data.</li> <li>6. Send feedback and recommendations (if any) to companies</li> <li>7. Study the company's response and follow upon its commitment to the recommendations</li> <li>8. Transferring companies to the competent departments in case of non-compliance with the recommendations</li> </ol>
Terms & Conditions of Service	N/A
Required Documents	<ol style="list-style-type: none"> <li>1. Financial Statements</li> <li>2. Technical Reports</li> <li>3. Company records, documents, and entries</li> </ol>
Service Fees	N/A
Service Provision Time	During the official working hours for companies
Target Audience	Insurance Companies
Service Delivery Form	N/A
Service Delivery Channels	<ol style="list-style-type: none"> <li>1. Company Offices</li> <li>2. Through visual communication, if required.</li> </ol>



### Service Name: Inspection of Companies of Professions Related in Insurance

Service Description	Inspecting insurance-related professions companies to ensure their compliance with the law, regulations, instructions, decisions, controls or circulars issued by the UAE Bank and following up on the correction of any violations resulting from the inspection or included in the complaints received by the Bank
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Determine the entity to be inspected</li> <li>2. Preparation of inspection letter</li> <li>3. Request financial statements and technical reports</li> <li>4. View records, documents, and company entries</li> <li>5. Study and analysis of data.</li> <li>6. Send feedback and recommendations (if any) to companies</li> <li>7. Study the company's response and follow upon its commitment to the recommendations</li> <li>8. Transferring companies to the competent departments in case of non-compliance with the recommendations</li> </ol>
Terms & Conditions of Service	N/A
Required Documents	<ol style="list-style-type: none"> <li>1. Financial Statements</li> <li>2. Technical Reports</li> <li>3. Company records, documents, and entries</li> </ol>
Service Fees	N/A
Service Provision Time	During the official working hours for companies
Target Audience	Companies of professions related to insurance
Service Delivery Form	N/A
Service Delivery Channels	<ol style="list-style-type: none"> <li>1. Company Offices</li> <li>2. Through visual communication if required.</li> </ol>



## Service Name: Conducting Field Inspection of Banks

Service Description	Comprehensive/limited inspection, objective/special inspection which are conducted to ensure compliance with Central Bank regulations
Steps and procedures for implementing the service	<ul style="list-style-type: none"> <li>• The bank conducts inspections based on the approved annual plan</li> <li>• An inspection team submits an information request to banking institutions and banks and this is two weeks before the start of inspections</li> <li>• Analyze data and review compliance levels</li> <li>• Prepare the final report and identify regulatory observations with a time frame to improve the compliance levels of financial institutions.</li> </ul>
Terms & Conditions of Service	<p>Information is requested based on the type of inspection</p> <p>The institution must be subject to the supervision of the Central Bank</p>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	Official working hours
Target Audience	Banks
Service Delivery Form	N/A
Service Delivery Channels	<p>Teammate, Microsoft Teams, and Email</p> <p>Direct Communication</p>



## Service Name: Approval of the publication of audited final accounts

Service Description	The Central Bank approves the announcement of dividends and the publication of audited annual accounts.
Steps and procedures for implementing the service	<ul style="list-style-type: none"> <li>Licensed financial institutions shall send the financial statements and final budgets of the Central Bank for approval for approval and publication of the account.</li> <li>The competent auditor shall prepare an analytical study of the annual budget, determine the levels of compliance with the instructions of the Central Bank for approval, and make any supervisory observations on the final accounts of the financial institution concerned.</li> <li>The analytical report is approved by the head of the competent team or the director of the organizational unit.</li> <li>The final report of the approved final budgets shall be submitted to the senior management for approval, in accordance with the table of terms of reference approved by the Board of Directors.</li> <li>The licensed financial institution shall be addressed with the approval of the Central Bank to publish the final accounts or provide them with any supervisory observations on the submitted account report.</li> </ul>
Terms & Conditions of Service	<p>Audited Annual Accounts (2) Application Letter</p> <p>(3) Main proportions</p> <p>(4) 5 years data</p> <p>(5) Any other additional information</p> <p>Annual accounts must be audited and signed by external auditors.</p>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	Official working hours
Target Audience	Banks, Finance Companies, Exchange Companies
Service Delivery Form	N/A
Service Delivery Channels	Email, P.O. Box





Service Name: Conducting Field Inspection of Finance Companies	
Service Description	Comprehensive/limited inspection, objective/special inspection which are conducted to ensure compliance with Central Bank regulations
Steps and procedures for implementing the service	<ul style="list-style-type: none"> <li>• The bank conducts inspections based on the approved annual plan</li> <li>• An inspection team submits an information request to financial institutions two weeks before the start of inspections.</li> <li>• Analyze data and review compliance levels</li> <li>• Prepare the final report and identify regulatory observations with a time frame to improve the compliance levels of financial institutions.</li> </ul>
Terms & Conditions of Service	<p>Information is requested based on the type of inspection</p> <p>The institution must be subject to the supervision of the Central Bank</p>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	Official working hours
Target Audience	Finance companies operating in the UAE
Service Delivery Form	N/A
Service Delivery Channels	<p>The program Teammate• Microsoft Teams &amp; Email</p> <p>Direct Communication</p>



### Service Name: Conducting Field Inspection of Exchange Companies

Service Description	Comprehensive inspection which is carried out to ensure compliance with Central Bank regulations
Steps and procedures for implementing the service	<ul style="list-style-type: none"> <li>• Issuance of an inspection letter</li> <li>• Identify regulatory requirements</li> <li>• Conduct on-site inspection within the specified period and review the documents submitted by exchange shops.</li> <li>• Audit and preparation of the final inspection report</li> <li>• Approving regulatory observations and setting a time limit for compliance with Central Bank requirements</li> </ul>
Terms & Conditions of Service	<p>Information is requested based on the type of inspection</p> <p>The institution must be subject to the supervision of the Central Bank</p>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	Official working hours
Target Audience	Exchange Companies
Service Delivery Form	N/A
Service Delivery Channels	<p>E-mail Address</p> <p>smp@cbuae.gov.ae</p>



## Service Name: Approval of Senior Management Appointments

Service Description	Approval of the appointment of senior management in institutions subject to the supervision of the Central Bank
Steps and procedures for implementing the service	<ul style="list-style-type: none"> <li>• Applications for registration are accepted via e-mail (smp@cbae.gov.ae) from institutions licensed by the Central Bank</li> <li>• The required documents are uploaded via the Fast Track - Fit and Proper system.</li> <li>• Activities include filling in the candidate's details and competencies, searching the World Check, UAE PNG program, general information available in the search engine, other information available in internal records, inspection team comments and other observations if any.</li> <li>• Preparation of a corresponding interview for persons nominated by financial institutions for executive levels by the competent auditor team of the licensed financial institution</li> <li>• Approval or rejection of the nomination submitted to the person concerned based on the data provided and the results of the interview.</li> <li>• Inform the financial institution of the results of the interview by the competent regulatory authority and the approved table of references.</li> </ul>
Terms & Conditions of Service	<p>Approval of the appointment of senior management in institutions subject to the supervision of the Central Bank</p> <p>Appointment Application, CV, Passport, ID Card, Acquaintance Document, VISA, Academic Certificate, Central Bank Form</p>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	Official working days
Target Audience	Banks, finance companies, exchange companies, representative offices
Service Delivery Form	N/A
Service Delivery Channels	<p>E-mail Address</p> <p>smp@cbae.gov.ae</p>



## Service Name: Approval of the appointment of external auditors

Service Description	Accreditation of External Auditors of Financial Institutions
Steps and procedures for implementing the service	<ul style="list-style-type: none"> <li>Financial institutions shall send to the Central Bank applications for approval of the appointment of an auditor after completing Form 1 and 2.</li> <li>Based on the approved eligibility criteria, the Committee approves the audit firm proposed by the licensed financial institution.</li> <li>The list of accredited auditors is maintained in the records of the Central Bank under the supervision of the Bank's team of external auditors, where the audit firm is approved in the approved list in the future.</li> <li>Financial institutions are notified of approval/rejection.</li> </ul>
Terms & Conditions of Service	<p>BSD FORM III A – Complete the External Auditor Appointment Form for Licensed Financial Institutions (BSD Form III A &amp; B) for the appointment of an external auditor, and approval is made based on the following points:</p> <ul style="list-style-type: none"> <li>❖ Belonging to a reputable international or regional company.</li> <li>❖ Number of years of and two years in the audit institution in the United Arab Emirates</li> <li>❖ Volume of operations / network</li> <li>❖ Number of partners and/or owners along with the professional qualifications/experience of partners/owners/or office managers</li> <li>❖ Integration of employees and competencies</li> <li>❖ Reputation/Prestige and Credibility</li> </ul>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	Official working hours
Target Audience	All institutions subject to the supervision of the Central Bank
Service Delivery Form	N/A
Service Delivery Channels	E-mail Address



## Service Name: Submit a request for approval of composite products

Service Description	Approval of composite products designed by banks
Steps and procedures for implementing the service	<ul style="list-style-type: none"> <li>Banks send their applications to the Central Bank for approval for synthesized products designed by them.</li> <li>Applications are collected and an appointment is made with committee members to review financial products offered by licensed financial institutions</li> <li>A detailed and in-depth review is carried out for all applications that may be approved or some products may be rejected for resubmission or rejection of the application.</li> <li>The financial institution licensed by the regulator is addressed about the state of medicine.</li> </ul>
Terms & Conditions of Service	<p>Official letter from the bank, terms and conditions of the Central Bank, terms and conditions of the bank.</p> <p>If the bank has an Islamic window or is an Islamic bank, it must comply with the provisions of Islamic Sharia and send its documents indicating this.</p> <p>The institution must be subject to the supervision of the Central Bank</p>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	Official working days
Target Audience	Banks
Service Delivery Form	N/A
Service Delivery Channels	E-mail Address



## Service Name: Submit an Insurance Complaint

Service Description	Receiving complaints against insurance service providers
Steps and procedures for implementing the service	Submit your insurance claim to the relevant insurance company first, and if you are not served or are not satisfied with the proposed solution, you can contact the Central Bank and register a complaint through our website/app/call center (this option is for people of determination and the elderly). The call center can assist customers with the steps of submitting a complaint.
Terms & Conditions of Service	Submit your insurance claim to the relevant insurance company first, and if you are not served or are not satisfied with the proposed solution, you can contact the Central Bank and register a complaint through our website/app/call center (this option is for people of determination and the elderly only).
Required Documents	<ul style="list-style-type: none"> <li>• Accident Report</li> <li>• Insurance policy with the company</li> <li>• Copy of ID</li> </ul>
Service Fees	N/A
Service Provision Time	<p>*As for the application platform, it is available 24 hours a day, all year round.</p> <p>*For the call center, it is available Monday to Thursday from 9 am to 2:30 pm, and Friday from 9 am to 11 pm</p>
Target Audience	The person to whom the rights of the insurance contract were initially acquired or to whom these rights were legally transferred
Service Delivery Form	N/A
Service Delivery Channels	Website/App/Call Center



## Service Name: Insurance Complaints and Disputes Inquiry

Service Description	Receiving inquiries related to the field of insurance and following up on the status of the complaint
Steps and procedures for implementing the service	Login through our approved channels, and raise inquiries according to the requirements of each channel
Terms & Conditions of Service	Login through our approved channels, and raise inquiries according to the requirements of each channel
Required Documents	N/A
Service Fees	N/A
Service Provision Time	<p>*As for the application platform, it is available 24 hours a day, all year round.</p> <p>*For the call center, it is available Monday to Thursday from 9 am to 2:30 pm, and Friday from 9 am to 11 pm</p>
Target Audience	The person to whom the rights of the insurance contract were initially acquired or to whom these rights were legally transferred
Service Delivery Form	N/A
Service Delivery Channels	Website/App/Call Center



## Service Name: Apply to subscribe to the Complaints Management System against Licensed Financial Institutions

Service Description	Submit an application to participate in the Complaints Management System against Licensed Financial Institutions
Steps and procedures for implementing the service	After the licensing procedures are completed, the Licensing Section directs the licensed financial institution to submit the subscription application via the approved email for this service.  cbcms.support@cbae.gov.ae
Terms & Conditions of Service	After the licensing procedures are completed, the Licensing Section directs the licensed financial institution to submit the subscription application via the approved email for this service.  cbcms.support@cbae.gov.ae
Required Documents	N/A
Service Fees	N/A
Service Provision Time	*As for the application platform, it is available 24 hours a day, all year round.  *For the call center, it is available Monday to Thursday from 9 am to 2:30 pm, and Friday from 9 am to 11 pm
Target Audience	Financial institutions licensed by the Central Bank
Service Delivery Form	N/A
Service Delivery Channels	Website/App/Call Center





Service Name: Escalation of the complaint to the Insurance Disputes Committee	
Service Description	Receiving requests to escalate disputes against insurance service providers
Steps and procedures for implementing the service	After processing the complaint filed with the Central Bank of the UAE and you are not satisfied with the final resolution of the complaint, you can escalate the complaint as a dispute, for consideration by the Insurance Dispute Resolution Committee.
Terms & Conditions of Service	After processing the complaint filed with the Central Bank of the UAE and you are not satisfied with the final resolution of the complaint, you can escalate the complaint as a dispute, for consideration by the Insurance Dispute Resolution Committee.
Required Documents	N/A
Service Fees	N/A
Service Provision Time	<p>*As for the application platform, it is available 24 hours a day, all year round.</p> <p>*For the call center, it is available Monday to Thursday from 9 am to 2:30 pm, and Friday from 9 am to 11 pm</p>
Target Audience	A person to whom the rights of the insurance contract were initially acquired or to whom these rights were legally transferred (customers who were not satisfied with the resolution of the insurance complaint)
Service Delivery Form	N/A
Service Delivery Channels	Website/App/Call Center (please make sure that the escalation option is available via the App) and please note [that the Call Center is unable to escalate the dispute but rather assist escalation steps.



<b>Service Name: Filing a Complaint Against a Licensed Financial Institution</b>	
Service Description	Receiving consumer complaints against licensed financial institutions
Steps and procedures for implementing the service	<p>. Visit our website to learn how to create a user account and how to file a complaint.</p> <p>Log in via your account on our website to know the status of your complaint.</p> <p>Contact the call center to inquire about how to file a complaint, or to see the status of your existing complaint.</p> <p>Visit the Consumer Happiness Center</p>
Terms & Conditions of Service	<p>*The consumer (individuals or individual institutions) must file a complaint with the licensed financial institution and obtain a reference number for his complaint.</p> <p>*If the licensed financial institution does not resolve the consumer's complaint within 30 days or the solution is not satisfactory to the consumer, he can file a complaint with the Central Bank of the UAE.</p> <p>*The information provided (consumer data/supporting documents) matches the records of the licensed financial institution</p> <p>* The complaint should not be duplicate * The complaint should not be before a court</p> <p>*The complaint must be within the regulatory competence of the Central Bank of the UAE.</p>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	<p>*As for the application platform, it is available 24 hours a day, all year round.</p> <p>*For the call center, it is available Monday to Thursday from 9 am to 2:30 pm, and Friday from 9 am to 11 pm</p>
Target Audience	Receiving consumer complaints against licensed financial institutions
Service Delivery Form	N/A



مصرف الإمارات العربية المتحدة المركزي  
CENTRAL BANK OF THE U.A.E.

Service Delivery Channels	Website/App/Call Center
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Service Name: Submit an application to subscribe to the Judicial Orders Management System	
Service Description	Submit an application to participate in the Insurance Complaints and Disputes Management System
Steps and procedures for implementing the service	<p>. Visit our website to learn how to create a user account and how to file a complaint.</p> <p>Log in via your account on our website to know the status of your complaint.</p> <p>Contact the call center to inquire about how to file a complaint, or to see the status of your existing complaint.</p> <p>Visit the Consumer Happiness Center</p>
Terms & Conditions of Service	The consumer requesting the inquiry must be the concerned person or his legal representative.
Required Documents	N/A
Service Fees	N/A
Service Provision Time	<p>*As for the application platform, it is available 24 hours a day, all year round.</p> <p>*For the call center, it is available Monday to Thursday from 9 am to 2:30 pm, and Friday from 9 am to 11 pm</p>
Target Audience	Federal and local courts competent in UAE and Central Bank-licensed financial institutions
Service Delivery Form	N/A
Service Delivery Channels	Website/App/Call Center



Service Name: Submit an inquiry in the banking field	
Service Description	How to file a complaint against a licensed financial institution / Inquiry about the status of a complaint filed against a licensed financial institution / General inquiries in the same sector
Steps and procedures for implementing the service	<p>Visit our website to learn how to create a user account and how to file a complaint.</p> <p>Log in via your account on our website to know the status of your complaint.</p> <p>Contact the call center to inquire about how to file a complaint, or to see the status of your existing complaint.</p>
Terms & Conditions of Service	* The consumer requesting the inquiry must be the concerned person or his legal representative.
Required Documents	None
Service Fees	N/A
Service Provision Time	<p>*As for the application platform, it is available 24 hours a day, all year round.</p> <p>*For the call center, it is available Monday to Thursday from 9 am to 2:30 pm, and Friday from 9 am to 11 pm</p>
Target Audience	Receiving consumer complaints against licensed financial institutions
Service Delivery Form	N/A
Service Delivery Channels	Website/App/Call Center



## Service Name: Submit an application to subscribe to the Insurance Complaints and Disputes Management System

Service Description	Submit an application to participate in the Insurance Complaints and Disputes Management System
Steps and procedures for implementing the service	After the licensing procedures are completed, the Licensing Section directs the insurance service provider to submit the subscription application via the approved email for this service <a href="mailto:s.sys@cbae.gov.ae">s.sys@cbae.gov.ae</a>
Terms & Conditions of Service	<p>After the licensing procedures are completed, the Licensing Department directs the insurance service provider to submit the subscription application via the approved email for this service <a href="mailto:s.sys@cbae.gov.ae">s.sys@cbae.gov.ae</a></p> <p>*The consumer (individuals or sole proprietorships) must file a complaint with the licensed financial institution and obtain a reference number for his complaint.</p> <p>*If the licensed financial institution does not resolve the consumer's complaint within 30 days or the solution is not satisfactory to the consumer, he can file a complaint with the Central Bank of the UAE.</p> <p>*The information provided (consumer data/supporting documents) matches the records of the licensed financial institution</p> <p>* The complaint should not be duplicate * The complaint should not be before a court</p> <p>*The complaint must be within the regulatory competence of the Central Bank of the UAE.</p>
Required Documents	None
Service Fees	N/A
Service Provision Time	<p>As for the application platform, it is available 24 hours a day, all year round.</p> <p>*As for the call center, it is available from Monday to Thursday from 9 am to 2:30 pm, and on Friday from 9 am to 11 pm</p>
Target Audience	Insurance service providers licensed by the Central Bank
Service Delivery Form	N/A
Service Delivery Channels	Website/App/Call Center



Service Name: (Deposit Boxes) Keeping the secretariats of some local and international official bodies	
Service Description	The Central Bank shall provide safe funds for government entities only after obtaining approval from the accreditation authority.
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1- Submit a letter from the requesting party addressed to the head or official of the currency administration.</li> <li>2- In the event of obtaining approval from the authority to rely on the application.</li> <li>2- The requesting party shall provide the Currency Department with a list of the names of those authorized to carry out the process of keeping trusts on its behalf, in addition to copies of the Emirates ID of each authorized person.</li> <li>4- The concerned authority shall coordinate in advance (48) hours with the concerned currency management to obtain approval on the date of the visit.</li> </ol>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1- Applications for the service of deposit boxes are accepted from government entities only.</li> <li>2- Submit an official letter from the requesting party.</li> <li>3- List of the names of those authorized to conduct the deposit/withdrawal process from the deposit boxes on behalf of the requesting entity.</li> <li>4- Attach a copy of the Emirates ID of the employees authorized to deposit/withdraw from the deposit boxes.</li> <li>5- Sign the acknowledgment of providing the service at each deposit. <ul style="list-style-type: none"> <li>- The content of the deposit boxes is the responsibility of government entities.</li> <li>- Access to the Deposit Room is granted only to persons mentioned in the "Letter of Request".</li> <li>- Representatives of the entity who will enter the deposit room are accompanied by at least one key holder currency management up to the room of the safety deposit boxes.</li> <li>- Members of the currency administration are not allowed to enter the room of the safety deposit boxes.</li> <li>- The entity's representative must sign in the register of the entry/exit process, at each visit.</li> </ul> </li> </ol>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	9:00 AM - 14:00 PM
Target Audience	Government entities only
Service Delivery Form	N/A
Service Delivery Channels	<ol style="list-style-type: none"> <li>1- Submission of the application (e-mail).</li> <li>2- Approval of the application (e-mail)</li> <li>3- Deposit of the secretariat or re-secretariat (personal attendance).</li> </ol>



Service Name: Commemorative Coins Issue	
Service Description	The Central Bank issues commemorative coins either in response to requests from the public or private sector to mint commemorative gold and/or silver coins to commemorate important occasions for those entities. Or initiatives from the Central Bank to commemorate important occasions, events held in the country.
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. An official letter regarding the minting of gold and silver coins was issued directly to the Head of the Currency Department of the Central Bank, which includes the following:</li> <li>2. The type of commemorative coin and/or coin to be minted and/or printed.</li> <li>3. The quantity to be minted and/or printed.</li> <li>4. A pledge to bear all costs incurred in minting and/or printing.</li> <li>5. Design (occasion logo).</li> <li>6. The proposed date of announcing the issue and putting it into circulation.</li> <li>7. Official approvals for the use of the image of His Highness the President of the UAE, His Highness the Vice President of the UAE, Their Highnesses the Supreme Council Members, the Rulers of the Emirates, or Their Highnesses their Crown Princes, issued by the Ministry of Presidential Affairs, the Diwans of the Rulers of the Emirates, or the Crown Princes, as the case may be.</li> <li>8. Obtaining approval from the bank's credit authority.</li> <li>9. Send the request for proposals to be minting houses with long experience in the field of minting.</li> <li>10. Open bids; complete the implementation of the project with the winning mint.</li> <li>11. Delivery of all or part of the coin to the requesting party or selling it on its behalf according to prior agreement.</li> <li>12. Announcing the launch of coins in the official newspapers.</li> <li>13. Selling coins through sales boxes at headquarters and branches.</li> </ol>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1 - Application letter.</li> <li>2 An undertaking from the requesting party.</li> <li>3- The approval of the Bureau if necessary</li> <li>4- Designing the logo of the occasion, providing the Central Bank with the quantities and technical specifications of the commemorative coin.</li> <li>5- The approval of the requesting party for the bank to seize (2) silver coins and (1) gold coins of the total required quantities.</li> <li>6- The required quantities shall not be delivered to the requesting party until after payment of all costs incurred by minting.</li> </ol>
Required Documents	<p>Order letter.</p> <p>Logo design (face and back of the coin).</p> <p>The approval of the Bureau in case of using pictures of sheikhs and or crown princes.</p>
Service Fees	N/A
Service Provision Time	9:00 AM - 14:00 PM



