

# Client Procedure (CP) for Transfer of Sponsorship

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## 1. Purpose

The purpose of this procedure is to facilitate information to Trakhees clients regarding the procedural requirements sponsorship transfer for Trakhees clients.

## 2. Scope

This procedure will apply to all free zone licenses clients with visas under Trakhees sponsorship or companies within Trakhees jurisdiction need to transfer their visa to other government sector. Or for clients who have visa under government sector and need to transfer the sponsor under companies within Trakhees jurisdiction.

## 3. Definitions

- 3.1 NOC - No Objection Letter
- 3.2 LD - Trakhees-Licensing Department
- 3.3 RP - Residence Permit
- 3.4 EC - Establishment Card

## 4. Procedure


**4.1** Transfer within Trakhees companies OR Transfer from Government Sector/ Other Authority to Trakhees (Non-Labour/Dubai)

4.1.1 Client should ensure that there is a bank guarantee for each employment visa and availability of the required amount for service fees in their prepaid account prior submitting the application.

- From 1-300 Employees, the bank guarantee will be AED. 3,000/-
- From 301-700 Employees, the bank guarantee will be AED. 1,500/-
- From 701 Employees and above, the bank guarantee will be AED. 0/-



4.1.2 Client should request for visa online by uploading the below required documents while each document should be in “JPG” type and less than 100 KP size:

	For online application help, please use the below link:
	<a href="http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf">http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf</a> <ul style="list-style-type: none"><li>- Section 3.1.16: for <b>Transfer from Government Sector/ Other Authority to Trakhees (Non-Labour/Dubai)</b></li><li>- Section 3.1.15: for <b>Transfer within Trakhees companies</b></li></ul>

- NOC Letter from old company signed and stamped
- Valid Passport copy
- Residence Visa copy, with at least 1 month validity
- Establishment card copies from old and new companies
- Passport size photo with white background
- Contract copy, signed and stamped by the new company.
- Attested Education Certificate (Manager, Director, Engineer, Doctor, Accountant, etc.) the same is not required if the applicant is one of the new company partners.

NOTE: Application will be saved as draft after submission if there's no enough amount from the prepaid account. Client should top-up the amount then re-submit the draft application. Once successfully submitted, the amount will be reserved and will be deducted automatically once the application is accepted.

4.1.3 Once the client received the submission reference number, LD will check the required documents availability and update the system as follows:

4.1.3.1 Accept: If the submission complies with the requirements, amount will be automatically deducted from the prepaid account after accepting the application.



4.1.3.2 Reject: If the submission does not comply with the requirements, client can apply again with new submission number. The reservation of the service fee amount will be removed and customer can use this amount.

4.1.3.3 More information: If note any missing documents, LD will request for more information and advice to re-upload the missing information. Client should re-upload the requested information with the same submission number.

4.1.4 Once the submission is approved, LD will proceed for sponsorship transfer then medical application number and Transfer form will be sent to client through email. However, in case of Transfer from Government Sector or other Authority to Trakhees requests, Client should still collect the signed transfer form from Trakhees- Passport collection section (only the company manager or PRO are accepted to collect the documents) and to collect the stamp and signature from the old company on the Transfer form and proceed to the next step.

4.1.5 Client should go for the medical tests as in the appointment form, medical results will be sent to client by DHA. Then the client should submit the below documents to Trakhees- Passport Collection section:

4.1.5.1 Medical result

4.1.5.2 Original transfer form (for Transfer from Government Sector or other Authority to Trakhees request)

4.1.5.3 Original passport

4.1.5.4 "3" Copies of the employment contract (CGS-F01a0),

4.1.5.5 Emirates ID application form

4.1.5.6 Insurance card or certificate

4.1.6 LD will proceed the RP Stamping and update the system once completed. Upon completion, client should approach Trakhees- passport collection section and collect the below documents:



4.1.6.1 Stamped passport.

4.1.6.2 Attested Employment Contract.

NOTE: Client will receive an Electronic Employment ID through registered email, which can be viewed using below electronic wallet applications:

- “Apple Wallet” for Apple Devices
- “Pass Wallet or Wallet Passes” for Android Devices in Play Store Application

## 4.2 Transfer from Trakhees to another Authority

**4.2.1** Client should ensure the availability of the required amount of service fees in their prepaid account prior submitting the request for cancellation in case of Transfer from Trakhees to another authority.

**4.2.2** Client should apply online for cancellation in case of Transfer from Trakhees to another authority and upload the following documents.



For online application help, please refer to (Section 3.1.14) of below link:

[http://trakhees.ae/en/Documents/Online\\_Admin\\_ExternalUserManual%20-%20CLD%20web.pdf](http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf)

- End of Service Entitlement and Cancellation (CGS-F02a)
- Signed and Stamped Transfer Form from the New Sponsor
- NOC letter from old company
- Valid Passport copy
- Residence Visa copy
- Valid Establishment Card copies from old company



Note: In case no enough amount in the customer prepaid account, transaction will be saved as draft after submission. Client should top-up the amount then re-submit the draft transaction. Once successfully submitted, the amount will be reserved and will be deducted automatically once the application is accepted.

