

User Manual – Change of Officer UI/UX

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SR Creation:

Step 1 - Client must click on Company Services- Appointments- Apply to Change Company Officer

Company Service Requests for ALYCO HOLDING DMCC

Apply for all types of company services, including licensing, company amendments, and letters and certificates. Also update your Business Directory listing.

Borrow Original Legal Documents	Company Amendment Services	Company Coordinator	Company Name Suffix Change
<ul style="list-style-type: none">Borrow Original Legal Documents	<ul style="list-style-type: none">Adoption of AGAAppoint or change an auditorApply to Change Company Officer	<ul style="list-style-type: none">Company Coordinator	<ul style="list-style-type: none">Company Name Suffix Change
<ul style="list-style-type: none">Dormancy Services	<ul style="list-style-type: none">Company Winding UpEmployment contract masterEstablishment cardFinancial yearName changeRefund ServicesShare capital	<ul style="list-style-type: none">Legal ClinicsRequest for Legal Clinics	<ul style="list-style-type: none">Licensing ServicesAdditional LicenseAmendmentsApply to Submit Certificate of Good Standing (for parent company)Apply/Update InsuranceCompany Re-ActivationDedicated Workstation Permit ServicesDual LicenseLicense RenewalNOC Requests to Third Party Authorities - New/RenewalOperational Fitness Certificate (OFC)PermitsUpdate Existing lease
<ul style="list-style-type: none">Official Communications		<ul style="list-style-type: none">Update Details and E-sign SubscriptionManage KYC and E-Sign SubscriptionUpdate Name/Nationality/Legal Address	

Step 2 – Client must check the details of the active signatories and to ensure that the passport validity of the authorized signatories is **valid and up to date**

To proceed with this service request, all relevant signatories (Shareholders / Officers) / that are mentioned in the below table, will need to electronically sign documents once DMCC has reviewed this service request. The signatories will receive one-time passwords on their registered mobile numbers and email addresses for electronic signature authentication.

Prior to advancing with this service request, please ensure the following:

1. If the below details are correct, please click '**Confirm**'.
2. If the below signatories' details (Mobile / Email Address) are incorrect or no longer valid, or if the signatories are not enabled for e-signatures, please click '**Submit Manage KYC**'. If the passport of any Shareholder has expired or is no longer valid, please click '**Submit Change of Details**' service request before proceeding.
3. If the passport of any Officer is expired or invalid, please click '**Submit Manage KYC**'.
4. If there is an already open service request to activate e-signatures, kindly fulfil the necessary requirements to close it before proceeding with this service request.
5. If a passport is found to be expired or invalid during the service request process and confirmed by the client, the request may be rejected.
6. If a Shareholder or Officer is being removed, updating their passport is not required unless the individual holds both roles simultaneously.

Please ensure to review the information in the below table, following the above instructions, before continuing with this service request.

Name	Role	Nationality	Passport No	Passport Issue Date	Passport Expiry Date	Parent Company	Mobile Number	Email Address

Cancel **Confirm** **Submit Manage KYC** **Submit Change of Details**

The client needs to select the required action.

If client clicks on **Cancel**, the client will be back on step 1.

If client clicks on **Confirm**, the client will move on the next step

If client clicks on **Submit Manage KYC** – client will be directed to Manage KYC and E-sign subscription SR creation

If client clicks on **Submit Change of Details**- client will be directed to Change of Details SR creation

Step 3 - Stage 1 - Application Initiation – Client must fill the required information's (Resolution Date, Resolution Template type, Correspondence email and mobile number)

DMCC

Application Initiation

Stage 1 Application Initiation

Stage 2 Change Details

Stage 3 Review and Confirm

Stage 4 Download/Upload Documents

Stage 5 Payment and Submission

Please enter the required details to initiate your Service Request.

* Resolution Date
10 Sept 2025

* Template Type
Select an Option
Standard Template (DMCC template)
Non Standard Template (Non-DMCC template)

* Correspondence Email ID
Enter email ID

PROCEED

Application Initiation

Stage 1 Application Initiation

Stage 2 Change Details

Stage 3 Review and Confirm

Stage 4 Download/Upload Documents

Stage 5 Payment and Submission

Please enter the required details to initiate your Service Request.

* Resolution Date
10 Sept 2025

* Template Type
Standard Template (DMCC template)

* Correspondence Email ID
Enter email ID

* Correspondence Mobile Number

PROCEED

Adding a new officer

Stage 2 of the application - Change of Details Tab -Officer Details- Existing Officer Details will reflect and client must click on **Add Officer button** to add a new officer

Home > Appointments

Change Company Officer
GUIDELINES →

Service request #
Resolution date
Correspondence email ID
Correspondence mobile number

Stage 1
Application Initiation

Stage 2
Change Details

Stage 3
Review and Confirm

Stage 4
Download/Upload Documents

Stage 5
Payment and Submission

Change Details

Officer Details

Manage Roles

POA Details

ADD OFFICER

Officer Name	Country	Passport Number	Roles	Actions
				▼
				▼
				▼

CANCEL SR

NEXT →

To add a new officer- client has two option to enter the details –

1. **Through OCR** - Personal Details (Full name, first and last name, Gender, Passport Expiry, Date of Birth) will be captured automatically.