Target Audience	Amateur
Service Delivery Form	N/A.
Service Delivery Channels	1- Submit the application (e-mail) .2- Approval of the application (e-mail) 3- Receive the required quantity of commemorative coins (personal attendance)



Service Name: Sale of Commemorative Coins	
Service Description	Selling Central Bank Issues of Commemorative Mint through Central Bank Funds at Head Office and Branches
Steps and procedures for implementing the service	<p>Announcing the launch of the commemorative mint in the official newspapers operating in the country (Arabic / English).</p> <p>The public is received at the headquarters and branches on the announced day and date.</p> <p>The public is received until stocks last.</p>
Terms & Conditions of Service	1- Emirates ID 2- Passport 3 (copy of it- driving license
Required Documents	Proof of valid identification.
Service Fees	N/A
Service Provision Time	9:00 AM - 14:00 PM
Target Audience	All segments of UAE society.
Service Delivery Form	N/A
Service Delivery Channels	Central Bank Funds at Head Office and Branches



<b>Service Name: Withdrawals of commercial banks and ATMs licensed by the Central Bank from the UAE currency</b>	
Service Description	Meet the requests of commercial banks and ATMs that have accounts with the Central Bank and licensed by it from the UAE currency
Steps and procedures for implementing the service	Attached to the procedures and processes of providing the service as in the Currency Management Procedures Manual
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1- Meet the conditions of the Central Bank to open an account with it.</li> <li>2- Sign a pledge for the Emirates Money Transfer System (UAEFTS)</li> <li>3- Meet the bank's requirements related to the use of the Emirates Money Transfer System.</li> </ol> <ul style="list-style-type: none"> <li>- Cash withdrawals of financial institutions have only been processed through applications received through the UAE System Portal, except in emergency cases where letters from authorized signatories may be accepted by financial institutions.</li> <li>- Both currency management and centralization of operations have a list of authorized signatories of financial institutions that must be used to verify signatures during withdrawals.</li> <li>- Cash will only be delivered to representatives of money transfer companies authorized by financial institutions only. The currency management must also ensure the validity of the money transfer company's contract with the financial institution before handing over the cash (through the Emirates Money Transfer System).</li> <li>- Cash withdrawals are not delivered to the money transfer company if its Central Bank declaration is not submitted, or its validity period expires.</li> <li>- All banknotes delivered in packs of 10 bundles should be only.</li> <li>- Each bundle must contain 100 banknotes and be surrounded by a ribbon bearing the name of the Central Bank.</li> <li>- Cash withdrawals are not accepted if there are not enough funds in the exchange company's account.</li> </ul>
Required Documents	A valid entry permit for the representative of the money transfer company authorized to withdraw on behalf of the bank.
Service Fees	N/A



## Service Name: Withdrawals of government ministries operating in the country of banknotes and coins

Service Description	Meet withdrawal requests submitted by government ministries that have an account with the Central Bank from the UAE currency only.
Steps and procedures for implementing the service	<p>The presence of the person authorized to withdraw on behalf of the Ministry to the headquarters of the Central Bank or its branches. Deliver the Ministry's cheque to the employee in charge of providing the service.</p> <p>Submit a valid permit to the employee in charge of providing the service.</p> <p>After ensuring the integrity and validity of the signatures on the withdrawal check, the amounts are disbursed through the exchange boxes.</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>- The "Withdrawal Check" submitted by the Ministry must contain the name of the Ministry representative on the back of the "Withdrawal Check".</li> <li>- A representative of the Ministry must submit a valid declaration from the Central Bank.</li> </ul>
Required Documents	<ul style="list-style-type: none"> <li>- A letter of authorization from the Ministry to withdraw.</li> <li>- Cheque or withdrawal request letter supported by signatures approved by the Central Bank.</li> <li>- A valid permit of the person authorized to withdraw.</li> </ul>
Service Fees	N/A
Service Provision Time	09:00 AM- 13:00PM
Target Audience	Ministries with Central Bank Accounts
Service Delivery Form	N/A
Service Delivery Channels	Personal presence of the person authorized to draw.



## Service name: Compensation for distorted and incomplete cash

Service Description	The Central Bank shall compensate the deformed or incomplete banknotes issued by it after verifying that they are not counterfeit, in accordance with the conditions and amounts approved in the compensation system.
Steps and procedures for implementing the service	<ul style="list-style-type: none"> <li>- Attend the headquarters or branches of the Central Bank, specifically the currency department.</li> <li>- Fill out the approved form to request compensation by the customer and attach it to the amounts to be compensated and the necessary attachments.</li> <li>- Submit the application and attachments to the employee concerned with providing the service.</li> <li>- Disbursement of the amount of compensation by the Committee for each case based on the approved system.</li> <li>- Delivery of the compensation amount to the customer by hand through exchange funds.</li> </ul>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>- The service of compensation of distorted or undermined cash is provided to the country's currency only.</li> <li>- Safety of the distorted or incomplete currency from counterfeiting.</li> <li>- They contain security signs or some of them.</li> <li>- To comply with the conditions of the space approved in the system.</li> </ul>
Required Documents	- Valid Emirates ID or any other valid ID 2- A report from the security authorities (police station, civil defense) in cases of fire only
Service Fees	N/A
Service Provision Time	9:00 AM - 13:00 PM
Target Audience	All segments of UAE society.
Service Delivery Form	Central Bank Compensation Form
Service Delivery Channels	Personal presence of the customer at the bank's headquarters or branches



Service Name: Ministries Cheque Cashing	
Service Description	A service provided by the Central Bank to government institutions that have an account with the Central Bank, and through this service, government institutions can withdraw cash from the Central Bank
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. The "withdrawal check" submitted by the Ministry must contain the name of the representative of the Ministry on the back of the "withdrawal check".</li> <li>2. The representative of the Ministry must provide a valid declaration from the Central Bank.</li> <li>3. The withdrawal cheque must be verified, stamped and signed by two authorized members of the Payments Department of the Banking Operations Department.</li> <li>4. The discount notice is signed by the representative of the Ministry.</li> </ol>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. "Cheque" from the Ministry with the required denominations.</li> <li>2. Valid Emirates ID</li> <li>3. Signature of the discount notice by the representative of the Ministry.</li> <li>4. A letter of authorization from the Ministry to withdraw on its behalf.</li> </ol>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	
Target Audience	Ministries
Service Delivery Form	09:00 AM 13:00PM
Service Delivery Channels	Service Center



## Service Name: Wages Protection System Management

Service Description	It was commissioned in September 2009 to meet the requirements of the Ministry of Labor. This system provides a safe and efficient way to transfer workers' wages. The system is available to banks and exchange houses licensed by the Central Bank.
Steps and procedures for implementing the service	<p><b>1. Start of the day</b></p> <p><b>1.1 Verify that all services are running from the UA EWPS portal</b></p> <p>1.2 Verify that all files are processed in UA EWPS Juggler</p> <p><b>2. Support issues and services</b></p> <p>2.1 Provide support for AKK/NAK-related issues/requests.</p> <p>2.2 Provide support for posting relevant issues/requests.</p> <p>2.3 Provide support for communication-related issues/requests.</p> <p>2.4 System problems</p> <p>2.5 Provide support for qualifying-related issues/requests.</p> <p><b>3. Close workday procedures</b></p> <p>3.1 Make sure WPS juggler is running and check for any errors in deployment</p> <p>4. Update <b>UA EWPS</b> documents</p> <p>4.1 Identify changes that need to be modified in the documentation</p> <p>4.2 Screenshots are taken from the portal to develop the user manual</p> <p>4.3 The relevant details in the document are updated according to CMG requirements</p> <p>4.4 Verified documents are uploaded into the IRS portal</p> <p>4.5 Send an email with the IRS reference number to participants</p> <p>4.6 Check CMG changes in UAT</p> <p>4.7 Create a CMG status report in each quarter</p> <p>4.8 Send a report for strategy reporting</p> <p><b>5. Participant Preparation</b></p> <p>5.1 Check if the entity's application has been approved and has already been transferred to UAEASR after receiving the UA EWPS Onboarding request</p> <p>5.2 Provide training UA EWPS</p> <p>5.3 Issuing UAT credentials after establishing a network connection</p> <p>5.4 List of tasks granted to the entity to complete the UAT</p> <p>5.5 Receiving a document in receipt from the participant and sending it to the Accounts Department</p> <p>5.6 Check if all types of tests are successful by checking all types of messages received and ACK</p>



	<p>5.7 Create super administrators based on the user ID details contained in the email.</p> <p>5.8 Prepare appropriate response details to be sent to the Participant and email all UAEWPS Participants regarding the new Participant on board</p> <p>6. Holiday Declaration</p> <p>6.1 Receipt of the holiday declaration request from the BOPSD</p> <p>6.2 Entering the UAEWPS Portal to celebrate Eid</p> <p>6.3 Mark the requested dates as "Y" from the calendar for the selected holidays</p> <p>6.4 Prepare a broadcast email regarding the holiday for approval</p> <p>6.5 Send an approved broadcast email to inform participants of the holidays announced in the system.</p>
Terms & Conditions of Service	<p>1- All banks, exchange companies and finance companies licensed and regulated by the Central Bank may apply to participate in the UAEWPS</p> <p>2-Preparation of participants based on the application received,</p> <p>3- Confirmation of prerequisites from participants, such as signing the undertaking document, configuring communication with CBUAE to use the system, etc.</p> <p>4- Comply with other controls and guidelines issued from time to time.</p> <p>5-The participant maintains an account with the Central Bank</p> <p>6- The participant must be registered in the UAEFTS system (for the purpose of settlement)</p> <p>"7- At the request of the employer wishing to process the employee's salary, the WPS participant will initiate the application in accordance with the instructions provided while ensuring the availability of discretionary funds.</p>
Required Documents	N/A
Service Fees	<p>AED 2-10 per transaction (based on schedule of fees and charges)</p> <p>* Fees and charges are distributed to various participants including UAE Bank</p>
Service Provision Time	<p>Monday to Saturday</p> <p>4 a.m. to 8 p.m.</p>
Target Audience	<p>1- All participants in the system, including banks, exchange companies and ministries.</p> <p>2- Employees</p>
Service Delivery Form	N/A
Service Delivery Channels	Through the application platform (UAE Wages Protection System)





<b>Service Name: Emirates e-Exchange Department</b>	
Service Description	Facilitate the connection of the ATM network to all banks in the UAE allowing customers of different banks to use any ATM and Point of Sale (POS) in the UAE. UAESWITCH provides regional and international connectivity with other similar national systems.
Steps and procedures for implementing the service	Providing the system across the country to facilitate ATM transactions
Terms & Conditions of Service	1- All authorized entities may apply to participate in UAESWITCH 2- Preparation of participants based on the application received,3- Confirmation of prerequisites from participants, such as signing the undertaking document, configuring communication with CBUAE to use the system, etc. 4- Comply with other controls and guidelines issued from time to time. 5- The participant maintains an account with the Central Bank 6- The participant must be a participant in UAEFTS (for the purpose of settlement)"
Required Documents	N/A
Service Fees	AED 2-6 per transaction (based on schedule of fees and charges) * Fees and charges are distributed to various participants including UAE Bank
Service Provision Time	24/7
Target Audience	Banks operating in the country Exchange companies
Service Delivery Form	N/A
Service Delivery Channels	Via the UAE SWITCH platform



Service Name: Direct Debit System Management	
Service Description	Provide a platform for bank customers to initiate automatic payments towards their obligations in their own banks or to any other bank, other financial institutions, service providers and third parties.
Steps and procedures for implementing the service	<p>1. Start of the day</p> <p>1.1 Check that all services are ready and up and running from the UAEDDS PSST portal. 20 minutes of running processes</p> <p>1.2 Check that all files are processed in Juggler PSST 15 minutes Juggler is on</p> <p>1.3 Inform other PSST members about the status of the PSST service and facilities 5 minutes aware of it</p> <p>2. Support issues and services</p> <p>2.1 Provide support for AKK/NAK-related issues/requests PSST 8 AM - 8 PM Connection Resolution Problem</p> <p>2.2 Provide support for posting relevant issues/requests. PSST, 3pm - 3.30pm Problem resolved Files published</p> <p>2.3 Provide support for connectivity-related issues/requests. PSST 8 AM - 8 PM Connection issue resolved</p> <p>2.4 System issues PSST 8 AM - 8 PM System on</p> <p>2.5 Provide support for qualifying-related issues/requests. PSST 8 a.m. - 8 p.m. on board participants</p> <p>2.6 Request for extension and approval PSST 30 minutes extension approved/rejected</p> <p>2.7 Originator Registration Applications – Access to UAEDDS portal to verify Originator/Secondary Sponsoring Banks Applications OIC Requests in Queue for Action PSST 10 minutes Successful login</p> <p>2.7.1 Processing of Pending Creator/Secondary Sponsoring Banks OIC Applications as PSST Maker 10 minutes Successful processing of secondary OIC/OIC application in the system</p> <p>2.7.2 Approval/Rejection of Registration of Processor Creator/Secondary Sponsoring Banks OIC PSST Applications 10 minutes Successful generation or rejection of secondary OIC/OIC codes in the system</p> <p>2.8 Switch Sponsoring Banks' Application – Access the UAEDDS portal to verify secondary to primary OIC confirmation requests in the PSST action queue 10 minutes Successful login</p> <p>2.8.1 Processing pending OIC confirmation requests from secondary to primary as PSST maker 10 minutes Successful processing of OIC confirmation from secondary to primary</p> <p>2.8.2 Approval/Rejection from secondary to primary OIC Confirmation Requests 10 minutes PSST</p>



	<p>Successful/unsuccessful switch of the secondary sponsoring bank to the primary sponsoring bank</p> <p>3. Close the business day</p> <p>3.1 Ensure that all submission reports are successfully generated after the time the submission is stopped. 10-minute presentation reports generated PSST</p> <p>3.2 Make sure that all files in the UAEDDS system</p> <p>3.3 Processing completed successfully for PSST business day 10 minutes Processing completed</p> <p>3.3 Ensure that all posting transactions and settlement reports are completed successfully after the time the settlement is stopped. PSST 10 minutes transmission completed</p> <p>4. Update UAEDDS documents</p> <p>4.1 Identify changes that need to be modified in documents one day PSST List of documents to be updated</p> <p>4.2 Screenshots are taken from the portal to develop screenshot files PSST User Manual 3 days</p> <p>4.3 The relevant details in the document are updated according to the requirements of CMG PSST updated for 3 days</p> <p>4.4 Verified documents are uploaded into the IRS PSST portal 2 days Documents uploaded successfully IRS reference number created 4.5 Send broadcast email with IRS reference number to PSST participants One day broadcast email is sent to participants</p> <p>4.6 Check CMG changes in UAT PSST 3 days Verified changes</p> <p>4.7 Create a CMG status report each quarter from the two-day PSST report</p> <p>4.8 Report sent for a one-day strategy report from PSST 5.</p> <p>Entity Qualification 5.1</p> <p>Check if the entity's application has been approved and has already been sent to UAEASR after receiving the UAEDDS PSST Onboarding request for one hour Participant approved, verified</p> <p>5.2 Provide UAEDDS PSST training for 3 hours Advance Training</p> <p>5.3 Issuing UAT credentials after establishing the PSST network connection Issuing UAT credentials for 30 minutes</p> <p>5.4 List of tasks granted to the entity to complete the UAT PSST list for 30 minutes</p> <p>5.5 Receive a document under receipt from the participant and send it to the PSST Account Management Department 20 minutes Undertaking documents collected/verified</p> <p>5.6 Check if all types of tests are successful by checking all types of messages received and ACK's PSST As and when UAT completes UAT check UAT</p> <p>5.7 Create super admins and tokens based on the details provided</p>
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	<p>in the super admin format. PSST 30 minutes of super admin creation and provision of tokens</p> <p>5.8 Prepare the appropriate reply to details to send to the participant and send an email to all DDS participants regarding the new participant on board PSST 30 minutes Send the reply / participant on board to the DDS system</p> <p>6. Holiday declaration</p> <p>6.1 Receipt of leave declaration request from BOPSD Management BOPSD Management Received for one day for vacation declaration</p> <p>6.2 Access to the UAEDDS portal to celebrate 10 minutes Pacific Time for the holiday. Successful login</p> <p>6.3 Specify holidays in the respective list (depending on the manufacturer) 10 minutes PSST Selected holidays</p> <p>6.4 Approval of specific holidays (by the approving body) PSST 10 minutes for declared holidays</p> <p>6.5 Set up a broadcast holiday email for approval 30 minutes PSST Email drafted</p> <p>6.6 Send an approved broadcast email informing participants of the holidays announced in the system. PSST 30 minutes vacation broadcast approved</p>
Terms & Conditions of Service	<p>1. All banks and government institutions licensed and regulated by the UAE Bank may apply to join UAEDDS. 2- Preparation of participants based on the received application,3- Confirmation of prerequisites from participants, such as signing the undertaking document, configuring communication with CBUAE to use the system, etc.</p> <p>4- Comply with other controls and guidelines issued from time to time. 5- The participant maintains an account with the Central Bank 6- The participant must be registered in UAEFTS (for the purpose of settlement)</p>
Required Documents	N/A
Service Fees	<p>"AED 5-15 per transaction (based on schedule of fees and charges)</p> <p>* Fees and charges are distributed to various participants including UAE Bank "</p>
Service Provision Time	<p>Monday through Saturday to 11 a.m. for 5 p.m . for settlement</p>
Target Audience	<p>Financial Institutions</p> <p>Government Agencies</p>
Service Delivery Form	N/A
Service Delivery Channels	UAE Direct Debit System



## Service Name: Direct Debit System Management

Service Description	Provide a platform for bank customers to initiate automatic payments towards their obligations in their own banks or to any other bank, other financial institutions, service providers and third parties.
Steps and procedures for implementing the service	<p><b>1. Start of the day</b></p> <p>1.1 Check that all services are ready and up and running from the UAEDDS PSST portal. 20 minutes of running processes</p> <p>1.2 Check that all files are processed in Juggler PSST 15 minutes Juggler is on</p> <p>1.3 Inform other PSST members about the status of the PSST service and facilities 5 minutes aware of it</p> <p><b>2. Support issues and services</b></p> <p>2.1 Provide support for AKK/NAK-related issues/requests PSST 8 AM - 8 PM Connection Resolution Problem</p> <p>2.2 Provide support for posting relevant issues/requests. PSST 3pm - 3.30pm Problem resolved Files published</p> <p>2.3 Provide support for connectivity-related issues/requests. PSST 8 AM - 8 PM Connection issue resolved</p> <p>2.4 System issues PSST 8 AM - 8 PM System on</p> <p>2.5 Provide support for qualifying-related issues/requests. PSST 8 a.m. - 8 p.m. on board participants</p> <p>2.6 Request for extension and approval PSST 30 minutes extension approved/rejected</p> <p>2.7 Originator Registration Applications – Access to UAEDDS portal to verify Originator/Secondary Sponsoring Banks Applications OIC Requests in Queue for Action PSST 10 minutes Successful login</p> <p>2.7.1 Processing of Pending Creator/Secondary Sponsoring Banks OIC Applications as PSST Maker 10 minutes Successful processing of secondary OIC/OIC application in the system</p> <p>2.7.2 Approval/Rejection of Registration of Processor Creator/Secondary Sponsoring Banks OIC PSST Applications 10 minutes Successful generation or rejection of secondary OIC/OIC codes in the system</p> <p>2.8 Switch Sponsoring Banks' Application – Access the UAEDDS portal to verify secondary to primary OIC confirmation requests in the PSST action queue 10 minutes Successful login</p> <p>2.8.1 Processing pending OIC confirmation requests from secondary to primary as PSST maker 10 minutes Successful processing of OIC confirmation from secondary to primary</p> <p>2.8.2 Approval/Rejection from secondary to primary OIC Confirmation Requests 10 minutes PSST Successful/unsuccessful switch of the secondary sponsoring bank to the primary sponsoring</p>



	<p>bank 3. Close the business day 3.1 Ensure that all submission reports are successfully generated after the time the submission is stopped. 10-minute presentation reports generated PSST</p> <p>3.2 Make sure that all files in the UAEDDS system</p> <p>3.3 Processing completed successfully for PSST business day 10 minutes Processing completed</p> <p>3.3 Ensure that all posting transactions and settlement reports are completed successfully after the time the settlement is stopped. PSST 10 minutes transmission completed</p> <p>4. Update <b>UAEDDS</b> documents</p> <p>4.1 Identify changes that need to be modified in documents one day PSST List of documents to be updated</p> <p>4.2 Screenshots are taken from the portal to develop screenshot files PSST User Manual 3 days</p> <p><b>4.3</b> The relevant details in the document are updated according to the requirements of CMG PSST updated for 3 days</p> <p>4.4 Verified documents are uploaded into the IRS PSST portal 2 days Documents uploaded successfully IRS reference number created</p> <p>4.5 Send broadcast email with IRS reference number to PSST participants One day broadcast email is sent to participants</p> <p>4.6 Check CMG changes in UAT PSST 3 days Verified changes</p> <p>4.7 Create a CMG status report each quarter from the two-day PSST report</p> <p>4.8 Report sent for a one-day strategy report from PSST 5.</p> <p><b>Entity Qualification 5.1</b></p> <p>Check if the entity's application has been approved and has already been sent to UAEASR after receiving the UAEDDS PSST Onboarding request for one hour Participant approved, verified</p> <p>5.2 Provide UAEDDS PSST training for 3 hours Advance Training</p> <p>5.3 Issuing UAT credentials after establishing the PSST network connection Issuing UAT credentials for 30 minutes</p> <p>5.4 List of tasks granted to the entity to complete the UAT PSST list for 30 minutes</p> <p>5.5 Receive a document under receipt from the participant and send it to the PSST Account Management Department 20 minutes Undertaking documents collected/verified</p> <p>5.6 Check if all types of tests are successful by checking all types of messages received and ACK's PSST As and when UAT completes UAT check UAT</p> <p>5.7 Create super admins and tokens based on the details provided in the super admin format. PSST 30 minutes of super admin creation and provision of tokens</p> <p>5.8 Prepare the appropriate reply to details to send to the participant</p>
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	<p>and send an email to all DDS participants regarding the new participant on board PSST 30 minutes Send the reply / participant on board to the DDS system</p> <p><b>6. Holiday declaration</b></p> <p>6.1 Receipt of leave declaration request from BOPSD Management BOPSD Management Received for one day for vacation declaration</p> <p>6.2 Access to the UAEDDS portal to celebrate 10 minutes Pacific Time for the holiday. Successful login</p> <p>6.3 Specify holidays in the respective list (depending on the manufacturer) 10 minutes PSST Selected holidays</p> <p>6.4 Approval of specific holidays (by the approving body) PSST 10 minutes for declared holidays</p> <p>6.5 Set up a broadcast holiday email for approval 30 minutes PSST Email drafted</p> <p>6.6 Send an approved broadcast email informing participants of the holidays announced in the system. PSST 30 minutes vacation broadcast approved</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. All banks and government institutions licensed and regulated by the UAE Bank may apply to join UAEDDS.</li> <li>2. Preparation of participants based on the received application,</li> <li>3. Confirmation of prerequisites from participants, such as signing the undertaking document, configuring communication with CBUAE to use the system, etc.</li> <li>4. Comply with other controls and guidelines issued from time to time.</li> <li>5. The participant maintains an account with the Central Bank</li> <li>6. The participant must be registered in UAEFTS (for the purpose of settlement)</li> </ol>
Required Documents	N/A
Service Fees	<p>"AED 5-15 per transaction (based on schedule of fees and charges)</p> <p>* Fees and charges are distributed to various participants including UAE Bank "</p>
Service Provision Time	<p>Monday through Saturday</p> <p>to 11 a.m. for 5 p.m.</p> <p>. for settlement</p>
Target Audience	<p>Financial Institutions</p> <p>Government Agencies</p>
Service Delivery Form	N/A
Service Delivery Channels	UAE Direct Debit System





