

## Registration & Licensing Guide

*Your guide to obtaining a commercial license in **Dubai Outsource Zone***



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#### 1. Introduction

##### 1.1. Purpose

Dubai Technology and Media Free Zone Authority is issuing this document to provide guidance to prospective investors on how to set up a company in Dubai Outsource Zone (DOZ). Please review this document carefully and do not hesitate to contact DOZ Sales Department, telephone: +971 (0)4 367 6666 for clarification or further information.

##### 1.2. Legal Structure of Business Entity

An Individual or a corporate entity can form the following business entities in DOZ:

- 1. Free Zone Limited Liability Company (FZ-LLC)
- 2. Branch of a Foreign Company, where the applicant is a foreign registered corporate person
- 3. Branch of a UAE Company, where the applicant is a UAE registered corporate person

##### 1.3. Business Segments and Activities Permitted

The business segments and activities for which a commercial license may be issued in DOZ can be viewed at <http://www.doz.ae/join-doz/how-to-join-doz/business-sectors>

##### 1.4. Infrastructure Options

The applicant may occupy DOZ premises or apply to lease or purchase land on which to build its own facility.

The options if you wish to occupy DOZ premises are as follows:

- Commercial Offices
- Business Centre
- Retail

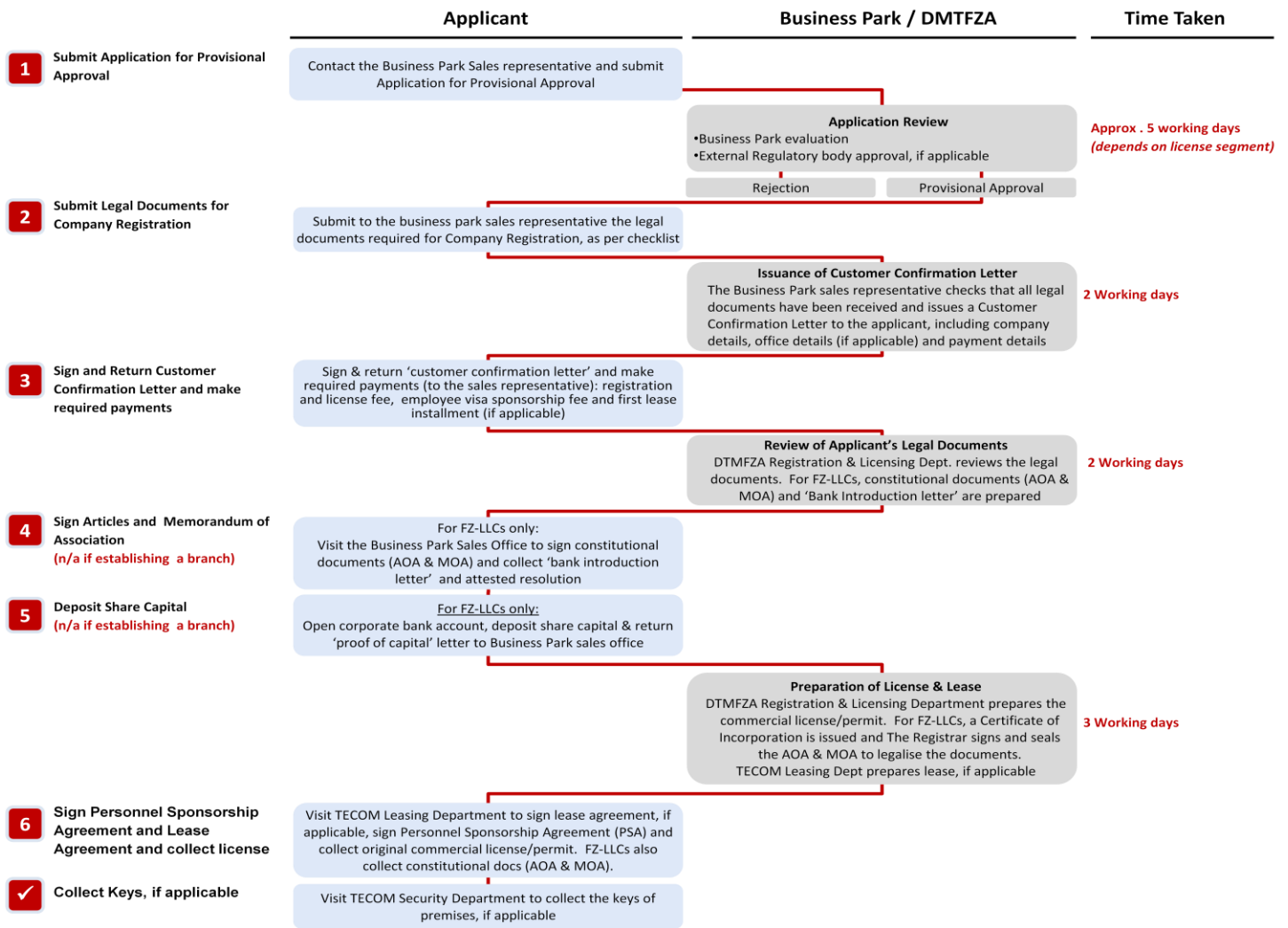
For further information on these premise types, please contact DOZ sales representative.