Add Officer
X

Officer's Passport Data
Choose a Method to Proceed

Upload the Passport copy to fetch the data

Upload the officer's passport to automatically fill in their details using OCR

Select File

Upload Files

Or drop files

UPLOAD

OR

Search for existing data

Enter passport number and nationality to fetch the data if a record exists. Otherwise, continue manually.

Passport number

Nationality

Search Lookups

Q

SEARCH

Add Officer

Passport Number
Nationality
Name

Personal Details
Passport and Visa details
Residential Address
Roles Details

* Title

* First Name

Middle Name

* Last Name

Electronic Signature Details

* Mobile Number (Country Code/Mobile #)

* Re-confirm Mobile Number

* Email Address

* Re-confirm Email Address

SAVE & NEXT

Add Officer

* Place of Issue

* Passport Issue Date

* Passport Expiry Date

* Full Name (As Per Passport)

* Gender

* Date of Birth

* Country Of Birth

--None--

* Place of Birth

UAE Visa Details

* Status in UAE

--None--

PREVIOUS

SAVE & NEXT


2. Entering the details manually – Client must enter the Passport number and nationality

Officer's Passport Data

Choose a Method to Proceed

Upload the Passport copy to
fetch the dataUpload the officer's passport to
automatically fill in their details using
OCR

Select File

 Upload Files

Or drop files

UPLOAD

OR

Search for existing data

Enter passport number and nationality
to fetch the data if a record exists.
Otherwise, continue manually.

* Passport number

* Nationality

SEARCH

Client must enter all the **mandatory (*) fields**

Add Officer

X

Passport Number

Nationality

Personal Details

Passport and Visa details

Residential Address

Roles Details

* Title

* First Name

Middle Name

* Last Name

Electronic Signature Details

* Mobile Number (Country Code/Mobile #)

* Re-confirm Mobile Number

* Email Address

* Re-confirm Email Address

SAVE & NEXT -->

Add Officer

Passport Number
Nationality
Name

Personal Details
Passport and Visa details
Residential Address
Roles Details

Passport Number
Country of Nationality (as per passport)

* Place of Issue
* Passport Issue Date

* Passport Expiry Date
* Full Name (As Per Passport)

* Gender
* Date of Birth

* Country Of Birth
* Place of Birth

UAE Visa Details

* Status in UAE

PREVIOUS

SAVE & NEXT

Add Officer

Passport Number
Nationality
Name

Personal Details
Passport and Visa details
Residential Address
Roles Details

* Apartment / Villa / Office Number (RA)
* Street / Area (RA)

* City (RA)
* Country (RA)

P.O.Box / Postal Code / Zip Code (RA)

PREVIOUS

SAVE & NEXT

Under Role Tab – client must select the new officer role and power

Add Officer

Passport Number

Nationality

Name

Personal Details

Passport and Visa details

Residential Address

Roles Details

Only one officer can be assigned as Manager and one as Secretary. Selecting either role for a new officer will automatically replace the existing one.

Select Applicable Roles

☐ Director
☐ Manager
☐ Secretary
☐ HR Signatory

Powers

--None--

The company shareholders and officers can have inherent powers as mandated by the company's Articles of Association. The powers to be exercised can be either:

- Singly:** One individual has the exclusive authority to act or make decisions without requiring approval or involvement of others
- Jointly:** Two or more individuals must act together, to exercise the authority or make decisions
- Limited:** Authority is restricted by scope, purpose, time, or value. The individual may act only within specific boundaries set by resolutions, policy, or agreement.

← PREVIOUS

FINISH

If there is already an appointed Manager role and client wishes to appoint a new Manager – client must click on Yes, Confirm

Add Officer

Passport Number

Nationality

Name

Personal Details

Passport and Visa details

Residential Address

Roles Details

Only one officer can be assigned as Manager and one as Secretary. Selecting either role for a new officer will automatically replace the existing one.

Select Applicable Roles

☒ Director
☒ Manager
☐ Secretary
☐ HR Signatory

Powers

--None--

The company shareholders and officers can have inherent powers as mandated by the company's Articles of Association. The powers to be exercised can be either:

- Singly:** One individual has the exclusive authority to act or make decisions without requiring approval or involvement of others
- Jointly:** Two or more individuals must act together, to exercise the authority or make decisions
- Limited:** Authority is restricted by scope, purpose, time, or value. The individual may act only within specific boundaries set by resolutions, policy, or agreement.

← PREVIOUS

FINISH

Manager is already appointed. You cannot appoint new manager as one manager is already present. Are you sure you want to remove existing Manager and proceed?