Service Name: Cheque Image Clearing System Management	
Service Description	<p>It is a cheque clearing system using cheque images. This system was launched in July 2008 and currently offers same-day cheque collection. The number of cheques collected daily through the system is approximately 97,000 cheques worth approximately AED 3.8 billion.</p>
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1- Start of the day               <ol style="list-style-type: none"> <li>1.1 Check that all file processing is done in ICCS admin</li> <li>1.2 Check that all files are processed in Juggler</li> <li>1.3 Inform other PSST members about the status of the service and facilities</li> </ol> </li> <li>2. Support issues and services               <ol style="list-style-type: none"> <li>2.1 Check for issues/requests related to OAK/RAK.</li> <li>2.2 Check that issues/request are posted.</li> <li>2.3 Check for connectivity-related issues/requests.</li> <li>2.4 Check for system problems</li> <li>2.5 Verification and approval of the extension request</li> </ol> </li> <li>3. Offer Clearing Process               <ol style="list-style-type: none"> <li>3.1 After the interruption, access Juggler and check for any alert and the total number of checks.</li> <li>3.2 Login to ICCS admin and debugging, if any</li> <li>3.3 Log in to ICCS admin and verify that all OCE files are processed successfully.</li> <li>3.4 Logging in to ICCSRU Reporting Utility</li> <li>3.5 Generating clearing reports in ICCSRU on the deadline for submitting proposals.</li> <li>3.6 Check entity folders if reports are generated successfully</li> </ol> </li> <li>4. Clearing settlement process               <ol style="list-style-type: none"> <li>4.1 After the outage, access Juggler and check for any alert and the total number of checks.</li> <li>4.2 Login to ICCS admin and debug if any</li> <li>4.3 Log in to ICCS admin and verify that all RCE files are successfully processed.</li> <li>4.4 Logging in to ICCSRU</li> <li>4.5 Generating automatic return reports in ICCSRU after cutting the settlement</li> <li>4.6 Check ICCS Juggler to complete the automatic return process</li> <li>4.7 Generate reconciliation reports in ICCSRU</li> <li>4.8 Check entity folders if reports are created successfully</li> <li>4.9 Ensure that all fee and reconciliation files are created in ICCS Juggler.</li> <li>4.10 Ensure that all fee and settlement files are published in UAEFTS Juggler under external systems migration</li> </ol> </li> <li>5. Updating ICCS Documentation               <ol style="list-style-type: none"> <li>5.1 Identify changes that need to be modified in the documentation</li> <li>5.2 Screenshots are taken from the portal to develop the user manual</li> </ol> </li> </ol>





	<p>5.3 The relevant details in the document are updated according to CMG requirements</p> <p>5.4 Verified documents are uploaded into the IRS portal</p> <p>5.5 Send a broadcast email with the IRS reference number to participants</p> <p>5.6 Check CMG changes in UAT</p> <p>5.7 Generate a CMG status report in each quarter</p> <p>5.8 A report was sent for strategy reporting</p> <p>6. Holiday declaration</p> <p>6.1 Receiving a holiday declaration request from BOPSD management</p> <p>6.2 Log in to the ICCSRU app to celebrate the holiday</p> <p>6.3 Mark the holiday in the holiday calendar</p> <p>6.4 Access the "SD Lite" app to celebrate the holiday</p> <p>6.5 Move the required holiday dates from the calendar to the holiday list.</p> <p>6.6 Prepare a holiday broadcast email for approval.</p> <p>6.7 Send the approved broadcast email to inform participants of the holidays announced in the system.</p> <p>7. Preparation of participants</p> <p>7.1 Receipt of the preparation request from the applicant and the process request</p> <p>7.2 Verification of the validity of the CBUAE license of the applicant</p> <p>7.3 Sending the license to the Department for clearance</p> <p>7.4 Setting up network connection and UAT</p> <p>7.5 List of tasks shared with the participant to do UAT</p> <p>7.6 Verification of the Participant's Pledge Document</p> <p>7.7 Sending the Undertaking Document to the Department for approval</p> <p>7.8 IT request to generate SFTP login credentials</p> <p>7.9 Configuring Participant SFTP Folders</p> <p>7.10 Sending Reply to Participant</p> <p>8. ICCS Vendor Support</p> <p>8.1 Sign into Admin</p> <p>8.2 Identify the disturbed process</p> <p>8.3 Send a detailed email to the vendor</p> <p>8.4 Apply the solution from the vendor</p> <p>8.5 Request on-site support, if no issues are resolved online.</p>
Terms & Conditions of Service	<p>1- All banks licensed and regulated by the Central Bank and government institutions may apply to participate in the UAE Money Transfer System.</p> <p>2- Preparation of participants based on the received application,</p>



	<p>3- Confirmation of prerequisites from participants, such as signing the undertaking document, configuring communication with CBUAE to use the system, etc.</p> <p>4- Comply with other controls and guidelines issued from time to time.</p> <p>5- The subscriber shall maintain an account with the Central Bank</p>
Required Documents	
Service Fees	N/A
Service Provision Time	24/7
Target Audience	Banks operating in the country
Service Delivery Form	
Service Delivery Channels	Via the application platform (we organize the clearing of checks using their images)



## Service Name: Issuing a License for Banks and Other Financial Institutions

Service Description	Service for issuing a license for banks and other financial institutions
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Have a meeting with the potential applicant</li> <li>2. Receive the application form attached to all the documents</li> <li>3. Verify the application form and attached documents to ensure that the application is complete, and request any additional information if necessary</li> <li>4. Final decision on the license application</li> <li>5. Notification of the final license decision to the applicant</li> <li>6. Receive the required documents if the initial approval is granted</li> <li>7. Conducting a TFT on the proposed headquarters</li> <li>8. Issuing the license and adding the licensed institution in the Central Bank database</li> </ol>
Terms & Conditions of Service	<p><u>Local Commercial Banks:</u></p> <ol style="list-style-type: none"> <li>1. Economic Feasibility Study</li> <li>2. A certified copy of the Memorandum of Association and Articles of Association or Emiri Decree</li> <li>3. Approval of the Ministry of Economy and Commerce</li> <li>4. Articles of Association and Organizational Structure</li> <li>5. Biographies of the Managing Director or CEO and persons proposed for key positions supported by the necessary documents of their academic qualifications and work experience</li> <li>6. Certificate of good conduct to the Chairman and members of the Board of Directors and the Chief Executive Officer of the Bank issued by the competent authorities</li> <li>7. A bank reference from the banks that the Chairman and members of the Board of Directors and the persons proposed for the main functions for the past seven years are dealing with or are dealing with, so that they are sent directly from the concerned bank to the Central Bank</li> <li>8. A written decision by each of them confirming that he has never incurred losses on banks and other financial institutions operating in the State in the field of any facilities obtained by any of them from such banks or other financial institutions.</li> </ol> <p><u>Foreign Commercial Banks:</u></p> <ol style="list-style-type: none"> <li>1. Economic Feasibility Study</li> <li>2. A certified copy of the Memorandum of Association and Articles of Association or Emiri Decree</li> <li>3. Approval of the Ministry of Economy and Commerce</li> <li>4. Articles of Association and Organizational Structure</li> </ol>



5. Biographies of the Managing Director or CEO and persons proposed for key positions supported by the necessary documents of their academic qualifications and work experience
6. Certificate of good conduct to the Chairman and members of the Board of Directors and the Chief Executive Officer of the Bank issued by the competent authorities
7. A bank reference from the banks dealt with or dealt with by the chairman, members of the board of directors and persons proposed for the main functions for the past seven years, to be sent directly from the concerned bank to the Central Bank
8. A written declaration by all of them confirming that they have not previously incurred losses on banks and other financial institutions operating in the State in the field of any facilities obtained by any of them from such banks or other financial institutions.

BenWok Islamic:

1. Economic Feasibility Study
2. Names of the founders, their nationalities, addresses, the amount of their shares, their current work and their work experience, with copies of the family book for the national founders and copies of passports for non-citizens
3. Certified copy of the Memorandum and Articles of Association
4. Approval of the Ministry of Economy as well as the decree or approval issued by the competent authority in the Emirate
5. Proposed Organizational Structure
6. The CVs of the director and the persons proposed for the main positions supported by the necessary documents of practical qualifications and practical experience
7. An undertaking to deposit at least forty million dirhams of the bank's principal authorized in the Memorandum of Association
8. An undertaking to comply with the provisions of Federal Law No. 10 of 1980, Federal Law No. 6 of 1985 on Islamic Banks, Financial Institutions and Investment Companies, Federal Law No. 8 of 1984 and its amendments, and any decisions, instructions, directives, circulars or correspondence issued or to be issued by the Central Bank regarding the activities of banks, as well as to subject the Bank's records and documents to the supervision, audit and audit of the Central Bank.
9. A certificate of good conduct for each of the founders, as well as for the chairman, members of the board of directors and the chief executive officer of the bank issued by the competent authorities
10. A certificate or declaration of non-bankruptcy for each of the founders, as well as for the chairman, members of the board of directors and the executive officer of the bank, duly issued and certified by the concerned authorities.
11. A banking reference from the banks that the founders have dealt with or are dealing with in the past seven years, so that it is sent directly to the



Central Bank from the concerned bank, provided that the banking reference for foreign founders is from the banks they deal with in their countries

12. Provide the Central Bank with a written declaration from each founder stating that he has not previously incurred losses on banks and other financial institutions operating in the State in the field of any facilities obtained from such banks or other financial institutions

Coffee as the Works:

1. Economic Feasibility Study
2. A statement explaining the nature and scope of the activities that the applicant intends to undertake
3. Plans for the future development of these activities and details of the applicant's arrangements for their management
4. Names of founders, their addresses, nationalities, and amount of shares
5. Certified copy of the Memorandum and Articles of Association
6. Passport copies of non-national partners and family book copies of citizens
7. A certificate issued by a bank operating in the UAE confirming the existence of one thousand million dirhams which can be used as capital at the disposal of the parties responsible for the incorporation
8. A pledge to comply with the provisions of Federal Law No. 10 of 1980 and Federal Law No. 8 of 1984 and their amendments, and any decisions, instructions, directives, circulars or correspondence issued by the Central Bank, as well as to subject its records and documents to the supervision, audit and audit of the Central Bank.

Exchange Institutions:

1. Proposed Organizational Structure
2. A statement explaining the nature and scope of the exchange business that the applicant(s) intends to undertake
3. Plans regarding the future development of this business and details of the organization's or company's arrangements for the management of these works
4. Detailed statement of the name(s), addresses, current work and work experience of the applicant(s)
5. Copies of the family book of citizens and copies of passports of citizens and non-citizens
6. Approval of the employer to obtain the required license
7. A copy of the draft Memorandum and Articles of Association of the company for review, provided that they are compatible with the new conditions of the amendments to the Central Bank Board of Directors Resolution No. 123/9/92 regarding the regulation of exchange business  
If the applicant is a legal person, copies of the commercial license, memorandum of association, audited balance sheet and external auditor's report for the past three years are required.



8. An undertaking to comply with the provisions of Federal Law No. 10 of 1980, Federal Law No. 8 of 1984 and its amendments, the provisions of the Central Bank Board of Directors Resolution No. 15/2/2013 and any other decisions, instructions, directives, circulars or correspondence issued by the Central Bank regarding financial investment business, as well as to subject the company's records and documents to the supervision, audit and audit of the Central Bank.
9. An undertaking to provide the Central Bank with a bank guarantee letter of minimum capital required to carry out the activity
10. A certificate of good conduct for the applicant or the founders of the company separately issued by the competent security authorities
11. A certificate or declaration of non-bankruptcy for the applicant or the founders of the company duly issued and certified by the concerned authorities
12. A bank reference from the banks that the applicant or each of the founders in the company dealt with separately in the past seven years, so that it is sent directly to the Central Bank from the concerned bank, provided that the banking reference for foreign founders is from the banks that they have dealt with or are dealing with in their country
13. A written declaration confirming that the applicant or its founders have not previously incurred losses on banks and other financial institutions operating in the State in the field of any facilities obtained from such banks or financial institutions.
14. A written declaration by the applicant(s) that his/her ownership of the institution/their contribution to the company is actual and not nominal for the benefit of any other party in return for a commission
15. Supporting documents for the CV of the director and the persons proposed for the main positions in the institution / company from scientific qualifications and practical experience
16. A written undertaking signed by the applicant(s) stating that the institution/company:
  - You will not manage clients' funds inside and outside the country or open margin accounts for them.
  - You will not lease this license upon granting it or any other license issued by the Central Bank in the future.
  - You will carry out all exchange operations under receipts, clearly announce to customer's currency rates, keep copies of receipts, documents and correspondence in files and record them in regular accounting records.
  - You will not sponsor foreign financial institutions or act as their national agents.
  - You will not act as a representative office for any foreign financial institutions
  - You will not enter into contracts with foreign financial institutions to manage the institution or company



- A written undertaking signed by the applicant(s) to fulfill any obligations that may arise on the institution/company towards third parties for any operations to be carried out by
- An undertaking to include a clause in the employment contract of the person responsible for management and authorized to sign on behalf of the institution or company informing him that any violation that may occur on his part will be a criminal punishable if it is proven that what he signed is incorrect or misleading

17. Personal photos of the proposed applicant(s) and responsible manager

Finance Companies:

1. A statement explaining the nature and scope of the financing business
2. Plans for the future development of this business
3. Details of this company's arrangements regarding the management of this business
4. Names of founders, their nationalities, addresses, amount of shares, current work and work experience
5. Copies of non-citizen founders' passports and a copy of the family book for citizens
6. A certified copy of the company's memorandum and articles of association Proposed organizational structure
7. CVs of the director and the persons proposed for the main positions supported by the necessary documents of academic qualifications and practical experience
8. Undertaking to submit a bank guarantee letter issued by one of the banks operating in the country with the minimum paid-up capital of the company
9. Deposit the first part of the capital upon submission of the application and undertake to deposit the second part immediately after obtaining the initial approval from the Central Bank in accordance with the system and provide the Central Bank with proof of this
10. An undertaking to comply with the provisions of Federal Law No. 10 of 1980, Federal Law No. 8 of 1984 and its amendments, the provisions of the Central Bank Board of Directors Resolution No. 58/3/96 and any other decisions, instructions, directives, circulars or correspondence issued by the Central Bank regarding financing activities, as well as to subject the company's records and documents to the supervision, audit and review of the Central Bank.
11. A certificate of good conduct for each of the founders in the company issued by the competent authorities
12. Certificate / declaration of non-bankruptcy for each of the founders in the company duly issued/certified by the concerned authorities
13. A banking reference from the banks that the founders dealt with in the past seven years, so that it is sent directly to the Central Bank from the





	<p>concerned bank, provided that the banking reference for foreign founders is from the banks they deal with in their country</p> <p>14. A written declaration by each founder that he has not previously incurred losses on banks and other financial institutions operating in the State in the field of any facilities obtained by him</p> <p>15. A written declaration by the founders that their contribution to the company is actual and not nominal for the benefit of any other party in return for a commission</p> <p><u>MKaTP Acting:</u></p> <ol style="list-style-type: none"> <li>1. A request from the company's headquarters indicating its history and nature of activity</li> <li>2. Audited financial statements for the last three years</li> <li>3. Memorandum and Articles of Association</li> <li>4. Letter of approval of the supervisory authority to open a representative office in the country</li> <li>5. A letter of undertaking from the head office committing to support its representative office in the State and to fulfill all its obligations at all times, and to abide by the prevailing laws and instructions issued in the State, especially those issued by the Central Bank.</li> <li>6. Proposed Organizational Structure</li> <li>7. Plans for the future development of this business</li> <li>8. Details of the company's arrangements regarding the management of this business</li> <li>9. A detailed statement about the company and its memorandum of association</li> <li>10. A detailed statement of the partners including the names of the founders, their addresses, their current work and their work experience</li> <li>11. A written undertaking signed by all partners to comply with the provisions of Federal Law No. 10 of 1980, Federal Law No. 8 of 1984 and its amendments, the provisions of the Central Bank Board of Directors Resolution No. 126/5/95 and any other decisions, instructions, directives, circulars or correspondence issued by the Central Bank regarding the activity of brokerage in currency trading and brokerage in money market operations, as well as to subject the company's records and documents to the supervision, audit and audit of the Central Bank.</li> <li>12. An undertaking to provide the Central Bank with a bank letter of guarantee with the minimum capital required to practice starch Documents supporting the curriculum vitae of the director and the persons proposed for the main jobs of the company, including academic qualifications and practical experience.</li> </ol>
Required Documents	Mentioned in Service Requirements
Service Fees	N/A





Service Provision Time	24/7
Target Audience	Banks and other financial institutions
Service Delivery Form	None
Service Delivery Channels	Presentation Platform



## Service Name: Cancellation of Banks and Other Financial Institutions License (Permanent/Temporary)

Service Description	Service for Cancellation of Banks and Other Financial Institutions License (Permanent/Temporary)
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Receive the application form with all the required documents</li> <li>2. Evaluate the application form and attached documents to ensure that the application is complete, and request any additional information if necessary.</li> <li>3. Make the final decision on the cancellation request.</li> <li>4. Inform the applicant's final bank decision.</li> <li>5. Receive the required documents if the initial approval is granted.</li> <li>6. Issuing the cancellation letter, deleting the institution from the Central Bank register, and updating the Central Bank database.</li> </ol>
Terms & Conditions of Service	To be a financial institution operating in the UAE and licensed by the Central Bank
Required Documents	As mentioned in the application form
Service Fees	N/A
Service Provision Time	24/7
Target Audience	Banks and other financial institutions
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



Service Name: Opening, Transfer or Closing Administrative Offices	
Service Description	Opening, transferring or closing administrative offices
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Receive the application form attached to all the documents required by the Internet.</li> <li>2. Evaluate the application form and attached documents to ensure that the application is complete and request any additional information if necessary.</li> <li>3. Make the final decision on the application.</li> <li>4. Inform the applicant's final bank decision.</li> <li>5. Receive the required documents if the initial approval is granted.</li> <li>6. Conduct an inspection of the proposed premises.</li> <li>7. Issue the final approval and update the Central Bank database.</li> </ol>
Terms & Conditions of Service	To be a financial institution operating in the UAE and licensed by the Central Bank
Required Documents	As mentioned in the application form
Service Fees	N/A
Service Provision Time	24/7
Target Audience	Banks and other financial institutions
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



Service Name: Amendment of Banks and Other Financial Institutions License	
Service Description	Service to amend the license of banks and other financial institutions
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Receive the application form attached to all the documents</li> <li>2. Complete the application form and attached documents to ensure that the application is complete, and request any additional information if necessary</li> <li>3. Make the final decision on the application.</li> <li>4. Inform the applicant's final bank decision.</li> <li>5. Receive the required documents if the initial approval is granted.</li> <li>6. Issue the final approval and update the Central Bank database.</li> </ol>
Terms & Conditions of Service	<p><b><u>Local Commercial Bank:</u></b></p> <ol style="list-style-type: none"> <li>1. Amendment of Memorandum and Articles of Association</li> <li>2. Providing the Central Bank with the approval of the authorities concerned with licensing</li> <li>3. Return the current license issued by the Central Bank to replace it with the new license</li> </ol> <p><b><u>Foreign Commercial Bank:</u></b></p> <ol style="list-style-type: none"> <li>1. Amendment of Memorandum and Articles of Association</li> <li>2. Providing the Central Bank with the approval of the authorities concerned with licensing</li> <li>3. Return the current license issued by the Central Bank to replace it with the new license</li> </ol> <p><b><u>Exchange Institutions:</u></b></p> <ol style="list-style-type: none"> <li>1. Amendment of Memorandum and Articles of Association</li> <li>2. Providing the Central Bank with the approval of the authorities concerned with licensing</li> <li>3. Return the current license issued by the Central Bank to replace it with the new license</li> <li>4. Amendment of the Bank Guarantee Letter issued in favor of the Central Bank including the new name</li> </ol> <p><b><u>Finance Companies:</u></b></p> <ol style="list-style-type: none"> <li>1. Amendment of Memorandum and Articles of Association</li> <li>2. Providing the Central Bank with the approval of the authorities concerned with licensing</li> <li>3. Return the current license issued by the Central Bank to replace it with the new license</li> <li>4. Amendment of the Bank Guarantee Letter issued in favor of the Central Bank including the new name</li> </ol> <p><b><u>Representative Offices:</u></b> Representative Offices:</p> <ol style="list-style-type: none"> <li>1. Amendment of Memorandum and Articles of Association</li> <li>2. Providing the Central Bank with the approval of the authorities concerned with licensing</li> <li>3. Return the current license issued by the Central Bank to replace it with the license</li> </ol>



Required Documents	As mentioned in the application form
Service Fees	N/A
Service Provision Time	24/7
Target Audience	Banks and other financial institutions
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