Alternatively, if you wish to build your own facility, the applicant (or consultant/contractor) must contact Dubai Technology & Media Free Zone Authority (DTMFZA) Zoning Division to apply for a building permit. Zoning regulations span the entire process of site plan through to completing the construction and can be viewed on [DTMFZA website](#). There are fees attached with each step as well as fees for fast-track approval, if the applicant chooses so. For questions related to this process and location of the Zoning Division, call +97143900500.

#### 2. The Process for Obtaining a Commercial License

There are 6 easy steps for setting up a Free Zone Limited Liability Company in Dubai Outsource Zone (DOZ), and only 4 steps if establishing a Branch, as illustrated in Figure 1 below:

**Figure 1: The Process for Obtaining a Commercial License to Operate in DOZ**



If you are having trouble viewing Figure 1 above, please print the page.

A more detailed guide to each of these steps is provided below:

**Step 1: Submit Application for Provisional Approval**

Prospective investors who wish to set up a company in DOZ should contact DOZ sales team on +971 (0)4 367 6666. The DOZ sales representative will be responsible for communicating the process, providing the necessary forms and acting as your primary point of contact to support you through the registration steps.

The first step is to submit an application for provisional approval to DOZ Sales, which includes the following documents:

- A completed Application for Company Registration (required only if establishing a Free Zone Limited Liability Company (FZ-LLC))
- A completed Application for License
- A Business Plan as per the template provided
- A color copy of passport (valid for at least 6 months from the date of submission) for each of the following individuals:
  - Manager of the proposed company
  - Director(s) of the proposed company
  - Shareholder(s) of the proposed company (or duly authorized signatory of each shareholder)
  - The legal representative, if appointed

The forms and templates above can be downloaded from <http://www.doz.ae/join-doz/how-to-join-doz/process-for-setting-up>

### ***Application Review***

**Time Scale: 5 working days**

If the application is rejected, the applicant will be notified with a regret letter by the sales representative.

If the application is provisionally approved, the sales representative will send the applicant a Provisional Approval letter (to be signed by the applicant and returned to the sales representative by fax or email), as well as a request for submission of the legal documents required for company registration.

### **Step 2: Submit Legal Documents for Company Registration**

**Time Scale: dependent on client**

The applicant should forward the required legal documents within 15 working days to ensure speedy registration of the proposed entity. A checklist of legal documents required for each company type can be viewed at <http://www.doz.ae/join-doz/how-to-join-doz/process-for-setting-up>

Certain service providers who wish to set up in DOZ require specific approvals from the concerned ministries and authorities and such approvals need to be submitted with the required legal documents. See appendix 1 for details.

### ***Issuance of Customer Confirmation Letter by DOZ***

**Time Scale: 2 Working Days**

DOZ Sales will check that all required legal documents have been submitted by the applicant. Should the submitted legal documents be incomplete, the application is put on hold, and the applicant is informed accordingly.

Upon approval of the application, DOZ will issue the Customer Confirmation Letter (CCL)' which includes the following:

- Company details: company name, license number, legal framework and business activity
- Office details: Office location, office area (sq ft), annual rent, lease start and end date

- Payment Details: First lease installment (if applicable), service charge, one-off registration fee, annual license fee, personnel sponsorship deposit, fit-out and equipment charges (if applicable)

### **Step 3: Sign and Return Customer Confirmation Letter and Make Required Payments**

**Time Scale: Dependent on client**

If the CCL is accepted, the applicant should sign the same and return this to DOZ. Once the endorsed CCL is received by DOZ, you will need to pay the registration and license fee.