CANCEL

YES, CONFIRM

Once all details of the new proposed officer is entered- client will be redirected to officer tab details

Home > Appointments

Change Company Officer GUIDELINES →

Service request # Resolution date Correspondence email ID Correspondence mobile number

Stage 1 Application Initiation
 Stage 2 **Change Details**
 Stage 3 Review and Confirm
 Stage 4 Download/Upload Documents
 Stage 5 Payment and Submission

Change Details

Officer Details Manage Roles POA Details

ADD OFFICER

Officer Name	Country	Passport Number	Roles	Actions
ADD OFFICER				▼
ADD OFFICER				▼
				▼
				▼
			Missing Visa Details	▼

CANCEL SR NEXT →

Appointing Power of Attorney

To appoint a Power of Attorney – under POA Details tab- client must click on Appoint button

Change Company Officer GUIDELINES →

Service request # Resolution date Correspondence email ID Correspondence mobile number

Stage 1 Application Initiation
 Stage 2 **Change Details**
 Stage 3 Review and Confirm
 Stage 4 Download/Upload Documents
 Stage 5 Payment and Submission

Change Details

Officer Details Manage Roles **POA Details**

All shareholders/officers will be required to e-sign documents after DMCC review and verification. Please click on 'APPOINT' if you wish to appoint a Power of Attorney (POA) holder for any of the below-listed shareholders/officers to e-sign the documents on their behalf.
 Note: Appointment of a POA holder will require additional documents such as a POA document and a POA holder passport.

Current Shareholders/Directors

Name	Passport Number	Nationality	Roles
			APPOINT
			APPOINT

← PREVIOUS CANCEL SR NEXT →

Appointing the Power of Attorney has two options:

1. Through OCR Personal Details (Full name, first and last name, Gender, Passport Expiry, Date of Birth) **will be captured automatically.**

Appointing POA for Peter Luis Oskar Gross

Passport Number
Nationality
Name

Personal Details
Passport and Visa details

Passport Number
Country of Nationality (as per passport)

* Place of Issue

❌ |

Complete this field.

* Passport Issue Date

* Passport Expiry Date
* Full Name (As Per Passport)

* Gender
* Date of Birth

* Country Of Birth
* Place of Birth

UAE Visa Details

* Status In UAE
--None--

← PREVIOUS

FINISH

2. Entering the details manually

Appointing POA for Peter Luis Oskar Gross

Officer's Passport Data
Choose a Method to Proceed

Upload the Passport copy to fetch the data
Upload the officer's passport to automatically fill in their details using OCR

Select File
Upload Files
Or drop files

UPLOAD

OR

Search for existing data
Enter passport number and nationality to fetch the data if a record exists. Otherwise, continue manually.

* Passport number
* Nationality
Search Lookups...

SEARCH

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User manual for Change of Officer

Update Date: 23 Oct 2025

Version 1

Appointing POA for Peter Luis Oskar Gross

Passport Number
Nationality

Personal Details
Passport and Visa details

* Title

* First Name

Middle Name

* Last Name

Electronic Signature Details

* Mobile Number (Country Code/Mobile #)

* Re-confirm Mobile Number

* Email Address

* Re-confirm Email Address

SAVE & NEXT →

Appointing POA for Peter Luis Oskar Gross

Passport Number
Nationality
Name

Personal Details
Passport and Visa details

Passport Number
Country of Nationality (as per passport)

* Place of Issue

* Passport Issue Date

* Passport Expiry Date

* Full Name (As Per Passport)

* Gender

* Date of Birth

* Country Of Birth

* Place of Birth

UAE Visa Details

* Status in UAE

← PREVIOUS
FINISH

Once all mandatory fields are fill out – client must click on Finish button – Client has option to view and delete the appointed POA

Home > Appointments

Change Company Officer

GUIDELINES →

Service request # Resolution date Correspondence email ID Correspondence mobile number

Stage 1 Application Initiation

Stage 2 Change Details

Stage 3 Review and Confirm

Stage 4 Download/Upload Documents

Stage 5 Payment and Submission

Change Details

Officer Details Manage Roles **POA Details**

All shareholders/officeholders will be required to e-sign documents after DMCC review and verification. Please click on 'APPOINT' if you wish to appoint a Power of Attorney (POA) holder for any of the below-listed shareholders/officeholders to e-sign the documents on their behalf.
Note: Appointment of a POA holder will require additional documents such as a POA document and a POA holder passport.

Current Shareholders/Directors

Name	Passport Number	Nationality	Roles
			POA Appointed VIEW DELETE
			APPOINT

← PREVIOUS

CANCEL SR NEXT →

If client is on view button – details of the appointed POA will be visible but greyed out:

View POA for Peter Luis Oskar Gross

Passport Number Nationality Name

Personal Details

* Title * First Name

Middle Name * Last Name

* Mobile Number (Country Code/Mobile #) * Re-confirm Mobile Number

* Email Address * Re-confirm Email Address

Passport and Visa details

* Place of Issue * Passport Issue Date

* Passport Expiry Date * Full Name (As Per Passport)

* Gender * Date of Birth

* Country Of Birth * Place of Birth

* Status in UAE

If client wishes to delete and appoint a new POA- client can click on and appoint a new POA.

Home > Appointments

GUIDELINES →

Service request #
Resolution date
Correspondence email ID
Correspondence mobile number

Stage 1
Application Initiation
Stage 2
Change Details
Stage 3
Review and Confirm
Stage 4
Download/Upload Documents
Stage 5
Payment and Submission

Change Details

Officer Details
Manage Roles
POA Details

All shareholders/officeholders will be required to e-sign documents after DMCC review and verification. Please click on 'APPOINT' if you wish to appoint a Power of Attorney (POA) holder for any of the below-listed shareholders/officeholders to e-sign the documents on their behalf.
Note: Appointment of a POA holder will require additional documents such as a POA document and a POA holder passport.