### Service Name: New Branch License for Banks and Other Financial Institutions

Service Description	Service for licensing a new branch for banks and other financial institutions
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Receive the application form attached to all the documents required by the Internet.</li> <li>2. Evaluate the application form and attached documents to ensure that the application is complete and request any additional information if necessary.</li> <li>3. Make the final decision on the application.</li> <li>4. Inform the applicant's final bank decision.</li> <li>5. Receive the required documents if the initial approval is granted.</li> <li>6. Conduct an inspection of the proposed premises.</li> <li>7. Issuing the final approval and updating the Central Bank database</li> </ol>
Terms & Conditions of Service	<p><b><u>Local Bank:</u></b></p> <ol style="list-style-type: none"> <li>1. A pledge from the Bank to comply with all federal and local laws and instructions issued by the Central Bank in all cases, and to assume full responsibilities for the obligations that may arise from the branch as a result of practicing banking activity in the UAE.</li> <li>2. A pledge from the Bank to appoint nationals of not less than 15% of the total number of employees in the proposed branch immediately after starting work, in accordance with the instructions of the Board of Directors of the Central Bank, as well as a commitment to increase the number of national employees annually according to the decision of the Board of Directors of the Central Bank</li> <li>3. Approval of the Department of Economic Development or the region where the branch is located and the approval of the Ministry of Economy</li> <li>4. Linking with the alarm system of the city police</li> </ol> <p><b><u>Foreign Bank:</u></b></p> <ol style="list-style-type: none"> <li>1. Documents containing the approval of the banking regulatory authorities of the applicant's country or bank</li> <li>2. A copy of the Bank's Memorandum and Articles of Association and any amendments thereto, duly certified by the competent authorities</li> <li>3. Audited financial statements of the Bank for the last three years</li> <li>4. Document containing the work plan and proposed organizational structure of the branch</li> <li>5. The name of the proposed responsible manager to manage the branch in the country, a copy of his CV including information about his academic qualifications and scientific experience, and a certificate of good conduct from the concerned authorities, supported by supporting</li> </ol>



documents. An undertaking from the bank to deposit the minimum capital required in accordance with the UAE Banking Law - AED (40) million, with proof of this effect

6. A pledge from the Bank to comply with all federal and local laws and instructions issued by the Central Bank in all cases, and to assume full responsibilities for the obligations that may arise from the branch as a result of practicing banking activity in the UAE.
7. A pledge from the Bank to appoint nationals of not less than 15% of the total number of employees in the proposed branch immediately after starting work, in accordance with the instructions of the Board of Directors of the Central Bank, as well as a commitment to increase the number of national employees annually according to the decision of the Board of Directors of the Central Bank
8. Approval of the Department of Economic Development or the region where the branch is located and the Ministry of Economy
9. Linking with the alarm system of the concerned city police

**Exchange Institutions:**

1. Obtaining the initial approval from the concerned departments in each emirate, and providing the Central Bank with a copy thereof  
Amendment of the current bank guarantee issued in favor of the Central Bank
2. Provide the Central Bank with statistics from the Ministry of Labor and the Pension Authority, including the total number of employees working in the exchange company, indicating the number of national employees, their percentage of the total and the dates of their appointment
3. Commitment to the Emiratization rate, in implementation of the decision of the Board of Directors of the Central Bank, which stipulated that the Emiratization percentage should not be less than 10% for the granting of licenses for any new branches.
4. Undertaking to provide the Central Bank with regular statistics on its employees on a regular basis (quarterly) with a plan to increase the number of national employees within the future plans of the institution / company while keeping copies of them in a special file
5. Appointing one national in each new branch, before the new branch commences its activities, and providing the Central Bank with supporting documents regarding the appointed employee.
6. Provide the Central Bank with the name of the manager in charge of each new branch and a copy of his passport and CV supported by supporting documents
7. Provide the Central Bank with a list of other branch managers Provide the Central Bank with a copy of the authorizations granted to the branch manager issued by the owner(s) specifying the powers and responsibilities certified by the owner



	<ol style="list-style-type: none"> <li>8. Provide the Central Bank with an undertaking from the owner(s) stating that they will not lease the licenses of the new branches or the license of any other branch of the institution/company in return for a commission</li> <li>9. Inform the Central Bank upon completion of equipping the new branch offices with the full address, provided that the bank is provided with a copy of the lease contracts</li> <li>10. Undertaking to provide the Central Bank with any changes in the management of branches and to provide us with all supporting documents for the new managers and any information requested by the Central Bank about them</li> <li>11. Undertaking that all branches will be linked to the transfer system at the headquarters of the institution/company operated by the Central Bank</li> </ol>
Required Documents	As mentioned in the application form
Service Fees	N/A
Service Provision Time	24/7
Target Audience	Banks and other financial institutions
Service Delivery Form	N/A
Service Delivery Channels	Application Platform





### Service Name: Issuing Approval for the Installation of Standalone ATMs (Permanent/Temporary)

Service Description	Service for issuing approval for the installation of standalone ATMs (permanent/temporary)
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Receive the application form attached to all the documents</li> <li>2. Evaluate the application form and attached documents to ensure that the application is complete, and request any additional information if necessary</li> <li>3. Final decision on the application</li> <li>4. Issue a letter to inform the applicant's final decision and challenge the Central Bank database</li> </ol>
Terms & Conditions of Service	The presence of a branch of the bank in the same emirate
Required Documents	As mentioned in the application form
Service Fees	N/A
Service Provision Time	24/7
Target Audience	Banks
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



### Service Name: Renewal of License of Other Financial Institutions

Service Description	Service for renewal of license of other financial institutions
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Receive the application form attached to all the documents</li> <li>2. Evaluate the application form and attached documents to ensure that the application is complete, and request any additional information if necessary</li> <li>3. Final decision on the application</li> <li>4. Communicate the final bank's decision to the applicant and update the Central Bank database</li> </ol> <p>Issue a letter to inform the applicant's final decision and challenge the Central Bank database</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Request for license renewal</li> <li>2. A copy of the Central Bank license issued to the branch</li> <li>3. A copy of the trade license issued to the branch</li> </ol>
Required Documents	As mentioned in the application form
Service Fees	N/A
Service Provision Time	24/7
Target Audience	Licensed Financial Institutions
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



Service Name: Issuing licenses for electronic banking service units and payment centers	
Service Description	Service for issuing licenses for electronic banking service units and payment centers
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Receive the application form attached to all the documents required by the Internet.</li> <li>2. Evaluate the application form and attached documents to ensure that the application is complete, and request any additional information if necessary.</li> <li>3. Make the final decision on the application.</li> <li>4. Inform the applicant's final bank decision.</li> <li>5. Receive the required documents if the initial approval is granted.</li> <li>6. Conduct an inspection of the proposed premises.</li> <li>7. Issuing the final approval and updating the Central Bank database</li> </ol>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. The Bank shall comply with Federal Law No. (10) of 1980 and its amendments, the instructions of the Central Bank, circulars, notices and directives issued by it at all times.</li> <li>2. The bank must meet the required Emiratization ratio The bank must be based on good management and balanced management structure</li> <li>3. Making good profits in the last three years</li> <li>4. There is no serious violation on the bank</li> </ol>
Required Documents	As mentioned in the application form
Service Fees	N/A
Service Provision Time	24/7
Target Audience	Banks
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



Service Name: Request for Approval of Capital Amendment Request for Financial Institutions	
Service Description	Approval of capital adjustment to maintain the strength of the financial position of banks and financial institutions
Steps and procedures for implementing the service	
Terms & Conditions of Service	<p>The establishment must determine the amount of modification  The establishment must provide the reason for the amendment  The entity must inform the Central Bank of the sources of funds, including providing evidence of the transfer of such sources.  Review the current position of capital adequacy, capital quality or Sukuk etc., and asset quality  Submit a recommendation to the Board of Directors for approval  Average time to obtain the service:</p> <p>5 working days</p>
Required Documents	N/A
Service Fees	N/A
Service Provision Time	24/7
Target Audience	Banks and other financial institutions
Service Delivery Form	N/A
Service Delivery Channels	Application Platform



## Service Name: Study the application for licensing an insurance company

Service Description	A process in which a national, Gulf, foreign or Takaful insurance company license study is applied for
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer uploads the documents in the electronic/smart system, the application is complete, the customer receives the result of the study request through the electronic/smart system</p>
Terms & Conditions of Service	Online Application Pay the service fee
Required Documents	<ol style="list-style-type: none"> <li>1. Submit a license application according to the form approved by the Board to the Bank by the Insurance Company Founders Committee</li> <li>2. The company's Memorandum and Articles of Association indicate the names of the founders, the number of shares allocated to them and the percentage of the contribution of each of them</li> <li>3. Economic feasibility study and the company's business plan</li> <li>4. A certificate from the actuary in the case of insurance of persons and the formation of funds, including his approval of the basis for calculating insurance premiums, the adequacy of technical provisions, the extent to which it is possible to comply with the solvency margin and the minimum amount of the guarantee</li> <li>5. An acknowledgment by the Founders Committee that he has not been judged One of the founders of the company with a penalty in a crime involving moral turpitude or dishonesty and did not declare bankruptcy</li> <li>6. An acknowledgment by the Founders Committee that all data and documents submitted to the Central Bank to obtain the license are correct</li> </ol>
Service Fees	Insurance company license application study fee: AED 10,000 once upon extraction
Service Provision Time	Estimated time from application to service completion: three months
Target Audience	Insurance companies - national and Gulf insurance companies - foreign insurance companies - Takaful insurance companies
Service Delivery Form	Provide the service provision form if available None
Service Delivery Channels	Website – Smart App



Service Name: Insurance Company License	
Service Description	A process in which a national, Gulf, foreign or Takaful insurance company license is applied for
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer uploads the documents in the electronic/smart system, the application is complete, the customer receives the result of the study request through the electronic/smart system</p>
Terms & Conditions of Service	Online Application Pay the service fee
Required Documents	<p>Insurance companies (national or GCC):</p> <ol style="list-style-type: none"> <li>1. The company's Memorandum and Articles of Association shall indicate the names of the founders, the number of shares allocated to them and the percentage of their respective shares.</li> <li>2. Economic feasibility study and business plan of the company</li> <li>3. A certificate from the actuary in the case of insurance of persons and the formation of funds, including: - His approval of the basis for calculating insurance premiums, the adequacy of technical provisions, the extent to which it is possible to comply with the solvency margin and the minimum amount of the guarantee</li> <li>4. Any other data or documents specified by the regulations and regulations issued by law or determined by the Board that it deems necessary to study the application.</li> <li>5. After obtaining the initial approval of the licenses, the company shall submit to the Authority the following :</li> <li>6. An official certificate from the competent authorities in the country in which the company is registered showing the following:</li> <li>7. A list of the proposed names to assume the position of General Manager of the company and its key employees, with a detailed statement of the qualifications and experience of each of them and attach proof of these qualifications and experience</li> <li>8. Approvals and other licenses that must be obtained, as required by applicable laws, regulations and regulations</li> </ol>



	<p><b>Insurance Companies (Foreign):-</b></p> <ol style="list-style-type: none"> <li>1. The company is incorporated and registered in that country in accordance with the provisions of the laws in force therein.</li> <li>2. A statement of the activity authorized to be practiced in that country</li> <li>3. Statement of the legal form of the company</li> <li>4. The subscribed capital of the company, provided that the paid up is not less than the equivalent of one hundred million dirhams</li> <li>5. A brief study of the economic feasibility of the company's entry into the insurance market in the country, provided that it shows the size of the premiums expected to be kept within the country</li> <li>6. The decision of the competent administrative body in the foreign company to open the branch and practice the activity in the country, and the authorization issued to the representatives of the applicant company, provided that these documents are legally documented and officially certified</li> <li>7. A true copy of the company's memorandum of association and articles of association certified by the competent authorities</li> <li>8. The last two approved budgets of the company with the auditor's report, profit and loss accounts, and budget clarifications certified by the competent authorities</li> <li>9. A statement of the insurance branches required to be removed in the country, with a statement of the general conditions for insurance operations in these branches</li> <li>10. A statement of the benefits, restrictions and conditions covered by the insurance policies issued by it</li> <li>11. Companies wishing to practice the branches of life, savings and money formation must have practiced this activity at their head office for a period of not less than twenty years, provided that they attach in addition to the documents mentioned above the following: (Twenty years from where it came )</li> <li>12.A- A statement of the technical bases of insurance operations for the branches of life, savings and formation of funds requested by the company</li> <li>13.B- A statement of the basis of the prices of insurance operations for the branches (life ) and savings and fund formation, with a certificate from an expert in life insurance mathematics registered in the register of insurance mathematics experts in the country that the foundations, advantages and restrictions of insurance operations in these branches are sound and valid for implementation</li> </ol>
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	<p>14.C- Tables of contract recovery or reduction values approved by an expert in life insurance mathematics registered in the register of insurance mathematics experts in the country</p> <p>15.D- A true copy of scientific certificates and certificates of practical experience duly certified by the specialized department in life insurance, savings, and fund formation operations</p> <p>16.E- A true copy of the registration certificate of the insurance mathematician</p> <p>17. A sample of each type of insurance contract to be issued by the company</p> <p>18. A duly certified true copy of the manufacturing and evaluation certificate according to the following:</p> <p>19.1 Standard &amp; POORS</p> <p>20.With a very strong minimum rating AA(VERY STRONG)</p> <p>21.2-A.M.BEST</p> <p>22. With a minimum rating of very good B+ + and B+ (VERY GOOD"</p> <p>23. Pledge to adhere to the annual progressive schedule for the recruitment and training of UAE nationals</p> <p>Takaful insurance companies (national, Gulf, foreign)</p> <p>1. In addition to providing us with the above documents by type, you provide us with the names proposed to the Sharia Supervisory Committee.</p>
Service Fees	Insurance company license fee AED 20,000 once upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 67 days from the date of submission of the completed application
Target Audience	Insurance companies - national and Gulf insurance companies - foreign insurance companies - Takaful insurance companies
Service Delivery Form	Provide the service provision form if available None
Service Delivery Channels	Website – Smart App





## Service Name: Insurance Company Registration

Service Description	A process in which an insurance company incorporated in the country licensed to conduct the activity and a foreign insurance company licensed to conduct the activity in the country are registered either through a branch or through an insurance agent
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved</li> <li>4. The technical staff (key staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the company's memorandum of association and articles of association certified by the competent authorities</li> <li>2. A true copy of the decision to license the establishment of the company and the decision to announce its incorporation in the case of companies established in the country</li> <li>3. A certified document proving that the company's paid-up capital is not less than one hundred million dirhams or its equivalent</li> <li>4. A true copy of the company's registration certificate in the commercial register</li> <li>5. A statement of the branches of insurance required to be practiced in the country with a statement of the general conditions for insurance operations in these branches</li> <li>6. A statement of the benefits, restrictions and conditions covered by the insurance policies issued by the company</li> <li>7. A statement of the technical bases for the operations of insurance of persons and the operations of fund formation required by the company to practice, with a statement of the bases of the prices of these operations and a certificate from an expert in the mathematics of life insurance that the foundations, advantages, and restrictions of insurance operations in these branches are sound and valid for implementation</li> <li>8. Tables of contract redemption or reduction values for personal insurance and fund formation operations</li> <li>9. A sample of each type of insurance contract issued by the company</li> <li>10. A certificate from a bank operating in the UAE depositing a fixed deposit in the name of the company for an amount of six million dirhams in the case of practicing the property and liability insurance branch, and four million dirhams in the case of practicing personal insurance and fund formation operations</li> <li>11. A statement approved by the Chairman of the Board of Directors for locally incorporated companies (Wataniya) with the names, nationalities, and addresses of the members of the Board of Directors, with a written declaration from each member that he</li> </ol>



	<p>has not been sentenced to a penalty for a crime involving moral turpitude or dishonesty and has not been declared bankrupt</p> <p>12. A certified document showing the names of the company's directors, their nationalities, addresses, positions and limits of their powers, and what indicates that they are authorized to manage the company and sign insurance contracts</p> <p>13. An official certificate stating that none of the company's directors has been sentenced to a penalty for a crime involving moral turpitude or dishonesty and a written declaration by each manager that he has not previously been declared bankrupt</p> <p>14. An official paper from the competent authorities in the country in which the company is registered showing that it is incorporated and registered in that country in accordance with the provisions of the laws in force therein, indicating the activity it is authorized to practice in that country, its legal form, its subscribed and paid-up capital, and the names of the representatives</p> <p>15. A true copy of the agency contract drawn up between the company and the local agent, specifying the agency area, with a true copy of the agent's identity or his registration certificate, if the agent is a company, he must attach a true copy of the company's contract, its registration certificate in the commercial register, and the identity or family book</p> <p>16. A true copy of the academic qualification of the Director General (not less than a university degree), with at least ten years of experience in the field of insurance, five of which are in a leadership position</p>
Service Fees	Insurance company registration fee of AED 15,000 once upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 60 days from the date of submission of the completed application
Target Audience	Insurance companies - national and Gulf insurance companies - foreign insurance companies - Takaful insurance companies
Service Delivery Form	Provide the service provision form if available
Application Channels	Website – Smart App



## Service Name: National Insurance Company Branch Registration

Service Description	A process in which a branch of an insurance company established in the UAE, the Gulf, and Takaful company licensed to conduct the activity in the UAE are registered
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved as complete</li> <li>4. Technical staff (key staff) are interviewed</li> <li>5. Pay fees through e-services or via smartphone app</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online Submission</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. Business plan for the branch to be opened</li> <li>2. Board of Directors' decision to open the branch</li> <li>3. A list of the names of employees with a statement of nationality approved by the Ministry of Labor and Labor</li> <li>4. The Board of Directors' decision approving the opening of the branch</li> <li>5. Documents for the proposed branch manager</li> <li>6. Achieving the targets of Emiratization points</li> </ol>
Service Fees	National Insurance Company Branch Registration Fee AED 10,000 once upon extraction
Service Provision Time	The estimated time from the submission of the application until the completion of the service is 7 days from the date of delivery of the completed application
Target Audience	<p>Insurance Companies</p> <ul style="list-style-type: none"> <li>-National and Gulf insurance companies</li> <li>-Takaful insurance companies</li> </ul>
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Registration of a branch of a foreign insurance company

Service Description	A process in which a branch of a foreign insurance company licensed to conduct the activity in the UAE is registered either through a branch or through an insurance agent in the country
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic/smart system, by username and password - in case the new user creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved as complete</li> <li>4. The technical staff (main staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online Submission</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. Business plan for the branch to be opened</li> <li>2. Board of Directors' decision to open the branch</li> <li>3. A list of the names of the employees with a statement of nationality approved by the Ministry of Labor and Labor</li> <li>4. The company's board of directors' decision to approve the opening of the branch</li> <li>5. Documents of the proposed branch manager</li> <li>6. Achieving the targets of Emiratization points</li> </ol> <ul style="list-style-type: none"> <li>• A duly certified certificate attached to it with a certified translation of the Arabic roll stating that your company is evaluated and classified by one of the following two companies: 1/2 Standard &amp; Poor's with a very strong minimum (very good) Standard&amp; Poors AA</li> <li>• 2/2 AM Best with a minimum rating of very good (very good) A.M.Best B+And B+</li> </ul>
Service Fees	Foreign insurance company branch registration fee AED2 0,000 once upon extraction
Service Provision Time	The estimated time from the submission of the application until the completion of the service is 7 days from the date of delivery of the completed application
Target Audience	-Foreign insurance companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Insurance Company Sale Center Registration (Takaful)

Service Description	A process in which the registration of the center of sale of a Takaful insurance company (national, Gulf, foreign) is registered
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the user is new, he creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved as complete</li> <li>4. The technical staff (main staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online Submission</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A copy of the company's board of directors' decision to open the short position.</li> <li>2. Determine the insurance branches through which the sales center will operate and the tasks that will be prepared for the center.</li> <li>3. The address of the headquarters of the sales center's business, and in the event that it is decided that the center will be among the offices of other entities, a no-objection must be submitted from that entity.</li> <li>4. Business plan of the sales center.</li> <li>5. A detailed statement that includes the qualifications and experience of the candidate to occupy the position of sales center officer, including his academic certificate, practical experience, and the training courses in which he participated.</li> <li>6-. A copy of the lease contract for the sales center.</li> <li>7- Providing an information network linked to the company's automated system and providing the electronic devices necessary to perform the work.</li> <li>8. The existence of a system of keeping records, insurance policies and documents.</li> <li>9- A copy of the decision to appoint the employee responsible for the work of the sales center.</li> <li>01. Any other documents or data decided by the Central Bank</li> </ol> <p>* Conditions to be met by those who are appointed responsible for the work of sales centers: -</p> <ol style="list-style-type: none"> <li>a. He must be an employee of the Company who has spent a period of at least one year in the service of the Company.</li> <li>Be a UAE national</li> <li>c. He must be of good conduct and behavior and has not been sentenced to a custodial penalty for a crime involving moral turpitude and dishonesty without being rehabilitated.</li> <li>c. He must have completed at least high school.</li> </ol>



	<p>d. He must have participated in a training course in the branches of insurance practiced by the Sales Center.</p> <p>e. The company shall inform the bank of the decision to appoint the responsible employee, and any amendment or change regarding his transfer or termination of services and the reasons therefor, and shall notify the Authority immediately upon the vacancy of the position, and fill the vacant position within a period not exceeding (30) days from the date of its vacancy.</p>
Service Fees	N/A
Service Provision Time	The estimated time from the submission of the application to the completion of the service 20 working days from the date of submission of the completed application
Target Audience	-Takaful insurance companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



### Service Name: Insurance Company Sale Center Registration (National)

Service Description	A process in which the registration of a national insurance company's sales center is registered
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the user is new, he creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved as complete</li> <li>4. The technical staff (main staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online Submission</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A copy of the company's board of directors' decision to open the short position.</li> <li>2. Determine the insurance branches through which the sales center will operate and the tasks that will be prepared for the center.</li> <li>3. The address of the headquarters of the sales center's business, and in the event that it is decided that the center will be among the offices of other entities, a no-objection must be submitted from that entity.</li> <li>4. Business plan of the sales center.</li> <li>5. A detailed statement that includes the qualifications and experience of the candidate to occupy the position of sales center officer, including his academic certificate, practical experience, and the training courses in which he participated.</li> <li>6-. A copy of the lease contract for the sales center.</li> <li>7- Providing an information network linked to the company's automated system and providing the electronic devices necessary to perform the work.</li> <li>8. The existence of a system of keeping records, insurance policies and documents.</li> <li>9- A copy of the decision to appoint the employee responsible for the work of the sales center.</li> <li>01. Any other documents or data decided by the Central Bank</li> </ol> <p>* Conditions to be met by those who are appointed responsible for the work of sales centers: -</p>



	<p>a.He must be an employee of the Company who has spent a period of at least one year in the service of the Company.</p> <p>Be a UAE national</p> <p>c. He must be of good conduct and behavior and has not been sentenced to a custodial penalty for a crime involving moral turpitude and dishonesty without being rehabilitated.</p> <p>c. He must have completed at least high school.</p> <p>d. He must have participated in a training course in the branches of insurance practiced by the Sales Center.</p> <p>e. The company shall inform the bank of the decision to appoint the responsible employee, and any amendment or change regarding his transfer or termination of services and the reasons therefor and shall notify the Authority immediately upon the vacancy of the position, and fill the vacant position within a period not exceeding (30) days from the date of its vacancy.</p>
Service Fees	N/A
Service Provision Time	The estimated time from the submission of the application to the completion of the service 20 working days from the date of submission of the completed application
Target Audience	-National Insurance Companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App