If you intend to occupy DOZ premises, you also need to pay your service charge, first rental installment and submit post-dated cheques for the remaining rental installments (as per the payment terms in your Client Confirmation Letter)

### ***Review of Applicant's Legal Documents***

**Time Scale: 2 Working Days**

Dubai Technology & Media Free Zone Authority (DTMFZA) Registration & Licensing Department reviews the legal documents. For FZ-LLCs, constitutional documents (Articles of Association & Memorandum of Association) and 'Bank Introduction letter' are prepared

### **Step 4: Sign Articles & Memorandum of Association & Collect Bank Introduction letter**

***[This step is applicable only if establishing a FZ-LLC]***

**Time Scale: Dependent on Client**

Each shareholder (or their duly appointed representative) will need to visit DOZ Sales office to sign the original Articles and Memorandum of Association for your new company. DTMFZA Registration & Licensing team will then issue a 'bank introduction letter' to assist the FZ-LLC open a Bank Account in the UAE and a Resolution in order to facilitate the opening of a corporate bank account at your chosen bank in the United Arab Emirates (UAE).

### **Step5: Deposit Share Capital**

***[This step is applicable only if establishing a FZ-LLC]***

**Time Scale: Dependent on client**

The bank introduction letter is valid for 14 days. Within this period, you will need to open a corporate bank account and deposit the share capital, as per the Board resolution.

Once the share capital has been deposited in your corporate bank account, the bank will provide a letter confirming the opening of the account and details of the deposit (the '**Proof of Capital**' Letter). The *original* 'Proof of Capital' Letter needs to be returned to DOZ Sales Team. Please note that until the company registration process is completed, the new bank account will be deemed "under formation" and the deposited funds will not be accessible.

### ***Preparation of License & Lease***

**Time Scale: 3 Working Days**

DTMFZA Registration & Licensing Department prepares the commercial license. For FZ-LLCs, a Certificate of Incorporation is issued and The Registrar signs and seals the Articles of Association and Memorandum of Association to legalise the documents. TECOM Leasing Department prepares the lease, if applicable.

**Step 6: Sign Personnel Sponsorship Agreement (PSA) and Lease Agreement and Collect License**

**Time Scale: Dependent on client**

Either the manager, *or* all Director(s) *or* all shareholder(s) of the proposed company must visit TECOM Leasing Department to:

- Sign the Premises Lease Agreement, if applicable,
- Sign the Personnel Sponsorship Agreement (PSA)
- Collect the original commercial license/permit. FZ-LLCs also collect constitutional documents (Articles of Association, Memorandum of Association and Certificate of Incorporation)

**Collect Keys from TECOM Security Department, if applicable**

## Appendix 1: License Approval Required for Selected Service Providers

Service Type	License Segment or Activity	External Approval Authority
Child-care Nursery		Ministry of Social Affairs
Financial institutions including Banks and Money Exchanges		UAE Central Bank
Food & Beverage	Cafeteria	Dubai Municipality
	Coffee Shop	Dubai Municipality
	Convenient Store	Dubai Municipality
	Ice Cream Shop	Dubai Municipality
	Kiosk	Dubai Municipality
	Restaurant	Dubai Municipality
Health & Beauty	Beauty Salon	Dubai Municipality Dubai Health Authority
	Fitness Center	Dubai Health Authority
	Health Club	Dubai Health Authority
	Spa Club	Dubai Health Authority
	Dental clinic (located outside DHCC)	Dubai Health Authority
	Hospital (located outside DHCC)	Dubai Health Authority
	Medical clinic (located outside DHCC)	Dubai Health Authority
	Medical lab (located outside DHCC)	Dubai Health Authority
	Pharmacy (located outside DHCC)	Dubai Health Authority Ministry of Health
Hotel		Dubai Police Dubai Land Department (for title deed) Dubai Municipality Dubai Dept. of Tourism & Commerce Marketing
Laundry		Dubai Municipality
Legal Consultancy		Dubai Legal Affairs Department, Rulers Court
Property Management Service		Dubai Electricity & Water Authority (DEWA) Real Estate Regulatory Authority (RERA) Dubai Civil Defense Dubai Land Department (for title deed)
Transportation		Roads & Transport Authority (RTA)