Current Shareholders/Directors

Name	Passport Number	Nationality	Roles
			<div>POA Appointed VIEW</div> <div>DELETE</div>
			APPOINT

← PREVIOUS

CANCEL SR

NEXT →

Stage 3 of the application - client must ensure that the new officer structure are correct before clicking on confirm button.

Home > Appointments

GUIDELINES →

Service request #
Resolution date
Correspondence email ID
Correspondence mobile number

Stage 1
Application Initiation
Stage 2
Change Details
Stage 3
Review and Confirm
Stage 4
Download/Upload Documents
Stage 5
Payment and Submission

Preview Details

Please review all information before confirming

New Officers

Individual Name	Nationality	Passport Number	Roles

Officers with updated roles

Individual Name	Nationality	Passport Number	Old Roles	New Roles

New POA's

POA Name	Nationality	Passport Number	Appointed for

← PREVIOUS

CANCEL SR

CONFIRM →

After clicking on confirm button, client will see the below confirmation:

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User manual for Change of Officer

Update Date: 23 Oct 2025

Version 1

The screenshot displays the 'Change Company Officer' application interface. At the top, there is a breadcrumb trail 'Home > Appointments' and a 'GUIDELINES' link. Below this is a header section with fields for 'Service request #', 'Resolution date', 'Correspondence email ID', and 'Correspondence mobile number'. A vertical sidebar on the left lists five stages: 'Stage 1 Application Initiation', 'Stage 2 Change Details', 'Stage 3 Review and Confirm' (which is the active stage), 'Stage 4 Download/Upload Documents', and 'Stage 5 Payment and Submission'. The main content area is titled 'Preview Details' and contains a table for 'New Officers' with columns for 'Individual Name' and 'Roles'. A confirmation dialog box is overlaid on the table, stating: 'Please note that once confirmed, no further changes can be made to this service request. Do you want to confirm?'. The dialog has two buttons: 'CANCEL' and 'YES, CONFIRM'. At the bottom of the main content area, there are three buttons: '← PREVIOUS', 'CANCEL SR', and 'CONFIRM →'.

Stage 4- Download/Upload Documents

Once the client clicks on “Yes, confirm”, the client will be directed to the Download/Upload Documents Stage to upload the required documents and upload MISC Doc (if any) through “ADD MISC DOC” option.

Also, the client can cancel the SR at any stage through “Cancel SR” button. There is no “Previous” button provided at this stage because the client has finalized the SR.

Home > Appointments

Change Company Officer

GUIDELINES →

Service request #

Resolution date

Correspondence email ID

Correspondence mobile number

Stage 1

Application Initiation

Stage 2

Change Details

Stage 3

Review and Confirm

Stage 4

Download/Upload Documents

Stage 5

Payment and Submission

Download/Upload Documents

Please upload all the required documents in all the tabs (if any)

ADD MISC. DOC ⓘ

Essential Documents

Umarma Khaliq Uz Zaman

Peter Luis Oskar Gross

ERIC MORALES

MAYLYN VELASQUEZ

EVA EUGENIO

Shareholder Resolution

Upload the Shareholders' Resolution signed by authorised signatories. Later, this document/s will be sent for E-signature to the registered email address(es).

Upload Files

Or drop files

Comments if any

Write

CANCEL SR

SAVE & NEXT →

Required documents for new officer without UAE visas

Home > Appointments

Change Company Officer

GUIDELINES →

Service request #

Resolution date

Correspondence email ID

Correspondence mobile number

Stage 1

Application Initiation

Stage 2

Change Details

Stage 3

Review and Confirm

Stage 4

Download/Upload Documents

Stage 5

Payment and Submission

Download/Upload Documents

Please upload all the required documents in all the tabs (if any)

ADD MISC. DOC ⓘ

Essential Documents

Umarma Khaliq Uz Zaman

Peter Luis Oskar Gross

ERIC MORALES

MAYLYN VELASQUEZ

EVA EUGENIO

New Officer Passport Copy

ERIC MORALES

Upload the passport and visa of the new officer. The original will be verified during E-Signature Activation.

Upload Files

Or drop files

Comments if any

Write

050-P#-Proof of residence address of the appointed NEW OFFICER

ERIC MORALES

UPLOAD recently dated proof of residence address i.e. utility bill, tenancy contract.

Upload Files

Or drop files

Comments if any

Write

New Officer Specimen Signature Form (SSF)

ERIC MORALES

Upload the signed Specimen Signature Form by the new officer. Later, this document/s will be sent for E-signature to the New Officer's registered email address(es).