Service Name: Foreign Insurance Company Sales Center Registration	
Service Description	A process in which the sales center of a foreign insurance company licensed to conduct the activity in the country is registered either through a branch or through an insurance agent in the country
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / intelligently on the electronic/smart system, by username and password - in case the new user creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved as complete</li> <li>4. The technical staff (main staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online Submission</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A copy of the company's board of directors' decision to open the short position.</li> <li>2. Determine the insurance branches through which the sales center will operate and the tasks that will be prepared for the center.</li> <li>3. The address of the headquarters of the sales center's business, and in the event that it is decided that the center will be among the offices of other entities, a no-objection must be submitted from that entity.</li> <li>4. Business plan of the sales center.</li> <li>5. A detailed statement that includes the qualifications and experience of the candidate to occupy the position of sales center officer, including his academic certificate, practical experience and the training courses in which he participated.</li> <li>6-. A copy of the lease contract for the sales center.</li> <li>7- Providing an information network linked to the company's automated system and providing the electronic devices necessary to perform the work.</li> <li>8. The existence of a system of keeping records, insurance policies and documents.</li> <li>9- A copy of the decision to appoint the employee responsible for the work of the sales center.</li> <li>01. Any other documents or data decided by the Central Bank</li> </ol> <p>* Conditions to be met by those who are appointed responsible for the work of sales centers: -</p>



	<p>a.He must be an employee of the Company who has spent a period of at least one year in the service of the Company.</p> <p>Be a UAE national</p> <p>c. He must be of good conduct and behavior and has not been sentenced to a custodial penalty for a crime involving moral turpitude and dishonesty without being rehabilitated.</p> <p>c. He must have completed at least high school.</p> <p>d. He must have participated in a training course in the branches of insurance practiced by the Sales Center.</p> <p>e. The company shall inform the bank of the decision to appoint the responsible employee, and any amendment or change regarding his transfer or termination of services and the reasons therefor and shall notify the Authority immediately upon the vacancy of the position, and fill the vacant position within a period not exceeding (30) days from the date of its vacancy.</p>
Service Fees	N/A
Service Provision Time	The estimated time from the submission of the application until the completion of the service is 7 days from the date of delivery of the completed application
Target Audience	-Foreign insurance companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



Service Name: Renewal of National Insurance Company Branch Registration	
Description of servants	A process in which the registration of a branch of an insurance company established in the country licensed to conduct the activity in the country is renewed either through a branch or through an insurance agent
Steps and procedures for implementing the service	<p>Submit the application electronically / smartly on the electronic/smart system, by username and password - In the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic/smart system, the application is reviewed and approved Complete Payment of fees through e-services or through the smartphone application</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<p>1. Submit the application electronically or via the smartphone application2. Pay the service fees3. Ensure that the company's profile data in the e-services is updated and completed</p>
Required Documents	<p>1. A true copy of the trade license and commercial registration2. A copy of the company's manager's passport and residence if any</p>
Service Fees	<p>1. Renewal fee for the registration of a branch of a national insurance company is AED 5000 annually</p> <p>2. Late renewal fine fee The fine is AED 1000 for each month and a maximum of AED 10,000 for each year and any part of the month is considered a full month</p>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance companies - national and Gulf insurance companies - foreign insurance companies - Takaful insurance companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



Service Name: Renewal of Foreign Insurance Company Branch Registration	
Description of servants	A process in which the registration of a branch of an insurance company established in the country licensed to conduct the activity in the country is renewed either through a branch or through an insurance agent
Steps and procedures for implementing the service	<p>Submit the application electronically / smartly on the electronic/smart system, by username and password - In the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic/smart system, the application is reviewed and approved Complete Payment of fees through e-services or through the smartphone application</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<p>1. Submit the application electronically or via the smartphone application2.Pay the service fees3.Ensure that the company's profile data in the e-services is updated and completed</p>
Required Documents	<p>1. A true copy of the trade license and commercial registration2. A copy of the company's manager's passport and residence, if any</p>
Service Fees	<p>1. Renewal fee for the registration of a branch of a national insurance company is AED 5000 annually</p> <p>2. Late renewal fine fee The fine is AED 1000 for each month and a maximum of AED 10,000 for each year and any part of the month is considered a full month</p>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance companies - national and Gulf insurance companies - foreign insurance companies - Takaful insurance companies
Service Delivery Form	Provide the service provision form if available



Service Delivery Channels	Website – Smart App
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Service Name: Insurance Company Registration Renewal	
Service Description	A process in which the registration of an insurance company established in the UAE, Gulf and Takaful is renewed and the foreign insurance company licensed to conduct the activity in the State either through a branch or through an insurance agent
Steps and procedures for implementing the service	<p>Submit the application electronically / smartly on the electronic/smart system, by username and password - In the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic/smart system, the application is reviewed and approved Complete Payment of fees through e-services or through the smartphone application</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<p>1. Submit the application electronically or via the smartphone application</p> <p>2. Pay the service fees</p> <p>3. Ensure that the company's profile data in the e-services is updated and completed</p>
Required Documents	<p>1. A true copy of the trade license and commercial registration</p> <p>2. A copy of the company's manager's passport and residence, if any</p>
Service Fees	N/A
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance companies - national and Gulf insurance companies - foreign insurance companies - Takaful insurance companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



Service Name: Insurance Company Sale Center Registration Renewal	
Service Description	A process in which the center of sale of the insurance company established in the UAE, the Gulf and Takaful and the foreign insurance company licensed to conduct the activity in the country are renewed either through a branch or through an insurance agent
Steps and procedures for implementing the service	<p>Submit the application electronically / smartly on the electronic/smart system, by username and password - In the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic/smart system, the application is reviewed and approved Complete Payment of fees through e-services or through the smartphone application</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<p>1. Submit the application electronically or via the smartphone application2.Pay the service fees3.Ensure that the company's profile data in the e-services is updated and completed</p>
Required Documents	<p>1. A true copy of the trade license and commercial registration2. A copy of the company's manager's passport and residence, if any</p>
Service Fees	N/A
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance companies - national and Gulf insurance companies - foreign insurance companies - Takaful insurance companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Request for Notation to Amend Data in Insurance Companies Register

Service Description	The company shall notify the Central Bank of any change or amendment to the registration application data or the documents attached thereto, whether in addition, deletion or amendment, within a period not exceeding 15 days from the date of the change.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>In case of change of staff: an interview is conducted for the main technical staff</p> <p>Pay fees through e-services or via smartphone app</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice.</li> <li>2. Change of Address: New Lease Contract</li> <li>3. Types and branches of insurance: Board of Directors resolution, amended Memorandum of Association, amendment of the Articles of Association</li> <li>4. In changing the capital: the ministerial decision, the general assembly meeting to increase the capital</li> <li>5. Change of Deposit: The principal of the new deposit sent by the Bank to the Central Bank</li> <li>6. In changing the name of the company: Addendum to amend the Memorandum of Association, Ministerial Decision, Amendment of Articles of Association, 30-day announcement in the Official Gazette, announcement for three consecutive days in two local newspapers, one in Arabic and the other in English.</li> <li>7. Director General Conditions as stated in Article 26 of the Executive Regulations of Federal Law No. 6 of 2007 regarding the establishment of the Insurance Authority and the organization of the work of</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. A notation fee for amending data in the register of insurance companies is AED 3000 upon extraction</li> <li>2. The fine fee is 500 dirhams for each month and calculated after 15 days from the date of the real change and a maximum of 5000 dirhams for each year and any part of the month is considered a full month</li> </ol>
Service Provision Time	The estimated time from the submission of the application to the completion of the service 20 working days from the date of submission of the completed application
Target Audience	<p>Insurance Companies</p> <p>-National and Gulf insurance companies</p>



	-Foreign insurance companies -Takaful insurance companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App





## Service Name: Write-off Insurance Company

Service Description	A process in which an insurance company established in the UAE, Gulf and Takaful and a foreign insurance company licensed to conduct activity in the UAE are written off either through a branch or through an insurance agent
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete Submission of the company Announcement Form</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	<p>A letter from the company explaining the reasons for the cancellation request</p> <p>Request to transfer valid documents to another company</p> <p>Board of Directors' Approval of Delisting</p>
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	<p>Insurance Companies</p> <p>-National and Gulf insurance companies</p> <p>-Foreign insurance companies</p> <p>-Takaful insurance companies</p>
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Cancellation of a National Insurance Company Branch

Service Description	A process in which an insurance company established in the country licensed to conduct the activity in the country is written off either through a branch or through an insurance agent
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Submission of the company Announcement Form</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	<p>A letter from the company explaining the reasons for the cancellation request</p> <p>Request to Transfer Valid Documents to Another Branch</p> <p>Board of Directors' Approval of Delisting</p>
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	National Insurance Companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Cancellation of a Branch of a Foreign Insurance Company

Service Description	A process in which a foreign insurance company licensed to conduct activity in the UAE is written off either through a branch or through an insurance agent
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Submission of the company Announcement Form</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	<p>A letter from the company explaining the reasons for the cancellation request</p> <p>Request to Transfer Valid Documents to Another Branch</p> <p>Parent Company Approval to Delete Branch</p>
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Foreign Insurance Companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Write off the center of sale of an insurance company

Service Description	A process in which the sales center of the insurance company established in the Gulf and Takaful country and the foreign insurance company licensed to carry out the activity in the country is written off either through a branch or through an insurance agent
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Submission of the company Announcement Form</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	<p>Insurance Companies</p> <ul style="list-style-type: none"> <li>-National and Gulf insurance companies</li> <li>-Foreign insurance companies</li> <li>-Takaful insurance companies</li> </ul>
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Request to Stop Operations of an Insurance Company

Service Description	A process in which the operations of any company in the State is suspended from practicing one or more types of insurance or wishes to release its funds that must be present in the State for this type or types, after the company submits proof that it has fulfilled its obligations for all documents that its contracts have been concluded in or are executed in the State in respect of the type or types for which it decided to suspend its operations, or that it has transferred these documents to another company.
Steps and procedures for implementing the service	Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system The application is reviewed and approved as complete Submission of the company Announcement Form Submit the customer's letter of approval or rejection
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically, via the smartphone application or via email</li> </ul>
Required Documents	<ul style="list-style-type: none"> <li>• Stop Operations Application Form</li> <li>• This proves that it has fulfilled its obligations for all documents that have concluded its contracts within the State or that are executed therein, in respect of the type or types in which it decided to stop its operations, or that it has transferred the documents to another company.</li> </ul>
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until completing the service is 45 days from the date of submission of the completed application
Target Audience	Insurance Companies -National and Gulf insurance companies -Foreign insurance companies -Takaful insurance companies
Service Delivery Form	<b>Yes</b>
Service Delivery Channels	Website - Smart Application - Email



## Service Name: Grievance against decisions to refuse a license or registration

Service Description	A process in which a request is submitted to appeal against the decision to reject registration in the register ( the decision to reject the license is from the Board of Directors and it is a final decision and there is no grievance against its rejection)
Steps and procedures for implementing the service	Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system Payment of fees Delivery of the grievance result to the customer
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically, via the smartphone application or via email</li> </ul>
Required Documents	<ul style="list-style-type: none"> <li>• A letter from the company of its desire to submit a grievance against the rejection of registration to the Board within (30) days from the date of notification of the rejection decision.</li> </ul>
Service Fees	AED 1,000 once upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 30 days from the date of submission of the completed application
Target Audience	Insurance Companies -National and Gulf insurance companies -Foreign insurance companies -Takaful insurance companies
Service Delivery Form	N/A
Service Delivery Channels	Website - Smart Application - Email



## Service Name: Request for Transferring Insurance Policies

Service Description	A process in which the company submits its desire to transfer its documents concluded in the State, including rights and obligations related to any type of insurance practiced by it, to another company or companies practicing the same type of insurance.
Steps and procedures for implementing the service	Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system Ad delivery Transfer of insurance policies
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically, via the smartphone application or via email</li> </ul>
Required Documents	<ul style="list-style-type: none"> <li>• Fill out the document transfer application</li> <li>• Any other documents required by the Central Bank</li> </ul>
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until completing the service is 45 days from the date of submission of the completed application
Target Audience	Insurance Companies -National and Gulf insurance companies -Foreign insurance companies -Takaful insurance companies
Service Delivery Form	Attached
Service Delivery Channels	Website - Smart Application - Email



## Service Name: Approval of a new insurance product request for insurance companies

Service Description	A process in which a new insurance product is approved for national, GCC or foreign/Takaful insurance companies
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>Review and approve documents</p> <p>Print Product Approval Certificate</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	<ul style="list-style-type: none"> <li>• "1. Declaration signed by the authorized signatory</li> <li>• 2- Terms and conditions of the product in Arabic</li> <li>• 3- Product Terms and Conditions in English</li> <li>• 4- Actuarial approval of the product</li> </ul>
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is two working days from the date of delivery of the completed application
Target Audience	<p>Insurance Companies</p> <p>-National and Gulf insurance companies</p> <p>-Foreign insurance companies</p> <p>-Takaful insurance companies</p>
Service Delivery Form	N/A
Service Delivery Channels	Website - Smart Application - Email





## Service Name: Request for marketing insurance policies through banks

Service Description	A process in which a new insurance product is approved for national, GCC or foreign/Takaful insurance companies
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>Review and approve documents</p> <p>Print Product Approval Certificate</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	<ul style="list-style-type: none"> <li>• Application form for marketing insurance policies through banks stamped by the company and signed by the authorized signatory</li> <li>• Provide a copy of the agreement between the bank and the company in Arabic</li> <li>• Submit the approval of the Central Bank for the bank to contract with the insurance company</li> <li>• Provide certificates of participation for the competent employee only in three insurance or insurance brokerage training courses approved by the Maharati initiative in cooperation with the Chartered Insurance Institute in the United Kingdom, and provided by the Authority or equivalent:</li> <li>• Introduction to insurance.</li> <li>• Insurance customer service.</li> <li>• Bancassurance.</li> <li>• An official letter signed by the general manager of the company that includes proof of completion of 30 hours of professional training for the competent employee in the insurance company, explaining (the general framework of training - the duration of training - the products on which the specialized employee has been trained)</li> <li>• Provide the bank with a continuous training plan for the competent employee and all marketing staff in the bank to clarify:</li> <li>• General framework of the training plan</li> <li>• A brief explanation of the number and nature of the proposed training courses and workshops during the year to train marketing staff and key employees in the company.</li> <li>• Means used for training "direct training - distance training - attending workshops and conferences"</li> <li>• Training duration and how to verify that employees have achieved the required training hours</li> </ul>



	<ul style="list-style-type: none"> <li>• Declaration form stamped with the company's seal and signed by the authorized signatory</li> <li>• Provide us with a memorandum addressed to the Central Bank clearly addressing the extent to which the requirements of Article 10 and Article 11 of the Instructions in all its clauses are covered separately from the Agreement.</li> </ul>
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is 20 working days from the date of submission of the completed application
Target Audience	Insurance Companies -National and Gulf insurance companies -Foreign insurance companies -Takaful insurance companies
Service Delivery Form	N/A
Service Delivery Channels	Website - Smart Application - Email



## Service Name: Request for marketing insurance policies through banks

Service Description	A process in which a new insurance product is approved for national, GCC or foreign/Takaful insurance companies
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>Review and approve documents</p> <p>Print Product Approval Certificate</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	<ul style="list-style-type: none"> <li>• Application form for marketing insurance policies through banks stamped by the company and signed by the authorized signatory</li> <li>• Provide a copy of the agreement between the bank and the company in Arabic</li> <li>• Submit the approval of the Central Bank for the bank to contract with the insurance company</li> <li>• Provide certificates of participation for the competent employee only in three insurance or insurance brokerage training courses approved by the Maharati initiative in cooperation with the Chartered Insurance Institute in the United Kingdom, and provided by the Authority or equivalent: <ul style="list-style-type: none"> <li>• Introduction to insurance.</li> <li>• Insurance customer service.</li> <li>• Bancassurance.</li> </ul> </li> <li>• An official letter signed by the general manager of the company that includes proof of completion of 30 hours of professional training for the competent employee in the insurance company, explaining (the general framework of training - the duration of training - the products on which the specialized employee has been trained)</li> <li>• Provide the bank with a continuous training plan for the competent employee and all marketing staff in the bank to clarify: <ul style="list-style-type: none"> <li>• General framework of the training plan</li> <li>• A brief explanation of the number and nature of the proposed training courses and workshops during the year to train marketing staff and key employees in the company.</li> <li>• Means used for training "direct training - distance training - attending workshops and conferences"</li> <li>• Training duration and how to verify that employees have achieved the required training hours</li> </ul> </li> <li>• Declaration form stamped with the company's seal and signed by the authorized signatory</li> <li>• Provide us with a memorandum addressed to the Central Bank clearly addressing the extent to which the requirements of Article 10 and Article 11 of the Instructions in all its clauses are covered separately from the Agreement.</li> </ul>
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is 20 working days from the date of submission of the completed application



Target Audience	Insurance Companies -National and Gulf insurance companies -Foreign insurance companies -Takaful insurance companies
Service Delivery Form	N/A
Service Delivery Channels	Website - Smart Application - Email



## Service Name: Insurance Agent Registration (Company)

Service Description	A process in which the company is registered with the person approved by the company and authorized to conduct insurance business on its behalf or on behalf of one of its branches
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved</li> <li>4. The technical staff (key staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	• Online application • Payment of fees
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the memorandum of association of the legal person, its articles of association, the names of the partners and their shares</li> <li>2. A true copy of the agency contract certified and concluded between the insurance agent and the company</li> <li>3. A pledge to submit a copy of the certificate of registration in the commercial register issued by the competent authorities</li> <li>4. A detailed statement that includes the qualifications and experience of the legal person's officials in the fields of insurance, technical and financial affairs</li> <li>5. Academic qualifications and experience available in the responsible manager of the legal person provided that they are duly certified</li> <li>6. A true copy of the decision of the administrative body of the foreign insurance company at its head office stating that it's authorized director in the state to open agencies in the country</li> <li>7. The paid-up capital shall not be less than five hundred thousand dirhams</li> <li>8. The capital shall be wholly owned by the citizens of the State, and banks licensed to operate in the State shall be exempted from this condition, and the</li> </ol>



	<p>Board may exempt any other company for reasons related to the requirements of the public interest from this condition</p> <p>9. The responsible manager must meet the conditions that must be met by the agent from individuals</p> <p>10. - Not less than (21) years of age, and to have full legal capacity</p> <p>11. Holds a high school diploma and a diploma in insurance from an institute recognized by the Authority as a minimum</p> <p>12. Has a minimum of two years of insurance business with an insurance company</p> <p>13. Holds the training courses determined by a decision issued by the Director General</p> <p>14. - Full-time to practice the profession</p> <p>15. Good conduct and behavior, and he should not have been convicted of a felony or misdemeanor involving moral turpitude or dishonesty, or sentenced to declare bankruptcy unless he has been rehabilitated</p> <p>16. Not to be liable at the discretion of the Board for a serious violation of any of the provisions of the Law or the Companies Law in his capacity as a general manager, CEO, chairman or member of the board of directors of a company, including liability for causing the company to be dissolved and liquidated compulsory</p> <p>17. He should not have previously canceled or suspended his registration to practice the work of an insurance agent, insurance broker, reinsurance broker, actuary, insurance consultant or any of the insurance-related professions due to a disciplinary penalty</p> <p>18. Successfully pass the exams at the Central Bank</p>
Service Fees	Insurance agents company registration fee of AED 10,000 once upon extraction
Service Provision Time	The estimated time from the submission of the application until the completion of the service is 15 days from the date of delivery of the completed application
Target Audience	Insurance Agents
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service name: Register an insurance agent branch in the registry

Service Description	A process in which the company's branch is registered with a person approved by the company and authorized to conduct insurance business on its behalf or one of its branches
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic/smart system, using the username and password - In the event that the user is new, he creates his own username by submitting the application, the customer uploads the documents into the electronic/smart system , the application is reviewed and approved Completed The technical staff (main staff) is interviewed</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. He must have been registered in the register for a period of not less than two years during which he actually practiced work and no disciplinary penalty was imposed on him</li> <li>2. A true copy of the approval of the company entrusted with opening a branch of the agency</li> <li>3. Initial approval from the competent authority in the concerned Emirates</li> <li>4. Proposed action plan for the branch to be opened in the country</li> <li>5. Any other documents requested from the Central Bank</li> </ol>
Service Fees	Insurance agents branch company registration fee AED 3000 once upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 15 days from the date of submission of the completed application
Target Audience	Insurance Agents
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



Service Name: Insurance Agent Registration (Individual)	
Service Description	A process in which a person approved by the company and authorized to practice insurance business is registered on its behalf or on behalf of one of its branches
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic/smart system, using the username and password - In the event that the user is new, he creates his own username by submitting the application, the customer uploads the documents into the electronic/smart system , the application is reviewed and approved Completed The technical staff (main staff) is interviewed</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. To be a UAE national</li> <li>2. Be at least (21) years old, and have full legal capacity</li> <li>3. Holds a high school diploma and a diploma in insurance from an institute recognized by the Authority as a minimum</li> <li>4. Has a process of not less than two years in practicing insurance business with an insurance company</li> <li>5. Holds the training courses that are determined by a decision of the Director General</li> <li>6. Full-time to practice the profession</li> <li>7. Good conduct and behavior and not have been convicted of a felony or misdemeanor involving moral turpitude or dishonesty, or sentenced to declare bankruptcy unless he has been rehabilitated</li> <li>8. Not to be liable at the discretion of the Board for a serious violation of any of the provisions of the law or the Companies Law in his capacity as a general manager, CEO, chairman or member of the board of directors of a company, including responsibility for causing the dissolution and compulsory liquidation of the company.</li> <li>9. He should not have previously canceled or suspended his registration to practice the work of an insurance agent, insurance broker, reinsurance broker, actuary, insurance consultant or any of the insurance-related professions due to a disciplinary penalty</li> <li>10. Successfully pass the exams at the Central Bank"</li> </ol>
Service Fees	Insurance agents company registration fee - individuals AED 10,000 once upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 15 days from the date of submission of the completed application
Target Audience	Insurance Agents - Individuals
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App