4.2.3 Once the client received the submission reference number, LD will check the required documents availability and update the system as follows:

4.2.3.1 Accept: If the submission complies with the requirements, amount will be automatically deducted from the prepaid account after accepting the application.

4.2.3.2 Reject: If the submission does not comply with the requirements, client can apply again with new submission number. The reservation of the service fee amount will be removed and customer can use this amount

4.2.3.3 More information: If note any missing documents, LD will request for more information and advice to re-upload the missing information. Client should re-upload the requested information with the same submission number.

4.2.4 Upon approval, Client should approach Trakhees office submit the original copy of the immigration transfer form signed and stamped by the new sponsor.

4.2.5 Trakhees will review the request and upon approval, LD Manager will sign and stamp the form and deliver to client and close the transaction in the system.




## 5. Service Completion Time

	Service	Completion Time
5.1	Time taken to review the submission and update the submission status (from the date of submission)	2 Working days
5.2	Availability of Immigration Transfer form (from the date of approving the submission).	On the same day
5.3	Availability of the medical appointment form (from the date of approving the submission)	On the same day
5.4	Availability of stamped passport, and attested contract for client collection (from the date of client submission of original passport and other required documents)  - For Urgent requests  - For Normal requests	3 Working days  8 Working days
5.5	Review the request ,sign and stamp the transfer form in case of Transfer from Trakhees to another Authority	On spot

## 6. Service Fees\*

	Service	Fees
6.1	Transfer from government sector or other authorities to Trakhees (Non Labour/Dubai)	2446.50
6.2	Transfer within Trakhees companies	2699
6.3	Transfer from Trakhees to another Authority	330
6.4	Medical Appointment (Normal)	270





6.5	Medical Appointment Urgent (48)**	380
6.6	Medical Appointment Urgent (24) **	480
6.7	Medical Appointment VIP (4)**	700

\*\* Medical Appointment fee is included from the package mentioned above for transfer within Trakhees companies and transfer from government sector or other authority to Trakhees under normal fees. However, in case the applicant chooses urgent or VIP fees, the variance amount of medical fees will be added accordingly.

## 7. Related Forms

7.1 CGS-F01a Employment Contract.

7.2CGS-F02a End of Service Entitlement and Cancellation

## 8. References

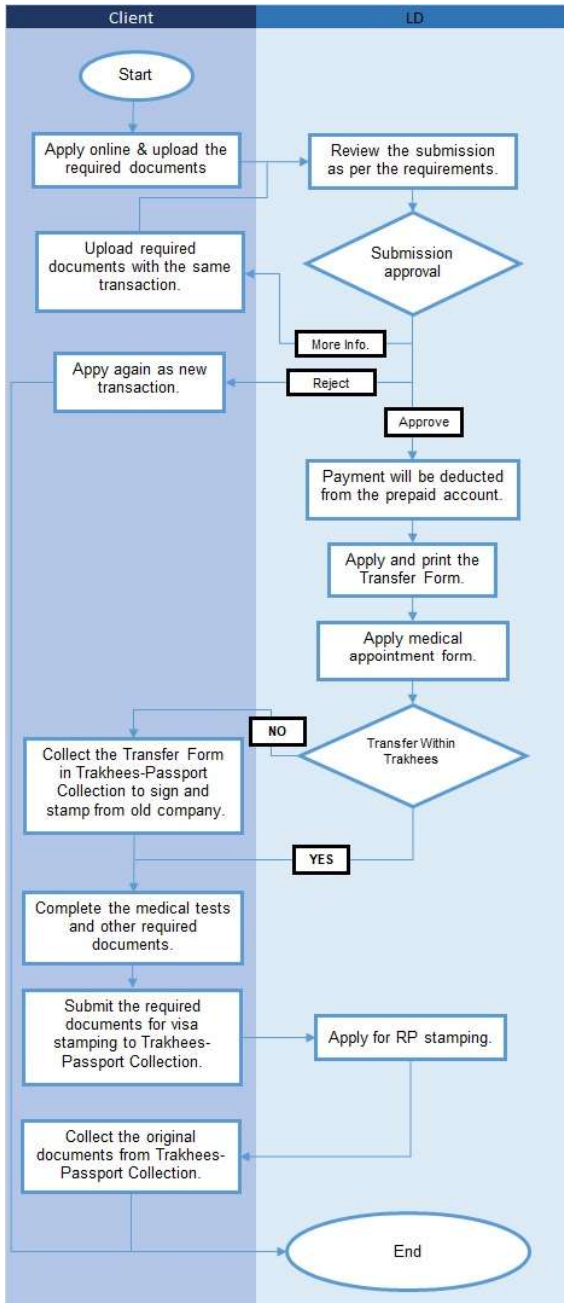
8.1 Trakhees Rules and Regulation.

8.2 UAE Immigration Rules and Regulation



## 9. Workflow

### 9.1 Transfer within Trakhees companies OR Transfer from Government Sector/ Other Authority to Trakhees (Non-Labour/Dubai)





## 9.2 Transfer from Trakhees to another Authority