Upload Files

Or drop files

Comments if any

Write

Electronic Signature Undertaking document

ERIC MORALES

Electronic Signature Undertaking document is required to subscribe for E-Signature. Please download, print, sign and upload a copy for DMCC's records. Download Template: [VIEW E-DOCUMENT](#)

Upload Files

Or drop files

Comments if any

Write

CANCEL SR

SAVE & NEXT →

Documents required for new officer with UAE visas

New Officer Passport Copy
MAYLYN VELASQUEZ

Upload the passport and visa of the new officer. The original will be verified during E-Signature Activation.

Upload Files

Or drop files

Comments if any

Write

050-P#-Proof of residence address of the appointed NEW OFFICER
MAYLYN VELASQUEZ

UPLOAD recently dated proof of residence address i.e. utility bill, tenancy contract.

Upload Files

Or drop files

Comments if any

Write

080-P#-NOC from the current sponsor of the appointed NEW OFFICER
MAYLYN VELASQUEZ

UPLOAD the NOC from the current sponsor if UAE resident and sponsored by a different company/person. The confirmation should specify which position i.e. Director, Manager, Secretary, Legal Rep.

Upload Files

Or drop files

Comments if any

Write

New Officer Specimen Signature Form (SSF)
MAYLYN VELASQUEZ

Upload the signed Specimen Signature Form by the new officer. Later, this document/s will be sent for E-signature to the New Officer's registered email address(es).

Upload Files

Or drop files

Comments if any

Write

UAE VISA for Appointed Officer
MAYLYN VELASQUEZ

UAE VISA for Appointed Officer

Upload Files

Or drop files

Comments if any

Write

Emirates ID copy
MAYLYN VELASQUEZ

Please upload a valid Emirates ID copy

Upload Files

Or drop files

Comments if any

Write

Electronic Signature Undertaking document
MAYLYN VELASQUEZ

Electronic Signature Undertaking document is required to subscribe for E-Signature. Please download, print, sign and upload a copy for DMCC's records.
Download Template: [VIEW E-DOCUMENT](#)

Upload Files

Or drop files

Comments if any

Write

CANCEL SR

SAVE & NEXT →

POA holder required documents

Download/Upload Documents

ADD MISC. DOC +

Please upload all the required documents in all the tabs (if any)

Essential DocumentsUmalma Khaliq Uz ZamanPeter Luis Oskar GrossERIC MORALESMAYLYN VELASQUEZEVA EUGENIO

Power of Attorney Copy**EVA EUGENIO**

Upload Power of Attorney copy if the shareholders / appointed officers wish to grant signing powers to others on their behalf.

REPLACEPREVIEW

Power of Attorney (POA) Holder Passport Copy / Emirates ID**EVA EUGENIO**

For UAE residents POA holders, a copy of the passport, visa page and Emirates ID (back and front) are required. For non-UAE residents POA holders, a copy of the passport is required.

Upload FilesOr drop files

Electronic Signature Undertaking document**EVA EUGENIO**

Electronic Signature Undertaking document is required to subscribe for E-Signature. Please download, print, sign and upload a copy for DMCC's records. Download Template: [VIEW E-DOCUMENT](#)

Upload FilesOr drop files

Comments if any

Write

CANCEL SR

SAVE & NEXT →

When all documents are uploaded, the client can click on “Save & Next” to proceed to the final stage where the client will confirm on the payment to submit the SR

Stage 5 - Payment and Submission

Home > Appointments

Change Company Officer

GUIDELINES →

Service request #Resolution dateCorrespondence email IDCorrespondence mobile number

Stage 1Application Initiation

Stage 2Change Details

Stage 3Review and Confirm

Stage 4Download/Upload Documents

Stage 5Payment and Submission

Payment and Submission

Please make necessary payments to submit the request

Reward points

Voucher details

Available points 126.15

REDEEM

Available balance

Total amount to be paid

☐ I confirm that I've reviewed all business rewards benefits and understand that unredeemed vouchers are non-refundable.

← PREVIOUS

CANCEL SR

PAY AND SUBMIT

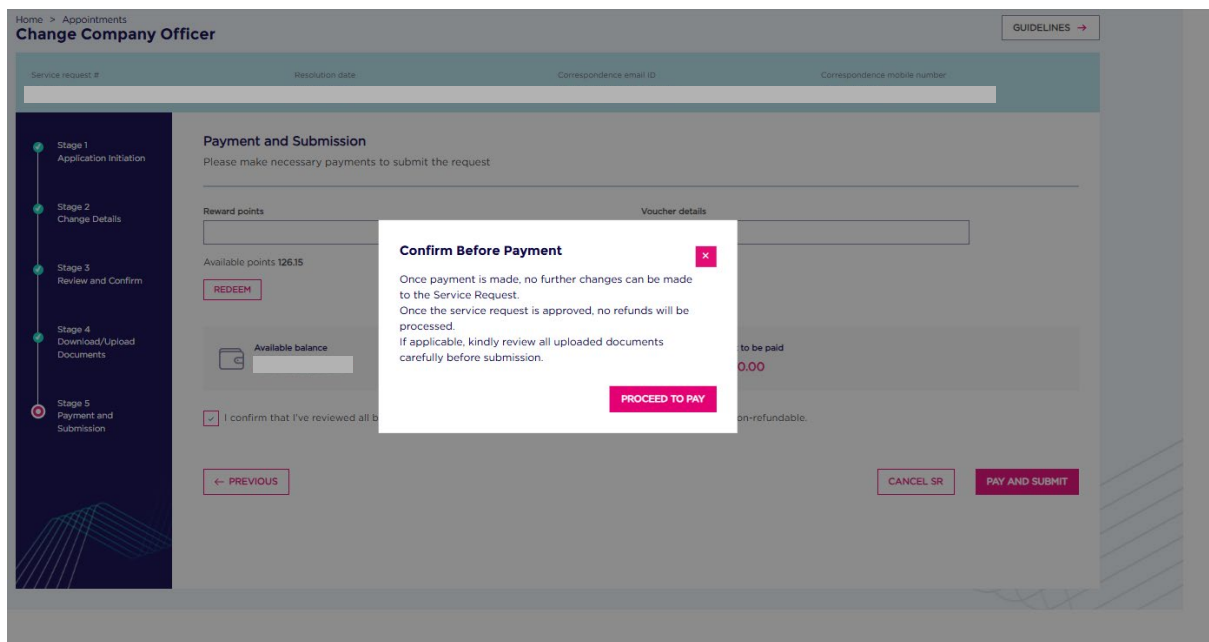
The client will receive the confirmation below for payment.