## Service Name: Insurance Agent Registration Renewal (Company)

Service Description	A process in which the company's registration is renewed by a person approved by the company and authorized to conduct insurance business on its behalf or one of its branches
Steps and procedures for implementing the service	<p>Submit the application electronically / smartly on the electronic/smart system, by username and password - In the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic/smart system, the application is reviewed and approved Complete Payment of fees through e-services or through the smartphone application</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<p>1. Submit the application electronically or via the smartphone application</p> <p>2. Pay the service fees</p> <p>3. Ensure that the company's profile data in the e-services is updated and completed</p>
Required Documents	<p>1. A true copy of the trade license, registration certificate and commercial registration</p> <p>2. A list that includes the name of the responsible manager or managers in charge of managing the company and all key employees in charge of expertise work)</p> <p>3. Supplement to renew a civil liability insurance policy arising from the practice of the profession in the amount of one million dirhams, provided that it is valid until the end of the registration</p> <p>4. A statement of the work carried out by an agency for the company during the year in accordance with the form prepared for this purpose at the bank.</p> <p>5. A true copy of the passport of the manager approved by the bank</p>
Service Fees	<p>1. Renewal fee for insurance agents company registration 5,000 dirhams annually</p> <p>2. Delay renewal fine fee The fine is 1000 dirhams for each month and a maximum of 10,000 dirhams for each year, and any part of the month is considered a full month</p>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Agents
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



### Service Name: Insurance Agent Registration Renewal (Individual)

Service Description	A process in which the registration of a person approved by the company and authorized to practice insurance business is renewed on its behalf or on behalf of one of its branches
Steps and procedures for implementing the service	Submit the application electronically / smartly on the electronic/smart system, by username and password - In the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic/smart system, the application is reviewed and approved Complete Payment of fees through e-services or through the smartphone application, The customer prints the renewal certificate
Terms & Conditions of Service	1. Submit the application electronically or via the smartphone application 2. Pay the service fees 3. Ensure that the company's profile data in the e-services is updated and completed
Required Documents	1. A true copy of the trade license, registration certificate and commercial register 2. Supplement to renew an insurance policy against civil liability arising from his practice of the profession in the amount of one million dirhams, provided that it is valid until the end of the registration - for the company 3. A statement that includes the work practiced by an agency for the company during the year according to the form prepared for this purpose with the bank 4. A true copy of the passport of the individual approved by the bank
Service Fees	1. Fee for renewing the registration of an individual insurance agents' company 5,000 dirhams annually 2. Fine fee for delay renewal The fine is 1000 dirhams for each month and a maximum of 10,000 dirhams for each year, and any part of the month is considered a full month
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Agents
Service Delivery Form	Provide the service provision form if available
Presentation Channels	Website – Smart App



## Service Name: Insurance Agent Company Branch Registration Renewal

Service Description	A process in which the registration of the company's branch is renewed for a person approved by the company and authorized to practice insurance business on its behalf or one of its branches
Steps and procedures for implementing the service	<p>Submit the application electronically / smartly on the electronic/smart system, by username and password - In the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic/smart system, the application is reviewed and approved Complete Payment of fees through e-services or through the smartphone application</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<p>1. Submit the application electronically or via the smartphone application</p> <p>2. Pay the service fees</p> <p>3. Ensure that the company's profile data in the e-services is updated and completed</p>
Required Documents	<p>1. A copy of the trade license</p> <p>2. A copy of the branch manager's passport"</p>
Service Fees	<p>1. The registration fee for an insurance agents company branch renewal is AED 1,500 annually</p> <p>2. Late renewal fine fee The fine is AED 500 for each month and a maximum of AED 5,000 for each year, and any part of the month is considered a full month.</p>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Agents - Companies
Service Delivery Form	Provide the service provision form if available
Presentation Channels	Website – Smart App



## Service name: Write off an insurance agent company/branch in the registry

Service Description	A process in which the registration of the company/branch of the company of the person approved by the company and authorized to practice insurance business on its behalf or one of its branches is written off
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Submission of the company Announcement Form</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Insurance Agents (Company)
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Deletion of Insurance Agent in the Register (Individuals)

Service Description	A process in which the registration of a person approved by the company and authorized to practice insurance business on its behalf or one of its branches is written off
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Submission of the company Announcement Form</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Insurance Agents (Individuals)
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



**Service Name: Notation of amending data in the register of insurance agents  
(company/branch)**

Service Description	The company shall notify the Authority of any change or amendment that occurs to the registration application data or the documents attached thereto, whether in addition, deletion or amendment within 15 days from the date of the change.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>In case of staff change : Interview key employees</p> <p>Pay fees through e-services or via smartphone app</p> <p>The change is approved in the electronic system or the customer prints the certificate with the change if necessary</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice</li> <li>2. Change of address of the new lease contract</li> <li>3. In the change of capital, an annex to the memorandum of association to increase the capital</li> <li>4. In the change of partners of the memorandum of association, a certificate of good conduct for the new partners, a copy of the identity, the family book for all partners, an acknowledgment of non-bankruptcy, a one-month announcement</li> <li>5. In changing the name of the company, the annex to amend the memorandum of association, a one-month announcement, approval of the certificate if necessary, delivery of the certificate</li> <li>6. In changing the General Manager and key employees, providing all certificates and experience as mentioned in the law.</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. A notation fee for amending data in the insurance agents register is AED 3000 upon extraction</li> <li>2. Fine fee for late marking The fine is 300 dirhams for each month and a maximum of 3000 dirhams for each year, and any part of the month is considered a full month</li> </ol>
Service Provision Time	<p>The estimated time from the submission of the application to the completion of the service is one working day</p> <p>- In case of changing key employees 7 working days</p>



	<div>- In case of change of address 7 working days</div> <div>- In case of changing the name of the company 37 working days</div>
Target Audience	Insurance Agents
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Notation of amending data in the register of insurance agents (individuals)

Service Description	The individual shall notify the Authority of any change or amendment that occurs to the registration application data or the documents attached to it, whether in addition, cancellation or amendment within 15 days from the date of the change.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The change is approved in the electronic system or the customer prints the certificate with the change if necessary</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<p>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice</p> <p>2. Change of address of the new lease contract</p>
Service Fees	<p>1. A notation fee for amending data in the insurance agents register is AED 3000 upon extraction</p> <p>2. Fine fee for late marking The fine is 300 dirhams for each month and a maximum of 3000 dirhams for each year, and any part of the month is considered a full month</p>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Agents
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App





## Service name: Register an insurance broker in the registry

Service Description	A process in which an insurance broker is entered in a register. It is the one who mediates insurance operations independently between the insurance applicants on the one hand and any insurance company on the other hand and receives a commission for his fees from the insurance companies.
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the user is new, he creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved as complete</li> <li>4. The technical staff (main staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online Submission</li> <li>• Payment of fees</li> </ul>
Required Documents	<ul style="list-style-type: none"> <li>• A statement explaining the goal and objectives of establishing the company, the added value (new services that the company will provide) to the economic sector in the country, with an explanation of the branches of insurance that the company wishes to practice, the names of the partners and the proposed names of the company</li> <li>• A feasibility study containing: an introduction to the company, a brief introduction to the economic situation and future outlook, the financial study, a summary of the company's marketing study and the localization and training plan, a copy of the two financial budgets for the last two approved years for foreign companies</li> <li>• The technical readiness of the company (CVs of the technical staff required according to the Authority's decision No. 58 of 2013 from (General Manager, Director of Operations, Internal Controller, Specialized employee for each type of insurance) accompanied by copies of scientific certificates, practical experiences and training courses</li> <li>• A true copy of the company's memorandum of association</li> <li>• Acknowledgment that each of the partners and the General Manager or CEO has not declared bankruptcy</li> <li>• Provide a certificate of good conduct confirming that none of them has been sentenced to a custodial penalty</li> </ul>



3- A true copy of the decision of the Board of Directors or the Board of Directors approving the opening of a branch within the country

- A statement explaining any legal or judicial obligations or responsibilities related to the license applicant (acknowledgment that there are no legal obligations against the license applicant)

4- Submit an undertaking to fulfill all the required license conditions once the application is approved within the period determined by the bank, otherwise the approval shall be considered null and void, which is a period of (3) months from the initial approval

- A statement explaining the technical regulations used and the proposed work procedures for practicing the insurance brokerage activity (infrastructure equipment)

5. Any other documents or data requested by the Authority

- Copies of academic certificates and practical experiences of the technical staff duly certified by the competent authorities, with the need to provide proof that the company has completed the process of equivalence of certificates with the Ministry of Higher Education and Scientific Research (a letter from the Ministry of Higher Education proving the validity of the equation)

- Types and branches of insurance for the type of insurance to be licensed

In addition to the above, a branch of a foreign company or a branch of a company incorporated in a financial free zone is required to provide the following:

- Bank guarantee of AED (3) million for the company incorporated in the UAE, and AED (1) million for each branch of the company,

- 1- An official certificate from the competent authority stating its establishment and register, and authorizing it to practice insurance brokerage activity in the types and branches of insurance that it wishes to practice within the country.

- For a branch of a foreign company or a branch of a company incorporated in a financial free zone, its value shall not be less than AED (5) million for the branch, and AED (3) million for any other additional branch within the UAE.

2- A copy of the financial budgets for the last two years approved and certified by the competent authorities

- Submit a professional liability policy in which the insurance amount is not less than (2) million dirhams for the company incorporated in the UAE, provided that the amount of the deductible does not exceed (30) thousand dirhams for each accident

- For the branch of the foreign company or the branch of the company established in a financial free zone, the insurance amount shall not be less than (3) million dirhams,



	provided that the amount of the deductible does not exceed (50) thousand dirhams for each accident and its duration shall be until the end of the current year at least.
Service Fees	Insurance broker registration fee AED 10,000 once upon extraction
Service Provision Time	The estimated time from application to service completion is 20 working days
Target Audience	Insurance Brokers
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service name: Register an insurance broker branch in the registry

Service Description	A process in which a branch is registered in the register of insurance brokers The person who mediates insurance or reinsurance operations independently between the insurance applicant or the reinsurance applicant on the one hand and any insurance or reinsurance company on the other hand, and for whose fees he receives a commission from the insurance company
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the user is new, he creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved as complete</li> <li>4. The technical staff (main staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online Submission</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. Resolution of the Board of Directors and/or the Board of Directors approving the opening of the branch</li> <li>2. An undertaking to provide the bank with the title deed of the branch or its lease contract approved by the concerned authorities</li> <li>3. Approval of the competent authority in the relevant emirate</li> <li>4. A certificate approved by the bank regarding the absence of administrative violations during the two years preceding the submission of the application "Registration Certificate"</li> <li>5. The branch official acknowledges his full responsibility for the actual management of the branch</li> <li>6. A statement showing the technical equipment in the branch, as well as a statement of the names and names of its employees</li> <li>7. A certified statement showing the size of the installments achieved in the financial year preceding the submission of the application and that the size of the installments collected in the previous financial year should not be less than AED 3 million</li> <li>8. Acknowledgment that the new branch will operate under the direct supervision of the Director General</li> <li>9. Bank guarantee letter in the amount of one million dirhams.</li> </ol>
Service Fees	Insurance broker branch registration fee AED 3000 times upon extraction
Service Provision Time	The estimated time from application to service completion is 20 working days
Target Audience	Insurance Brokers
Service Delivery Form	Provide the service provision form if available



مصرف الإمارات العربية المتحدة المركزي  
CENTRAL BANK OF THE U.A.E.

Service Delivery Channels	Website – Smart App
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## Service name: Renewal of an insurance broker's entry in the register

Service Description	A process in which the registration of the register of insurance brokers is renewed The person who mediates insurance operations independently between the insurance applicant on the one hand and any insurance company on the other hand, and receives a commission for his fees from the insurance company
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone application</li> <li>2. Payment of service fees</li> <li>3. Ensure that the company's profile data is updated and completed in the electronic services</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the trade license, registration certificate and commercial registration</li> <li>2. A copy of the passport of the manager, internal controller, operations manager and the competent employee for each type with their residence, if any, and the identity card</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. Insurance broker registration renewal fee of AED 5,000 per year</li> <li>2. Late renewal fine fee The fine is 500 dirhams for each month and a maximum of 5000 dirhams for each year, and any part of the month is considered a full month</li> </ol>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Brokers
Service Delivery Form	Provide the service provision form if available

Service Delivery Channels	Website – Smart App
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## Service Name: Renewal of Insurance Broker Branch Entry in Register

Service Description	A process in which the registration of the branch of the insurance brokers company is renewed The person who mediates in the insurance operations independently between the insurance applicant on the one hand and any insurance company on the other hand, and receives a commission for his fees from the insurance company
Steps and procedures for implementing the service	Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application The customer uploads the documents in the electronic/smart system The application is reviewed and approved as complete Pay fees through e-services or via smartphone app The customer prints the renewal certificate
Terms & Conditions of Service	1. Submit the application online or via the smartphone application 2. Payment of service fees 3. Ensure that the company's profile data is updated and completed in the electronic services
Required Documents	"1. True copies of the trade license and commercial registration 2. A true copy of the passport of the Director approved by the Central Bank, his residence, if any, and the identity card.
Service Fees	"1. Renewal of insurance broker branch registration AED 1500 per year 2. Late renewal fine fee The fine is 200 dirhams for each month and a maximum of 2000 dirhams for each year, and any part of the month is considered a full month.
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Brokers
Service Delivery Form	Provide the service provision form if available



Service Delivery Channels	Website – Smart App
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### Service Name: Notation of amending data in the register of insurance brokers

Service Description	The company shall notify the bank of any change or amendment to the registration application data or the documents attached thereto, whether in addition, deletion or amendment within 5 days from the date of the change.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>In case of staff change : Interview key employees</p> <p>Pay fees through e-services or via smartphone app</p> <p>The change is approved in the electronic system or the customer prints the certificate with the change if necessary</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice</li> <li>2. Change of address of the new lease contract</li> <li>3. In the change of capital, an annex to the memorandum of association to increase the capital</li> <li>4. In the change of partners supplement to the memorandum of association, a certificate of good conduct for the new partners, a copy of the identity, family book for all partners, an acknowledgment of non-bankruptcy, a one-month announcement</li> <li>5. In changing the name of the company, the annex to amend the memorandum of association, a one-month announcement, approval of the certificate if necessary, delivery of the certificate</li> <li>6. In changing the general manager and key staff, providing all certificates and experiences as mentioned in the law</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. A notation fee for amending data in the register of insurance brokers is AED 3000 upon extraction</li> <li>2. The fine fee is 100 dirhams for each month and calculated after 5 days from the date of the real change and a maximum of 1000 dirhams for each year and any part of the month is considered a full month</li> </ol>
Service Provision Time	<p>The estimated time from the submission of the application to the completion of the service is one working day</p> <ul style="list-style-type: none"> <li>- In case of changing key employees 7 working days</li> <li>- In case of change of address 7 working days</li> <li>- In case of changing the name of the company 37 working days</li> </ul>
Target Audience	Insurance Brokers



Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Write-off Insurance Broker

Service Description	A process in which the insurance broker is written off in a register. It is the one who mediates insurance operations independently between the insurance applicant on the one hand and any insurance company on the other hand, and charges a commission for his fees from the insurance companies
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Submission of the company Announcement Form</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Insurance Brokers
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



### Service Name: Write-off of Insurance Broker Branch

Service Description	A process in which the branch of the insurance broker is written off in a register. It is the one who mediates insurance operations independently between the insurance applicant on the one hand and any insurance company on the other hand, and charges a commission for his fees from the insurance companies
Steps and procedures for implementing the service	Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system The application is reviewed and approved as complete Submission of the company Announcement Form Remove the company from the records and provide them with the decision to delete
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Insurance Brokers
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Request to Register Insurance Policy Price Comparison Site

Service Description	A process in which the company that will provide comparative services is registered through the Internet.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	1. Submit the application online or via the smartphone application
Required Documents	<p>1.Statute</p> <p>2.Commercial Registration</p> <p>3. Copies of passports for the General Manager, Liaison Officer and main owners.</p> <p>4. Copies of the Emirates ID of the General Manager, the Communications Officer and the main owners.</p> <p>5. A copy of the commercial records of the companies that own the price comparison sites.</p> <p>6. A specific business plan for electronic insurance operations approved by the company's board of directors, or signed by the owner of the sole proprietorship - or signed by the same person, in the event that he is a natural person or a sole proprietorship, as the case may be, and that this plan includes at least:</p> <p>A. Analyze the volume of electronic insurance operations expected during the next three years.</p> <p>B. Analysis of the risks associated with electronic transactions and the precautionary measures and measures necessary to reduce them, including but not limited to information security risks, negative selection risks, money laundering and terrorist financing crimes in insurance activities, strategic risks, and illegal access to the site.</p> <p>c. The contingency plan includes the measures that should be taken in the event of the failure of one or more elements of the electronic or smart system, and this plan should include corrective measures to ensure business continuity, and submit reports to the stakeholders within the company and the authority.</p>
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is 20 working days from the date of receipt of the completed application

Target Audience	Not applicable
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Deregistration of Price Comparison Site

Service Description	A process in which the registration of the company that will provide comparative services to the prices of insurance policies is canceled through the electronic network.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Not applicable
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App





Service Name: Registration of Detection and Damage Assessment Experts Company in the Register	
Service Description	A process in which the company that detects and estimates the damages caused in the subject of insurance is registered
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>Interview key staff</p> <p>The application is reviewed and approved as complete</p> <p>Payment of fees</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone application</li> <li>2. Payment of service fees</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the company's Memorandum and Articles of Association, provided that the company's capital is not less than one million dirhams, and the company is registered in the commercial register.</li> <li>2. A true copy of the family book for each partner, identity card or passport with a true copy of the certificates of academic qualification, training and experience.</li> <li>3. A statement of the names of the partners and their respective shares in the capital, and a certificate from the official authorities stating that the partners have not been convicted of a penalty involving moral turpitude or dishonesty, with an acknowledgment that they have not previously been declared bankrupt unless they have been rehabilitated.</li> <li>4. A statement of the types of expertise operations that the company intends to practice</li> <li>5. An acknowledgment by the responsible manager of his full dedication to practicing the profession of detection and damage assessment experts</li> <li>6. Insurance policy against civil liability arising from the practice of the profession with an insurance amount of one million dirhams</li> <li>7. In the case of an application for registration for a branch of a foreign company, in addition to the previous documents, an official certificate must be submitted from the concerned authorities in the country in which the foreign company is registered, showing that it is incorporated and registered in that country and that it is authorized to practice the profession of detection and damage assessment experts.</li> <li>8. The detection and damage assessment expert shall be obliged to carry out his work within three months from the date of registration.</li> </ol>
Service Fees	The registration fee of the company of detection and damage assessment experts is AED 7000 times upon extraction



Service Provision Time	The estimated time from the submission of the application until the completion of the service30 days from the date of submission of the completed application
Target Audience	Detection and Damage Assessment Experts - Company
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



### Service Name: Registration of detection and damage assessment experts in the register - individuals

Service Description	A process in which the individual who detects and estimates the damages caused in the subject of insurance is registered
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>Interview key staff</p> <p>The application is reviewed and approved as complete</p> <p>Payment of fees</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	<p>1. Submit the application online or via the smartphone application</p> <p>2. Payment of service fees</p>
Required Documents	<p>1. He must be at least 21 years of age and have full legal capacity.</p> <p>2. A true copy of the family book, ID card or passport</p> <p>3. The approval of the entity in which the applicant works if the applicant is an employee of one of the entities stipulated in this system</p> <p>4. An official certificate from the official authorities stating that the applicant has not previously been sentenced to a penalty for a crime involving moral turpitude or dishonesty, with an acknowledgment from the applicant that he has not previously been declared bankrupt unless he has been rehabilitated.</p> <p>5. A true copy of the university academic qualification certified in one of the disciplines related to the insurance business (except for those who specialize in the detection and assessment of damage in vehicles, where they are required to have a diploma in vehicle engineering for a period of study for not less than two years). Wagta</p> <p>6. A true copy of certified practical experience certificates, in the field of detection and assessment of damages in the fields of insurance for a period of not less than five years (except for those who specialize in the detection and assessment of damages in vehicle insurance, the period is not less than three years)</p> <p>7. Pass the test prepared or approved by the Authority for this purpose</p> <p>8.* To have a sponsor who is a UAE national (in case he is not a citizen), to be a partner, manager or responsible employee in one of the detection and assessment companies registered in the register (in case he is not a citizen), to be an employee of the federal government or one of the local governments in the country</p>



	9.*All documents must be in Arabic or accompanied by legal translation.
Service Fees	Registration fee for detection and damage assessment experts - individuals 7000 dirhams once upon extraction
Service Provision Time	The estimated time from the submission of the application until the completion of the service30 days from the date of submission of the completed application
Target Audience	Detection and Damage Assessment Experts - Individuals
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



## Service Name: Registration of the Detection and Damage Assessment Experts Branch in the Register

Service Description	A process in which the branch of the company that detects and assesses the damages caused in the subject of insurance is registered
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>Interview key staff</p> <p>The application is reviewed and approved as complete</p> <p>Payment of fees</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	<p>1. Submit the application online or via the smartphone application</p> <p>2. Payment of service fees</p>
Required Documents	<p>1. A true copy of the branch manager's passport and family book (for citizens)</p> <p>2. A certificate from the competent authorities showing that the director has not previously been sentenced to a penalty involving moral turpitude or dishonesty, while acknowledging that he has not previously been declared bankrupt</p> <p>3. A true copy of the academic qualification of the director (a university degree consistent with the nature of the activity)</p> <p>4. A true copy of the manager's practical experience certificates (5) years.</p>
Service Fees	The registration fee for the Detection and Damage Assessment Experts Branch is AED 5000 once upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 20 working days from the date of submission of the completed application
Target Audience	Detection and Damage Assessment Experts - Company
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



## Service Name: Renewal of the registration of detection and damage assessment experts in the register (company)

Service Description	A process in which the register of the company that detects and estimates the damages caused in the subject of insurance is renewed
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone application</li> <li>2. Payment of service fees</li> <li>3. Ensure that the company's profile data is updated and completed in the electronic services</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the trade license, registration certificate and commercial registration</li> <li>2. A list of the expert's experience work during the year</li> <li>3. An insurance policy against civil liability arising from the practice of the profession in the amount of one million dirhams, provided that it is valid until the end of the registration</li> <li>4. A list that includes the name of the responsible manager or managers in charge of managing the company and all the main employees in charge of experience work (</li> <li>5. A true copy of the manager's passport and residence, if any.</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. Renewal fee for the registration of detection experts and damage assessment companies 3500 dirhams annually</li> <li>2. Late renewal fine fee The fine is 500 dirhams for each month and a maximum of 5,000 dirhams for each year and any part of the month is considered a full month</li> </ol>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Detection and damage assessment experts
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



## Service Name: Renewal of the registration of the Detection and Damage Assessment Experts Branch in the Register

Service Description	A process in which the register of the branch of the company that detects and estimates the damages caused in the subject of insurance is renewed
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone application</li> <li>2. Payment of service fees</li> <li>3. Ensure that the company's profile data is updated and completed in the electronic services</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1. A copy of the trade license</li> <li>2. A copy of the branch manager's passport</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. The fee for renewing the registration of the branch of the Detection and Damage Assessment Experts Company is AED 1000 annually</li> <li>2. Fine fee for late renewal of the branch fine is AED 500 for each month and a maximum of AED 5,000 for each year, and any part of the month is considered a full month</li> </ol>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Detection and Damage Assessment Experts - Companies
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



<b>Service Name: Renewal of the registration of detection and damage assessment experts in the register (individuals)</b>	
Service Description	A process in which the record of the individual who detects and assesses damages caused in the subject of insurance is renewed
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone application</li> <li>2. Payment of service fees</li> <li>3. Ensure that the company's profile data is updated and completed in the electronic services</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the trade license, registration certificate and commercial registration</li> <li>2. A list of the expert's experience work during the year</li> <li>3. An insurance policy against civil liability arising from the practice of the profession in the amount of one million dirhams, provided that it is valid until the end of the registration</li> <li>4. A true copy of the individual's passport and residence, if any"</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. Fee for renewing the registration of detection and damage assessment experts individuals 3500 dirhams annually</li> <li>2. Fine fee for late renewal of an individual fine of 500 dirhams for each month and a maximum of 5,000 dirhams for each year, and any part of the month is considered a full month.</li> </ol>





Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Detection and damage assessment experts
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



<b>Service Name: Notation of Amendment of Data in the Register of Detection and Damage Assessment Experts (Company)</b>	
Service Description	The company shall notify the bank of any change or amendment to the registration application data or the documents attached thereto, whether in addition, deletion or amendment, within a period not exceeding 15 days from the date of the change.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>In case of staff change : Interview key employees</p> <p>Pay fees through e-services or via smartphone app</p> <p>The change is approved in the electronic system or the customer prints the certificate with the change if necessary</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<p>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice</p> <p>2. Change of address of the new lease contract</p> <p>3. In the change of capital, an annex to the memorandum of association to increase the capital</p> <p>4. In the change of partners of the memorandum of association, a certificate of good conduct for the new partners, a copy of the ID, the family book for all partners, a declaration of non-bankruptcy, a one-month announcement</p> <p>5. In changing the name of the company, the annex to amend the memorandum of association, a one-month announcement, approval of the certificate if necessary, delivery of the certificate</p> <p>6. In changing the general manager and key staff, providing all certificates and experiences as mentioned in the law</p>
Service Fees	<p>"1. A notation fee to amend data in the register of experts to detect and estimate damages 1000 dirhams upon extraction</p> <p>2. Late Marking Fine Fee The fine is AED 100 for each month and a maximum of AED 1,000 for each year, and any part of the month is considered a full month.</p>



Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day <ul style="list-style-type: none"><li>- In case of changing key employees 7 working days</li><li>- In case of change of address 7 working days</li><li>- In case of changing the name of the company 37 working days</li></ul>
Target Audience	Detection and Damage Assessment Experts (Companies)
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



<b>Service Name: Notation of the amendment of data in the register of detection and damage assessment experts (individuals)</b>	
Service Description	The individual shall notify the bank of any change or amendment that occurs to the data of the registration application or the documents attached thereto, whether in addition, cancellation or amendment, within a period not exceeding 15 days from the date of the change.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>In case of staff change : Interview key employees</p> <p>Pay fees through e-services or via smartphone app</p> <p>The change is approved in the electronic system or the customer prints the certificate with the change if necessary</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice</li> <li>2. Change of address of the new lease contract</li> <li>3. In the change of capital, an annex to the memorandum of association to increase the capital</li> <li>4. In the change of partners of the memorandum of association, a certificate of good conduct for the new partners, a copy of the ID, the family book for all partners, a declaration of non-bankruptcy, a one-month announcement</li> <li>5. In changing the name of the company, the annex to amend the memorandum of association, a one-month announcement, approval of the certificate if necessary, delivery of the certificate</li> <li>6. In changing the general manager and key staff, providing all certificates and experiences as mentioned in the law</li> </ol>
Service Fees	<p>"1. A notation fee to amend data in the register of experts to detect and estimate damages 1000 dirhams upon extraction</p> <p>2. Late Marking Fine Fee The fine is AED 100 for each month and a maximum of AED 1,000 for each year, and any part of the month is considered a full month.</p>



Service Name: Request for Delisting a Company/Branch Damage Detection and Assessment Experts		
Service Description	Service Provision Time	A process in which the register of the company/branch that detects and assesses damages caused in the subject of insurance is written off
Steps and procedures for implementing the service	Target Audience	- In case of change of address 7 working days - In case of changing the name of the company 37 working days
Service Delivery Channels	Service Delivery Form	Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system
Terms & Conditions of Service	Service Delivery Channels	The application is reviewed and approved as complete Website – Smart App Remove the company from the records and provide them with the decision to delete
Required Documents		• Submit the application electronically or via the smartphone application
Service Fees		A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Provision Time		N/A
Target Audience		The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Service Delivery Form		Detection and Damage Assessment Experts - Company
Service Delivery Channels		Provide the service provision form if available
		Website – Smart App



## Service Name: Request for Deletion of Damage Detection and Assessment Experts (Individuals)

Service Description	A process in which the individual who detects and assesses the damages caused in the subject of insurance is written off
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Detection and Damage Assessment Experts - Individuals
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Actuarial Registration in the Register

Service Description	The process of registering the legal company (actuarial company) who estimate the value of insurance contracts, documents and accounts related to them
Steps and procedures for implementing the service	<p>1 Submit the application electronically / smartly on the electronic/smart system, by username and password - in case the new user creates his own username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>Interview key staff</p> <p>The application is reviewed and approved as complete</p> <p>Payment of fees</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<p>1. The legal person shall take one of the following forms:</p> <p>A company incorporated within the UAE in accordance with the provisions of the Commercial Companies Law and whose primary purpose is to practice the profession of actuary.</p> <p>A branch of a company established in a financial free zone in the UAE or a branch of a foreign company, provided that it is licensed to practice the profession of actuarial in the free zone or home country, that it is subject to a similar regulatory authority and that the period of practicing actuarial business is not less than two years.</p> <p>2. A certified copy of the company's memorandum and articles of association</p> <p>3. A legal person not registered in the State shall submit a certificate certified by the actuarial legal person license issued by the Financial Free Zone in the State or by the competent authority in the home country, as the case may be.</p> <p>4. A copy of the family book, passport or personal identity of each of the partners in the company</p> <p>5. Undertaking to abide by the laws, regulations, instructions and decisions issued by the Central Bank.</p>



	<p>6. The documents stipulated in paragraphs (b), (d), (e), (f) and (i) of item (1) of Resolution No. 9 of 2017 shall be available to any person working in the company and carrying out actuarial support work.</p> <p>7. Internal risk management system for the quality of reports, internal audit system, and a system through which reports are not issued until after the peer review is completed</p> <p>8. Submit an undertaking to fulfill all the license conditions required on the application within the period determined by the bank, otherwise the approval will be considered null and void, and not to start practicing the activity before the bank verifies that all conditions are met and the approval is issued.</p> <p>9. The amount of money paid to the company shall not be less than the amount of (10,000) one hundred thousand dirhams for the company established within the country and for the company established in a free financial area in the country or the foreign company equivalent to (250,000) two hundred and fifty thousand dirhams.</p> <p>10. Provide proof of the fulfillment of the conditions stipulated in Article 3 of Regulation No. 9 of 2017 for all actuarial actuaries or a pledge to ensure that all conditions are met before granting the license.</p> <p>11. He should not have been sentenced to bankruptcy and has not been rehabilitated.</p> <p>12. To submit a professional liability insurance policy issued by an insurance company licensed and registered with the Authority, in accordance with the conditions stipulated in Resolution No. 9 of 2017</p> <p>13. Any other documents or data required by the Central Bank.</p>
Service Fees	Registration fee of AED 7,000 once upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 20 working days from the date of submission of the completed application
Target Audience	Insurance Actuaries - Companies
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App





### Service Name: Actuarial entry in the register (individual)

Service Description	The process of registering a person ( actuary) who estimates the value of insurance contracts, documents and accounts related to them
Steps and procedures for implementing the service	<p>1 Submit the application electronically / smartly on the electronic/smart system, by username and password - in case the new user creates his own username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>Interview key staff</p> <p>The application is reviewed and approved as complete</p> <p>Payment of fees</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<p>"To license and register an actuary, it is required to have obtained the degree of Fellowship or its equivalent by passing the tests required to pass to obtain this degree from the institutes or bodies specialized in actuarial sciences that are accredited by the Authority in accordance with the provisions of Article (12) of this system, or the degree of Associateship Fellow or its equivalent by passing the tests required to pass to obtain this degree from the institutes or bodies specialized in actuarial sciences that are approved by the Authority in accordance with the provisions of Article (12) of this system and to have practical experience of not less than two years under the supervision of an actuary holding the degree of fellow or associate fellow.</p> <p>29. He must be at least 25 years old</p> <p>30. An official certificate proving that the license applicant has not previously been sentenced to a penalty for a crime involving moral turpitude or dishonesty, with the license applicant acknowledging that he has not previously been declared bankrupt or bankrupt and has been rehabilitated.</p> <p>31. Acknowledging the absence of disciplinary measures taken against him by the actuarial association to which he belongs and by the regulatory authorities in whose markets he worked.</p>



	<p>32. Provide proof of continuity of actuarial membership in the actuarial to which he belongs</p> <p>33. A certified copy of academic certificates and practical experience.</p> <p>34. For independent individuals, a professional liability insurance policy is provided under the following conditions:</p> <p>35. a. The document must be issued by a licensed company and registered with the Central Bank, provided that its conditions are subject to the approval of the Authority.</p> <p>36. b. To be issued in the name of the actuary.</p> <p>37. d. It must be valid for the duration of the license and renewable by agreement of the two parties (the company and the actuary), and in the event that it is not renewed with the same company, the actuary must submit an insurance policy issued by another company that meets the same conditions required to be met, seven working days before the expiry of the current policy.</p> <p>38. c. It should include the legal and insurance conditions related to the guarantee of professional liability arising from the actuary arising from the exercise of his professional activity and irrevocable during the policy period.</p> <p>39. e. The insurance amount in the policy shall not be less than (1,000,000) UAE Dirhams (one million United Arab Emirates Dirhams) provided that the deductible amount shall not exceed (30,000) UAE Dirhams (thirty thousand UAE Dirhams).</p> <p>40. f. No amendment or change may be made to the terms of the policy without the written consent of the Bank.</p> <p>41. A pledge to abide by the law, regulations, regulations, regulations and decisions issued by the Central Bank</p>
Service Fees	Registration fee of AED 7,000 once upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 20 working days from the date of submission of the completed application
Target Audience	Insurance Actuary - Individuals
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



### Service Name: Register an actuarial company branch in the register

Service Description	The process of registering a legal branch (actuarial company) that estimates the value of insurance contracts, documents and related accounts
Steps and procedures for implementing the service	<p>1 Submit the application electronically / smartly on the electronic/smart system, by username and password - in case the new user creates his own username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>Interview key staff</p> <p>The application is reviewed and approved as complete</p> <p>Payment of fees</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<p>"1. One full year has passed from obtaining the license for its head office, and in the event that any penalties or administrative violations are imposed on it during the year preceding the submission of the application, the decision of the Board of Directors No. (12-2016) regarding the expiry of the effect of disciplinary sanctions shall be taken into account.</p> <p>2. The conditions stipulated in Article 3 of Resolution No. 9 of 2017 shall be met in every person who performs actuarial work in the company.</p> <p>3. Approval of the competent authority in the relevant emirate to open the branch.</p>
Service Fees	No
Service Provision Time	The estimated time from submitting the application until the completion of the service is 20 working days from the date of submission of the completed application
Target Audience	Insurance Actuaries - Companies
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



## Service Name: Renewal of Actuarial Entry in the Register (Company)

Service Description	The process of renewing the registration of (actuarial company) that estimates the value of insurance contracts, documents and accounts related to them
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone application</li> <li>2. Payment of service fees</li> <li>3. Ensure that the company's profile data is updated and completed in the electronic services</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1- A copy of the Emirates ID of each employee and actuary residing in the UAE and copies of passports for employees and actuaries who are not residents of the UAE.</li> <li>2. Submit a professional liability insurance policy according to the following conditions:</li> <li>3. a. The document must be issued by a licensed company and registered with the bank, provided that its conditions are subject to the bank's approval.</li> <li>4. b. To be issued in the name of the actuary.</li> <li>5. c. It should include the legal and insurance conditions related to the guarantee of professional liability arising from the actuary arising from the exercise of his professional activity and irrevocable during the policy period.</li> <li>6. d. It must be valid for the duration of the license and renewable by agreement of the two parties (the company and the actuary), and in the event that it is not renewed with the same company, the actuary must submit an insurance policy issued by another company that meets the same conditions required to be met, seven working days before the expiry of the current policy.</li> </ol>



	<p>7. The insurance amount in the policy shall not be less than (1,000,000) UAE Dirhams (one million AED) provided that the deductible amount shall not exceed (30,000) AED (thirty thousand AED).</p> <p>8. f. No amendment or change may be made to the terms of the policy without the written consent of the Bank.</p> <p>9. A list of actuarial work carried out in the State during the past year.</p> <p>10. Proof of continued membership in any of the specialized bodies in actuarial sciences accredited by the Bank.</p> <p>11. A true copy of the trade license, registration certificate and commercial registration</p> <p>12. Any other documents or data requested by the Central Bank</p>
Service Fees	<p>1. The company's actuarial renewal fee is AED 3500 annually</p> <p>2. Late renewal fine fee The fine is 500 dirhams for each month and a maximum of 5000 dirhams for each year, and any part of the month is considered a full month</p>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Actuary – Company
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



Service Name: Renewal of Actuarial Registration in the Register (Individuals)	
Service Description	The process of renewing the registration of the person who estimates the value of insurance contracts, documents and accounts related to them
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone app</li> <li>2. Payment of service fees</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1. A copy of the Emirates ID of each employee and actuary residing in the UAE and copies of passports for employees and actuaries who are not residents of the UAE.</li> <li>2. Submit a professional liability insurance policy according to the following conditions: <ol style="list-style-type: none"> <li>3.a. The document must be issued by a licensed company registered with the Authority, the terms of which are subject to the approval of the Authority.</li> <li>4.b. be issued in the name of the actuary.</li> <li>5.c. Include the legal and insurance conditions related to the guarantee of professional liability incurred by the actuary arising from the exercise of his professional activity and irrevocable during the term of the policy.</li> <li>6.d. To be valid for the duration of the license and renewable by agreement of the parties (the company and the actuary) and in the event of a tendency not to renew it with the same company, the actuary must submit an insurance policy issued by another company that meets the same conditions required to be met, seven working days before the expiry of the current policy.</li> <li>7.e. The insurance amount in the policy shall not be less than (1,000,000) UAE Dirhams (one million AED)</li> </ol> </li> </ol>



	<p>provided that the deductible amount shall not exceed (30,000) UAE Dirhams (thirty thousand AED).</p> <p>8.f. No amendment or change to the terms of the Policy may be made without the written consent of the Authority.</p> <p>9. A list of actuarial work carried out in the State during the past year.</p> <p>10. Proof of continued membership in any of the specialized bodies in actuarial sciences accredited by the Authority.</p> <p>11. A true copy of the trade license, registration certificate and commercial registration</p> <p>12. Any other documents or data requested by the Central Bank</p>
Service Fees	<p>1. Actuarial renewal fee per person AED 3500 per year</p> <p>2. Late renewal fine fee The fine is 500 dirhams for each month and a maximum of 5000 dirhams for each year, and any part of the month is considered a full month</p>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Actuary - Individual
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



### Service Name: Renewal of Actuarial Branch Registration in the Register

Service Description	The process of renewing the registration of a legal branch (actuarial company) that estimates the value of insurance contracts, documents and accounts related to them
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone application</li> <li>2. Payment of service fees</li> <li>3. Ensure that the company's profile data is updated and completed in the electronic services</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1. A copy of the Emirates ID of each employee and actuary residing in the UAE and copies of passports for employees and actuaries who are not residents of the UAE.</li> <li>2. A true copy of the trade license, registration certificate and commercial registration</li> </ol>
Service Fees	N/A
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Actuaries - Companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App





### Service Name: Notation of amendment of data in the insurance actuarial register (company/branch)

Service Description	The company shall notify the Central Bank of any change or amendment to the registration application data or the documents attached thereto, whether in addition, deletion or amendment, within a period not exceeding 10 days from the date of the change.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>In case of staff change: Interview key employees</p> <p>Pay fees through e-services or via smartphone app</p> <p>The change is approved in the electronic system, or the customer prints the certificate with the change if necessary</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice</li> <li>2. Change of address of the new lease contract</li> <li>3. Change of General Manager: in accordance with the conditions mentioned in the law</li> <li>4. In the change of capital, the annex of the memorandum of association to the capital increase</li> <li>5. In the change of partners of the memorandum of association, a certificate of good conduct for the new partners, a copy of the passport and identity, the family book for all partners, an acknowledgment of non-bankruptcy, a 30-year announcement</li> <li>6. In the change of the name of the company Supplement to amend the Memorandum of Association, 30 term announcement</li> </ol>
Service Fees	N/A
Service Provision Time	For the estimated time from the submission of the application until the completion of the service is a working day



	<ul style="list-style-type: none"><li>- In case of changing key employees 7 working days</li><li>- In case of change of address 7 working days</li><li>- In case of changing the name of the company 37 working days</li></ul>
Target Audience	Insurance Actuaries - Companies
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



Service Name: Notation of amending data in the insurance actuarial register (individuals)	
Service Description	The company shall notify the Central Bank of any change or amendment to the registration application data or the documents attached thereto, whether in addition, deletion or amendment, within a period not exceeding 10 days from the date of the change.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>In case of staff change : Interview key employees</p> <p>Pay fees through e-services or via smartphone app</p> <p>The change is approved in the electronic system or the customer prints the certificate with the change if necessary</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice</li> <li>2. Change of address of the new lease contract</li> <li>3. Change of General Manager: in accordance with the conditions mentioned in the law</li> <li>4. In the change of capital, the annex of the memorandum of association to the capital increase</li> <li>5. In the change of partners of the memorandum of association, a certificate of good conduct for the new partners, a copy of the passport and identity, the family book for all partners, an acknowledgment of non-bankruptcy, a 30-year announcement</li> <li>6. In the change of the name of the company Supplement to amend the Memorandum of Association, 30 term announcement</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. A notation fee for amending data in an individual actuarial register of AED 1000 at the time of extraction</li> </ol>



	2. Late Marking Fine Fee The fine is AED 200 for each month and a maximum of AED 2,000 for each year, and any part of the month is considered a full month
Service Provision Time	<p>The estimated time from the submission of the application to the completion of the service is one working day</p> <ul style="list-style-type: none"> <li>- In case of changing key employees 7 working days</li> <li>- In case of change of address 7 working days</li> <li>- In case of changing the name of the company 37 working days</li> </ul>
Target Audience	Insurance Actuary - Individual
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



## Service Name : Request for Delisting of Insurance Actuaries

Service Description	A process in which the company/branch register is written off (actuarial company) that estimates the value of insurance contracts, documents and accounts related to them
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Insurance Actuaries - Company
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Insurance Actuarial Write-off Request (Individual)

Service Description	A process in which the record of the individual who estimates the value of insurance contracts, policies and accounts related to them is written off
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Insurance Actuary - Individual
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



### Service Name: Registration of Insurance Consultant Company in the Register

Service Description	A process in which the company that studies the insurance requirements of its customers, advises on appropriate insurance coverage, assists in the preparation of insurance requirements, and charges for its fees from its clients
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the user is new, he creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved as complete</li> <li>4. The technical staff (main staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<p>"</p> <ol style="list-style-type: none"> <li>1. A true copy of the company's contract or articles of association, duly certified in the case of companies</li> <li>2. Request for registration from one of the partners in the company or one of its employees in charge in the insurance consultant register, as the case may be</li> <li>3. A certificate from the competent authorities that each of the general partners, members of the board of directors, owner of the establishment or managers, as the case may be, has not been convicted of a penalty involving moral turpitude or dishonesty, with an acknowledgment that they have not previously been declared bankrupt.</li> <li>4. A true copy of the ID, family book or passport of each partner</li> <li>5. A true copy of the family book and the passport of the owner of the establishment</li> <li>6. A true copy of the authorization of the responsible manager</li> <li>7. Submit a professional liability insurance policy in his name with an insurance amount of three million dirhams, provided that the</li> </ol>



	<p>deductible amount in the policy does not exceed thirty thousand dirhams</p> <p>8. Names, nationalities, qualifications and experience of the members of the Board of Directors or the Board of Directors</p> <p>9. Its capital must be owned by 51% of citizens</p> <p>10. Partners and managers must meet the conditions mentioned in items (1), (2) and (3) of Article (5) of Resolution No. 12 of 2018</p> <p>11. The individual consultant who works for the legal consultant must meet all the conditions mentioned in Article (5) of Resolution No. 12 of 2018</p> <p>12.*For the insurance consultant (legal person) "Company" foreigner, he must submit a certified certificate of his license issued by the competent official authority in the country of registration and any other data and documents required by the Authority.</p> <p>13. In the event that the applicant for licensing and registration is a foreign legal person established in the State, the following conditions shall be met:</p> <p>14. a- To be registered in his country of origin and licensed as a legal insurance consultant</p> <p>15. B- Establish a branch within the country</p> <p>16. C- The branch must have a sponsor who is a UAE national</p> <p>17. D- To work for him as an insurance consultant for at least one individual who meets all the conditions mentioned in Article (5) of Resolution No. 12 of 2018.</p>
Service Fees	Insurance consultant registration fee AED 7000 once upon extraction
Service Provision Time	The estimated time from the submission of the application until the completion of the service30 days from the date of submission of the completed application
Target Audience	Insurance Consultants (Company)
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App





<b>Service Name: Insurance Consultant Registration in the Register (Individuals)</b>	
Service Description	A process in which a person who studies the insurance requirements of his clients, advises on appropriate insurance coverage, assists in the preparation of insurance requirements, and receives fees from his clients
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the user is new, he creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved as complete</li> <li>4. The technical staff (main staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. To be fully qualified</li> <li>2. A certificate from the competent authorities showing that the applicant has not previously been sentenced to a penalty involving moral turpitude or dishonesty, while acknowledging that he has not previously been declared bankrupt.</li> <li>3. To be of good conduct and behavior</li> <li>4. He should not have previously canceled or suspended his license to practice the profession of insurance consultant or any of the professions related to insurance as a disciplinary penalty until after the expiry of the effect of the penalty</li> <li>5. To meet any of the requirements of academic qualifications and practical experience in the insurance or reinsurance business or any of the insurance-related professions mentioned in paragraph (a) or paragraph (b): <ol style="list-style-type: none"> <li>6.a- A doctorate degree in insurance, law, finance or insurance-related sciences, or a fellow's degree from the Chartered Insurance Institute in London or any degree or equivalent certificate from similar institutes accredited by the Authority, and practical experience of not less than (5) years for a citizen, and not less than (10) years for a non-citizen.</li> </ol> </li> </ol>