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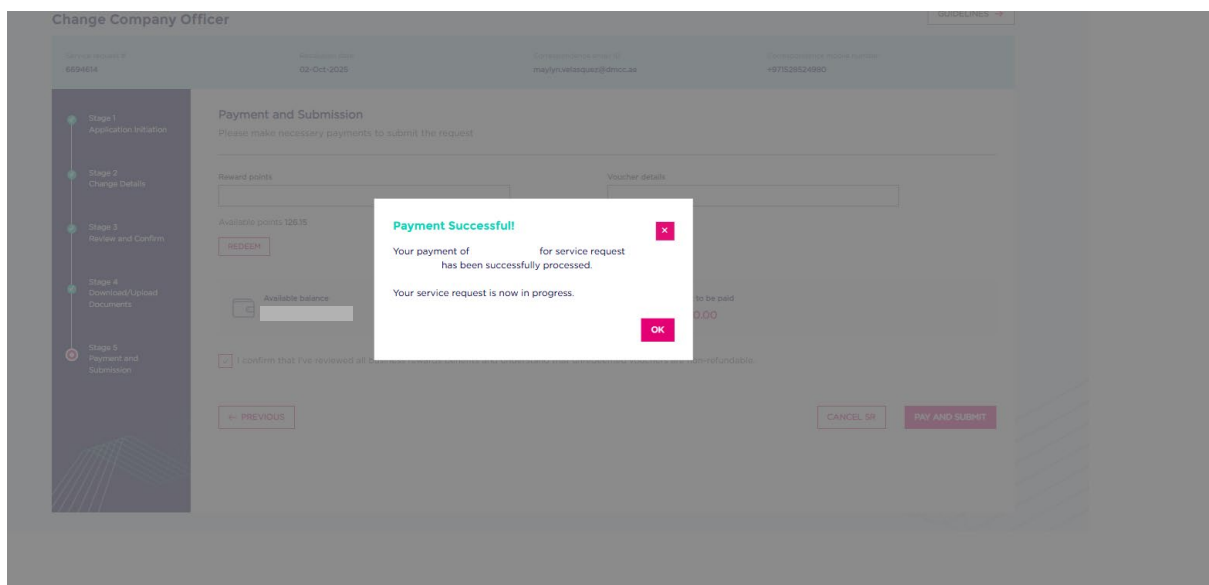
User manual for Change of Officer