	<p>7. Bachelor's or Master's degree in Insurance, Law, Finance or Insurance-related Sciences, or the degree of Associate Fellow from the Chartered Insurance Institute in London or any degree or equivalent certificate from similar institutes accredited by the Authority, and practical experience of not less than (7) years for a citizen and not less than (15) years for a non-citizen</p> <p>8. A copy of the Emirates ID or passport and Iqama, if any</p> <p>9. A copy of the equivalency of academic qualifications issued by the competent authorities in the country</p> <p>10. A certified copy of experience certificates and a copy of training courses</p> <p>11. Submit a professional liability insurance policy in his name with an insurance amount of one and a half million dirhams, provided that the amount of deductible in the policy does not exceed thirty thousand dirhams</p>
Service Fees	Registration fee for individual insurance consultant AED 7000 once upon extraction
Service Provision Time	The estimated time from the submission of the application until the completion of the service 30 days from the date of submission of the completed application
Target Audience	Insurance Consultants (Individuals)
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



### Service Name: Registration of Insurance Consultant Branch in the Register

Service Description	A process in which the branch of the company that studies the insurance requirements of its customers, advises on appropriate insurance coverage, assists in the preparation of insurance requirements, and charges for its fees from its clients
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the user is new, he creates his username by submitting the application</li> <li>2. The customer uploads the documents in the electronic/smart system</li> <li>3. The application is reviewed and approved as complete</li> <li>4. The technical staff (main staff) is interviewed</li> <li>5. Pay the fees through e-services or through the smartphone application</li> <li>6. The customer prints the registration certificate</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. Issuance of a resolution by the Board of Directors or the Board of Directors of the Insurance Consultant to open a branch or branches within the State.</li> <li>2. Appointing an official for the branch that meets the conditions and controls specified under Resolution No. 12 of 2018</li> <li>3. The new branch shall operate under the direct supervision of the General Manager, Chief Executive Officer or the like in the head office of the insurance consultant.</li> <li>4. Submit the title deed of the branch headquarters or its lease contract approved by the concerned authorities</li> <li>5. Provide a statement showing the technical equipment in the branch, as well as a statement of the names of its employees and their job titles</li> </ol>
Service Fees	Insurance Consultant Branch Registration Fee AED 3000 times upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 20 working days from the date of submission of the completed application
Target Audience	Insurance Consultant - Companies

Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



<b>Service Name: Renewal of Insurance Consultant Registration in the Register (Company)</b>	
Service Description	A process in which the company that studies the insurance requirements of its clients, advises on appropriate insurance coverage, assists in the preparation of insurance requirements, and charges for its fees from its clients
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone application</li> <li>2. Payment of service fees</li> <li>3. Ensure that the company's profile data is updated and completed in the electronic services</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1. A copy of the trade license</li> <li>2. A statement that includes the insurance consultancy work submitted by him during the year, signed by the authorized signatory in the company and stamped</li> <li>3. A civil liability insurance policy arising from the practice of the profession in the amount of three million, provided that it is valid until the end of the registration</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. Renewal fee for the registration of a corporate insurance consultant of 3500 dirhams annually</li> <li>2. Late renewal fine fee The fine is 500 dirhams for each month and a maximum of 5000 dirhams for each year, and any part of the month is considered a full month</li> </ol>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Consultant - Company
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



## Service Name: Renewal of Insurance Consultant Registration in the Register (Individuals)

Service Description	A process in which the registration of a person who studies the insurance requirements of his clients, advises on appropriate insurance coverage, assists in the preparation of insurance requirements and receives fees from his clients
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone application</li> <li>2. Payment of service fees</li> <li>3. Ensure that the company's profile data is updated and completed in the electronic services</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1. A copy of the trade license</li> <li>2. A statement that includes the insurance consultancy work submitted by him during the year, signed by the authorized signatory in the company and stamped</li> <li>3. An insurance policy against civil liability arising from the practice of the profession in the amount of three million, provided that it is valid until the end of the registration</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. Insurance consultant registration renewal fee of AED 3500 annually</li> <li>2. Late renewal fine fee The fine is 500 dirhams for each month and a maximum of 5000 dirhams for each year, and any part of the month is considered a full month</li> </ol>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Consultant - Individuals
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



## Service Name: Renewal of registration of insurance consultant branch in the register

Service Description	A process in which a branch of a company that studies the insurance requirements of its customers, advises on appropriate insurance coverage, assists in the preparation of insurance requirements, and charges for its fees from its customers
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<ol style="list-style-type: none"> <li>1. Submit the application online or via the smartphone application</li> <li>2. Payment of service fees</li> <li>3. Ensure that the company's profile data is updated and completed in the electronic services</li> </ol>
Required Documents	<ol style="list-style-type: none"> <li>1. A copy of the trade license</li> <li>2. A copy of the branch manager's passport"</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. Renewal of registration of insurance consultant branch AED 1500 annually</li> <li>2. The fine fee for delaying the renewal of the branch of the fine is 300 dirhams for each month and a maximum of 3000 dirhams for each year, and any part of the month is considered a full month.</li> </ol>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Insurance Consultant - Company
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



## Service Name: Notation of amending the data in the register of insurance consultant (company)

Service Description	The company shall notify the Central Bank of any change or amendment to the registration application data or the documents attached thereto, whether in addition, deletion or amendment, within a period not exceeding 30 days from the date of the change.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>In case of staff change: Interview key employees</p> <p>Pay fees through e-services or via smartphone app</p> <p>The change is approved in the electronic system, or the customer prints the certificate with the change if necessary</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice</li> <li>2. Change of address of the new lease contract</li> <li>3. Change of General Manager: in accordance with the conditions mentioned in the law</li> <li>4. In the change of capital, the annex of the memorandum of association to the capital increase</li> <li>5. In the change of partners of the memorandum of association, a certificate of good conduct for the new partners, a copy of the passport and identity, the family book for all partners, an acknowledgment of non-bankruptcy, a 30-year announcement</li> <li>6. In the change of the name of the company Supplement to amend the Memorandum of Association, 30 term announcement</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. A notation fee to amend data in the insurance consultant register of AED 1000 upon extraction</li> <li>2. Fine fee for late marking of the fine 200 dirhams for each month and a maximum of 2000 dirhams for each year and any part of the month is considered a full month</li> </ol>





Service Provision Time	For the estimated time from the submission of the application to the completion of the service  - In case of changing key employees 7 working days  - In case of change of address 7 working days  - In case of changing the name of the company 37 working days
Target Audience	Insurance Consultant - Company
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



## Service Name: Notation of amendment of data in the register of insurance consultant (individuals)

Service Description	The individual shall notify the Central Bank of any change or amendment to the registration application data or the documents attached thereto, whether in addition, deletion or amendment, within a period not exceeding 30 days from the date of the change.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>In case of staff change: Interview key employees</p> <p>Pay fees through e-services or via smartphone app</p> <p>The change is approved in the electronic system, or the customer prints the certificate with the change if necessary</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice</li> <li>2. Change of address of the new lease contract</li> <li>3. Change of General Manager: in accordance with the conditions mentioned in the law</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. A notation fee to amend data in the insurance consultant register of AED 1000 upon extraction</li> <li>2. Fine fee for late marking of the fine 200 dirhams for each month and a maximum of 2000 dirhams for each year and any part of the month is considered a full month</li> </ol>
Service Provision Time	<p>For the estimated time from the submission of the application to the completion of the service</p> <ul style="list-style-type: none"> <li>- In case of changing key employees 7 working days</li> <li>- In case of change of address 7 working days</li> </ul>
Target Audience	Insurance Consultant - Individuals
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



## Service Name: Request to Cancel the Registration of Insurance Consulting Company / Branch

Service Description	A process in which the company/branch that studies the insurance requirements of its customers, advises on appropriate insurance coverage, assists in the preparation of insurance requirements, and charges for its clients
Steps and procedures for implementing the service	Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system The application is reviewed and approved as complete Remove the company from the records and provide them with the decision to delete
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Insurance Consultant - Company
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Request to Write off Insurance Consultant Registration (Individual)

Service Description	A process in which an individual who studies the insurance requirements of his clients, advises on appropriate insurance coverage, assists in the preparation of insurance requirements, and receives fees from his clients is written off.
Steps and procedures for implementing the service	Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system The application is reviewed and approved as complete Remove the company from the records and provide them with the decision to delete
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Insurance Consultant - Individual
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



<b>Service Name: Request to Study the License of a Health Insurance Claims Management Company</b>	
Service Description	A process in which an application is applied to study the license of a health insurance claims management company
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically / smartly on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</li> <li>2. Pay the fees through electronic services or through the smartphone application</li> <li>3. The customer uploads the documents in the electronic/smart system</li> <li>4. The application is reviewed and approved as complete</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Pay the fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. Submit a true copy of the company's Memorandum of Association and Articles of Association duly ratified</li> <li>2. The company's capital shall not be less than five million dirhams</li> <li>3. The company shall practice business for a period of not less than two years if it is a branch of a foreign company</li> <li>4. Names of the founders or partners, their chosen addresses for notification, the positions they occupy, and their scientific and practical qualifications</li> <li>5. A work program for the first three fiscal years, including a description of the services and facilities it will provide and future plans for the development of work</li> <li>6. Provide copies of the sample agreements that The health insurance claims management company will enter into it with the insurance company and medical providers</li> <li>7. I declare that the company's aims and objectives are limited to the work of managing health insurance claims, not selling or marketing health insurance policies, and not dealing or concluding agreements with an insurance company that is not licensed to operate within the country</li> <li>8. Providing an insurance policy that covers the risks of professional liability in the amount of three million dirhams, provided that the amount of the deductible does not exceed one hundred thousand dirhams</li> <li>9. The company must have a competent key employee with practical experience in health insurance for a period of not less than three years</li> <li>10. The company must have a contract with at least one doctor to verify treatment cases licensed by the competent authorities</li> <li>11. Provide the bank with the evidence of separation of its accounts from the account of the funds obtained from its activity in health insurance claims</li> </ol>
Service Fees	The fee for studying the application for a license to manage health insurance claims is AED 1000 once upon extraction
Service Provision Time	The estimated time from application to service completion is 30 days
Target Audience	Health Insurance Claims Companies
Service Delivery Form	Provide the service provision form if available

Service Delivery Channels	Website – Smart App
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Service Name: Health Insurance Claims Management Company Registration	
Service Description	A process in which a health insurance claims management company is entered in the records of the Central Bank
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - In the event that the new user creates his username by submitting the application, the</p> <p>customer uploads the documents in the electronic/smart system, the application is reviewed and approved Completed Technical staff (key staff) are interviewed Pay the fees through e-services or through the smartphone application</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online application</li> <li>• Payment of fees</li> </ul>
Required Documents	<p>Submit a true copy of the company's Memorandum of Association and Articles of Association certified by 2. The company's capital shall not be less than five million dirhams3. The company shall operate for a period of not less than two years if it is a branch of a foreign company4. 5. Names of the founders or partners, their addresses chosen for notification, the positions they occupy, and their scientific and practical qualifications.5. A work program for the first three fiscal years, including a description of the services and facilities it will provide and future plans for business development6. Provide copies of the sample agreements that the health insurance claims management company will enter into with the insurance company and medical service providers</p> <p>7- . I acknowledge that the company's objectives and objectives are limited to the work of managing health insurance claims, not selling or marketing health insurance policies, and not dealing or concluding agreements with an insurance company that is not licensed to operate within the country.8- Provide an insurance policy that covers the risks of professional liability in the amount of three million dirhams, provided that the amount of the deductible does not exceed one hundred thousand dirhams9. The company must have a competent key employee with practical experience in health insurance for a period of not less than three years10. The company must have a contract with at least one doctor to verify treatment cases licensed by the competent authorities11. Provide the bank with the evidence of separation of its accounts from the account of the funds obtained from its activity in health insurance claim</p>
Service Fees	The fee for studying the application for the registration of the health insurance claims management company is AED 7000 once upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 20 days from the date of submission of the completed application
Target Audience	Health Insurance Claims Management Companies
Service Delivery Form	Provide the service provision form if available



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Service Delivery Channels	Website – Smart App
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<b>Service Name: Health Insurance Claims Management Company Branch Registration</b>	
Service Description	A process in which a branch of a health insurance claims management company is entered in the records of the Central Bank
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - In the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic/smart system, the application is reviewed and approved Completed Technical staff (key staff) are interviewed Pay the fees through e-services or through the smartphone application</p> <p>The customer prints the registration certificate</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Online application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. Issuance of a resolution by the Board of Directors or the Board of Directors of the Health Insurance Claims Management Company to open a branch thereof</li> <li>2. Appointing an official and competent person for the branch who meet the conditions mentioned in paragraphs (1), (2) and (3) of Article (7) of Resolution No. 7 of 2015, and the branch official shall be fully responsible for the actual management of the branch</li> <li>3. The health insurance claims management company must have been licensed for a period of not less than one year, during which it has actually practiced the activity within the country and no penalties or serious administrative violations have been imposed on it.</li> <li>4. Bank guarantee of two hundred and fifty thousand dirhams 250,000</li> <li>5. Any other controls or conditions set by the Bank</li> </ol>
Service Fees	The fees for registering a branch of the health insurance claims management company are AED 2000 times upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 20 days from the date of submission of the completed application
Target Audience	Health Insurance Claims Management Companies
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Health Insurance Claims Management Company Renewal

Service Description	A process in which the registration of a health insurance claims management company is renewed
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<p>1. Submit the application electronically or via the smartphone application</p> <p>2. Pay the service fees</p> <p>3. Ensure that the company's profile data in the e-services is updated and completed</p>
Required Documents	<p>"1. A true copy of the trade license and commercial registration</p> <p>2. Acknowledgment of non-change data</p> <p>3. A list that includes the name of the company's director and those in charge of managing it, the main employees concerned with it and the names of the persons authorized to sign</p> <p>4. A list of the works practiced during the year</p> <p>5. A true copy of the passport of the Director approved by the Authority.</p> <p>6. Renewal of the civil liability insurance policy deposited with the Authority, or submitting a document from another company with the same conditions, and in this case, a request for a notation to amend the data is submitted with the payment of the required fee</p> <p>7. A list of insurance companies and medical treatment service providers contracted with them and the expiry date of each agreement</p> <p>8. The final financial statements for the previous fiscal year certified by one of the auditors registered with the Ministry of Economy.</p>



Service Fees	<p>1. Health Insurance Claims Management Registration Renewal Fee of AED 4,000 per annum</p> <p>2. Late renewal fine fee AED 300 per month and a maximum of AED 3,000 per year and any part of the month is considered a full month"</p>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Health Insurance Claims Management Companies
Service Delivery Form	Provide the service provision form if available None
Service Delivery Channels	Website – Smart App



## Service Name: Health Insurance Claims Management Company Branch Renewal

Service Description	A process in which the registration of a branch of a health insurance claims management company is renewed
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>Pay fees through e-services or via smartphone app</p> <p>The customer prints the renewal certificate</p>
Terms & Conditions of Service	<p>1. Submit the application electronically or via the smartphone application</p> <p>2. Pay the service fees</p> <p>3. Ensure that the company's profile data in the e-services is updated and completed</p>
Required Documents	<p>1. A true copy of the commercial license and commercial register</p> <p>2. A true copy of the passport of the director approved by the Central Bank, his residence, if any, and the identity card</p>
Service Fees	<p>1. Registration renewal fee for a branch of the Health Insurance Claims Management Company AED 2000 per year</p> <p>2. Late registration penalty fee: AED 100 per month and a maximum of AED 1000 per year and any part of the month is considered a full month</p>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one working day
Target Audience	Health Insurance Claims Management Companies
Service Delivery Form	Provide the service provision form if available None
Service Delivery Channels	Website – Smart App



## Service name: Notation of modifying data in the health insurance claims license record

Service Description	The company shall notify the Central Bank of any change or amendment to the data of the registration application, or the documents attached thereto, whether in addition, cancellation or amendment as soon as it occurs.
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in case the new user creates his username by submitting the application</p> <p>The customer uploads the documents in the electronic/smart system</p> <p>The application is reviewed and approved as complete</p> <p>In case of staff change: Interview key employees</p> <p>Pay fees through e-services or via smartphone app</p> <p>The change is approved in the electronic system or the customer prints the certificate with the change if necessary</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> <li>• Payment of fees</li> </ul>
Required Documents	<ol style="list-style-type: none"> <li>1. A true copy of the documents supporting the notation data, provided that they are duly certified and translated into Arabic with the attestation of the translation from the Ministry of Justice</li> <li>2. Change of address of the new lease contract</li> <li>3. Change of General Manager: in accordance with the conditions mentioned in the law</li> <li>4. In the change of capital, the annex of the memorandum of association to the capital increase</li> <li>5. In the change of partners of the memorandum of association, a certificate of good conduct for the new partners, a copy of the passport and identity, the family book for all partners, an acknowledgment of non-bankruptcy, a 30-year announcement</li> <li>6. In the change of the name of the company Supplement to amend the Memorandum of Association, 30 term announcement</li> </ol>
Service Fees	<ol style="list-style-type: none"> <li>1. A notation fee to amend data in the insurance consultant register of AED 1000 upon extraction</li> <li>2. Fine fee for late marking of the fine 200 dirhams for each month and a maximum of 2000 dirhams for each year and any part of the month is considered a full month</li> </ol>
Service Provision Time	For the estimated time from the submission of the application to the completion of the service



	<ul style="list-style-type: none"><li>- In case of changing key employees 7 working days</li><li>- In case of change of address 7 working days</li><li>- In case of changing the name of the company 37 working days</li></ul>
Target Audience	Insurance Consultant - Company
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App



### Service Name: Delisting a Health Insurance Claims Company

Service Description	A process in which a health insurance claims management company is delisted
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Health Insurance Claims Management Company
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App



## Service Name: Cancellation of Health Insurance Claims Company Branch

Service Description	A process in which the registration of a branch of a health insurance claims management company is written off
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>The application is reviewed and approved as complete</p> <p>Remove the company from the records and provide them with the decision to delete</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>Submit the application electronically or via the smartphone application</li> </ul>
Required Documents	A letter from the company explaining the reasons for the cancellation request signed by the authorized signatory
Service Fees	N/A
Service Provision Time	The estimated time from submitting the application until the completion of the service is one month from receiving the completed application
Target Audience	Health Insurance Claims Management Company
Service Delivery Form	Provide the service provision form if available
Service Delivery Channels	Website – Smart App





## Service Name: Request for Grievance against Rejection of the Registration Decision in the Health Insurance Claims Register

Service Description	A process in which an application is filed to appeal against the decision to refuse registration in the register
Steps and procedures for implementing the service	<p>Submit the application electronically / smart on the electronic / smart system, by username and password - in the event that the new user creates his username by submitting the application, the customer uploads the documents in the electronic / smart system</p> <p>Payment of fees</p> <p>Delivery of the grievance result to the customer</p>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically, via the smartphone application or via email</li> </ul>
Required Documents	<ul style="list-style-type: none"> <li>• A letter from the company of its desire to submit a grievance against the rejection of registration to the Board</li> </ul>
Service Fees	AED 2000 times upon extraction
Service Provision Time	The estimated time from submitting the application until the completion of the service is 30 days from the date of submission of the completed application
Target Audience	Health Insurance Claims Management Companies
Service Delivery Form	N/A
Service Delivery Channels	Website - Smart Application - Email



## Service Name: Request for approval to carry out electronic and smart insurance operations

Service Description	A process in which an application for approval is applied for all electronic and smart insurance operations practiced by insurance companies and insurance-related professionals, and the marketing of insurance policies through banks, to the extent consistent with their nature.
Steps and procedures for implementing the service	Fill out the form and provide us with it Provide us with documents Receiving approval
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically, via the smartphone application or via email</li> </ul>
Required Documents	<ul style="list-style-type: none"> <li>• A specific business plan for electronic insurance operations approved by the company's board of directors</li> </ul>
Service Fees	N/A
Service Provision Time	The estimated time from the submission of the application to the completion of the service is one week since the application is completed
Target Audience	Insurance companies and related professions
Service Delivery Form	attachment
Service Delivery Channels	Website - Smart Application - Email



## Service Name: Request for an official extract of the data entered in the register

Service Description	A process in which data entered in the register is obtained
Steps and procedures for implementing the service	<ol style="list-style-type: none"> <li>1. Submit the application electronically on the electronic system, using the username and password - in the event that the new user creates the username by submitting the application</li> <li>2. Pay fees through e-services or via smartphone app</li> <li>3. The customer prints the information"</li> </ol>
Terms & Conditions of Service	<ul style="list-style-type: none"> <li>• Submit the application electronically or via the smartphone application</li> </ul> Payment of fees
Required Documents	<ul style="list-style-type: none"> <li>• A letter from the requesting party explaining the type of data required - optional</li> </ul>
Service Fees	<ol style="list-style-type: none"> <li>1. An official extract application fee for health insurance claims companies of AED 100 times upon extraction</li> <li>2. The fee for requesting an official extract of insurance brokers is AED 200 once upon extraction</li> <li>3. The fee for requesting an official extract of insurance companies is 1500 dirhams once upon extraction</li> <li>4. The fee for requesting an official extract of insurance agents is AED 1000 once upon extraction</li> <li>5. An official extract application fee of experts to detect and estimate damages 200 dirhams once upon extraction</li> <li>6. The fee for requesting an official extract of insurance mathematicians is AED 200 once upon extraction</li> <li>7. The application fee for an official extract, insurance consultant, is AED 200 once upon extraction.</li> </ol>
Service Provision Time	The estimated time from the submission of the application to the completion of the service is a day
Target Audience	"All those wishing to obtain services
Service Delivery Form	N/A
Service Delivery Channels	Website - Smart Application - Email



## Service Name: Maharati

Service Description	Offering a specialized international professional qualification accredited by the Chartered Insurance Institute in the United Kingdom in the field of insurance "Certificate in Insurance and Finance" for employees in the insurance sector in particular and for UAE citizens in general. The certificate includes a set of training programs (30 training hours per program) covering many different topics in the field of insurance.
Steps and procedures for implementing the service	Disseminating the training plan to the sector. Marketing the training plan for the sector and outside the sector. Register those wishing to participate from the sector's employees and the public electronically. Holding training programs according to the set plan. Registration of trainees in the exam of each program attended. Holding exams for programs
Terms & Conditions of Service	To be a UAE national (whether working in the insurance sector or not) To be a worker in the insurance sector working in various departments and institutions of the state in the field of insurance
Required Documents	For Emiratis Emirates ID and family book Certificate of good conduct in English for non-nationals working in the sector  Emirates ID University degree English language IELTS grade 5 Certificate of good conduct
Service Fees	N/A
Service Provision Time	According to the training plan
Target Audience	Insurance Companies Employees - Nationals
Service Delivery Form	N/A
Service Delivery Channels	Website – Smart App