Update Date: 23 Oct 2025

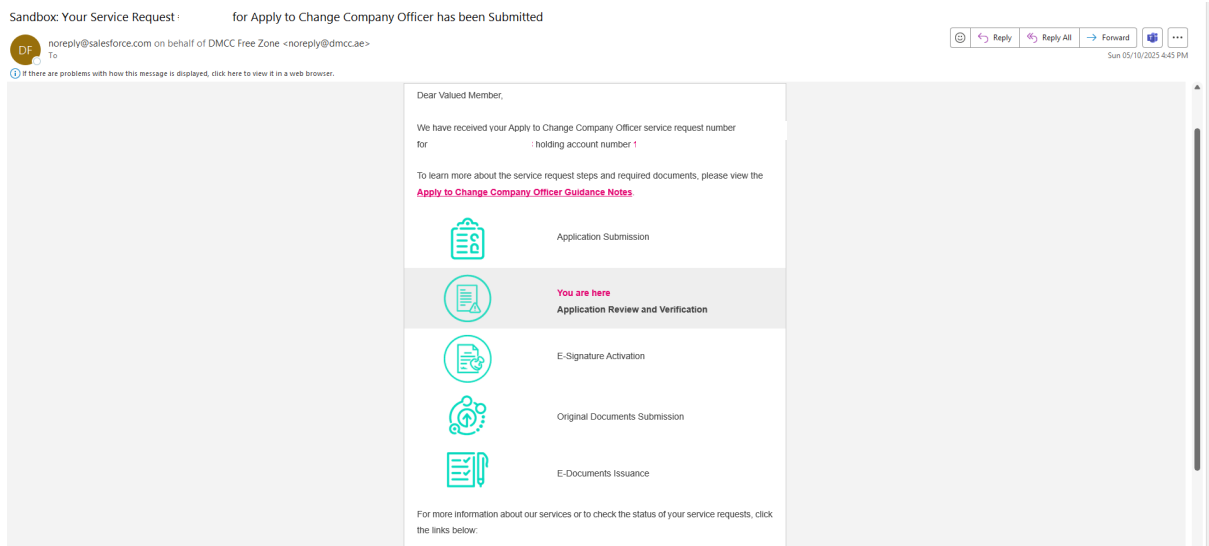
Version 1



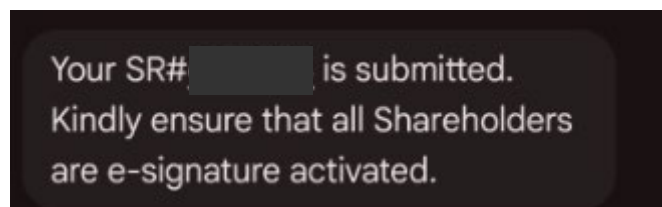
When the client clicks on “Proceed to Pay”, the client will receive the below confirmation



Portal user will receive email notification.



SMS notification



Removal of Existing Officer

Client must review and confirm the amendment on the officer structure before clicking confirm

Home > Appointments

Change Company Officer

GUIDELINES →

Service request # [redacted] Resolution date [redacted] Correspondence email ID [redacted] Correspondence mobile number [redacted]

Change Details

Officer Details **Manage Roles** POA Details

Only one Manager and one Secretary can be assigned. Multiple Directors and HR Signatories are allowed.

Individual Name	Director	HR Signatory	Manager	Secretary	Power
[redacted]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Jointly
[redacted]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Jointly
[redacted]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Jointly
[redacted]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Jointly

← PREVIOUS CANCEL SR NEXT →

Client needs to untick the current role the existing officer and proceed to **Next**.

Home > Appointments

Change Company Officer

GUIDELINES →

Service request #

Resolution date

Correspondence email ID

Correspondence mobile number

Stage 1
Application Initiation

Stage 2
Change Details

Stage 3
Review and Confirm

Stage 4
Download/Upload Documents

Stage 5
Payment and Submission

Preview Details

Please review all information before confirming

New Officers

Roles

Officers with updated roles

Individual Name

Guillermo Gustavo Kaelin Lizarraga

Old Roles

New Roles

Director

New POA's

POA Name

Nationality

Passport Number

Appointed for

← PREVIOUS

CANCEL SR

CONFIRM →

Please note that once confirmed, no further changes can be made to this service request.

Do you want to confirm?

CANCEL

YES, CONFIRM

Change of Role within Existing Officer

Details of the existing officer will reflect

Home > Appointments
Change Company Officer GUIDELINES →

Service request # 6694616 Resolution date Correspondence email ID Correspondence mobile number

Change Details

Officer Details Manage Roles POA Details ADD OFFICER +

Officer Name	Country	Passport Number	Roles	Actions
FERNANDO BATICO]
HAMZEH MOHAME ALSHAMMAA]

CANCEL SR NEXT →

Client must select the exchange of Role of the existing officer

Home > Appointments
Change Company Officer GUIDELINES →

Service request # 6694616 Resolution date Correspondence email ID Correspondence mobile number

Change Details

Officer Details **Manage Roles** POA Details

Only one Manager and one Secretary can be assigned. Multiple Directors and HR Signatories are allowed.

Individual Name	Director	HR Signatory	Manager	Secretary	Power ⓘ
FERNANDO BATI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Select an Option ▼
HAMZEH MOHAM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Singly ▼

← PREVIOUS CANCEL SR NEXT →

Client must select the power or would receive the below pop-up message.

Home > Appointments

Change Company Officer

GUIDELINES →

Service request # Resolution date Correspondence email ID Correspondence mobile number

Stage 1 Application Initiation

Stage 2 Change Details

Stage 3 Review and Confirm

Stage 4 Download/Upload Documents

Stage 5 Payment and Submission

Change Details

Officer Details **Manage Roles** POA Details

Only one Manager and one Secretary can be assigned. Multiple Directors and HR Signatories are allowed.

Individual Name	Manager	Secretary	Power
	<input type="radio"/>	<input checked="" type="radio"/>	Select an Option
	<input checked="" type="radio"/>	<input type="radio"/>	Singly

Missing Required Field

Every amendment must have a Power set.

← PREVIOUS

CANCEL SR

NEXT →

Client to review and confirm the new officer structure and their new role and click on confirm

Home > Appointments

Change Company Officer

GUIDELINES →

Service request # Resolution date Correspondence email ID Correspondence mobile number

Stage 1 Application Initiation

Stage 2 Change Details

Stage 3 Review and Confirm

Stage 4 Download/Upload Documents

Stage 5 Payment and Submission

Preview Details

Please review all information before confirming

New Officers

Individual Name	Nationality	Passport Number	Roles

Officers with updated roles

Individual Name	Nationality	Passport Number	Old Roles	New Roles

New POA's

POA Name	Nationality	Passport Number	Appointed for

← PREVIOUS

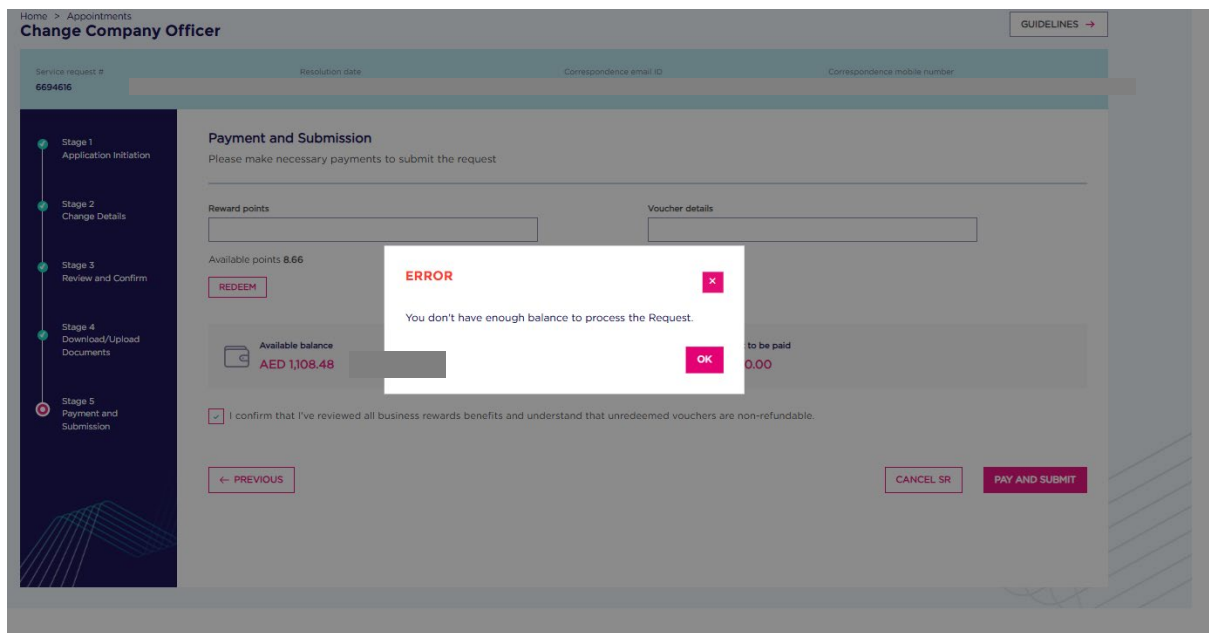
CANCEL SR

CONFIRM →

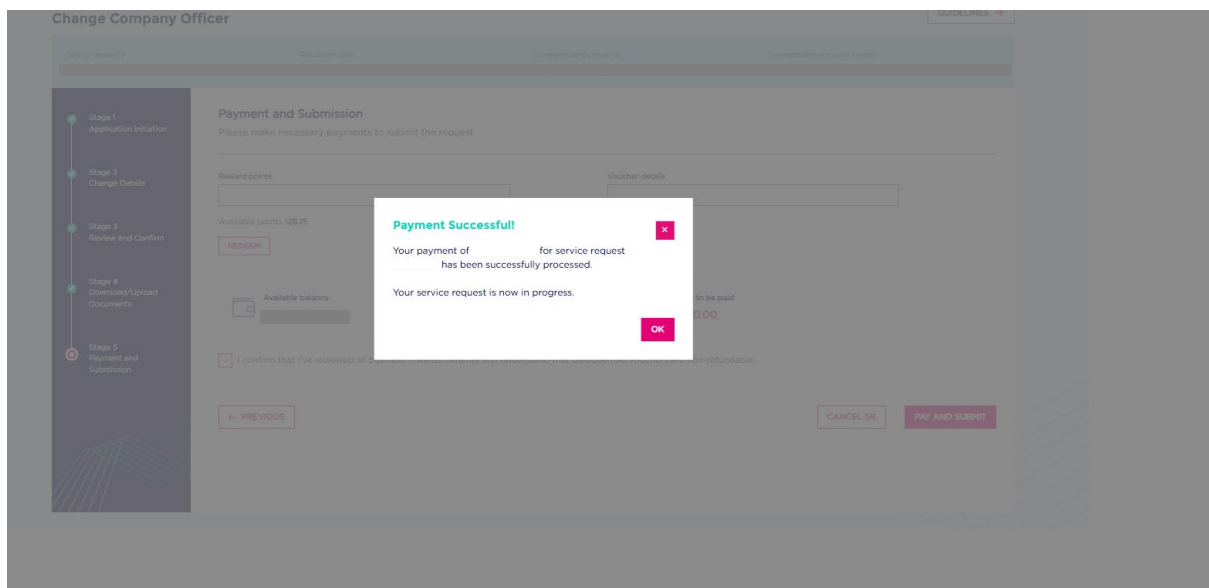
Client must upload the required documents then click on save and next

Client has to tick the confirmation then proceed to pay

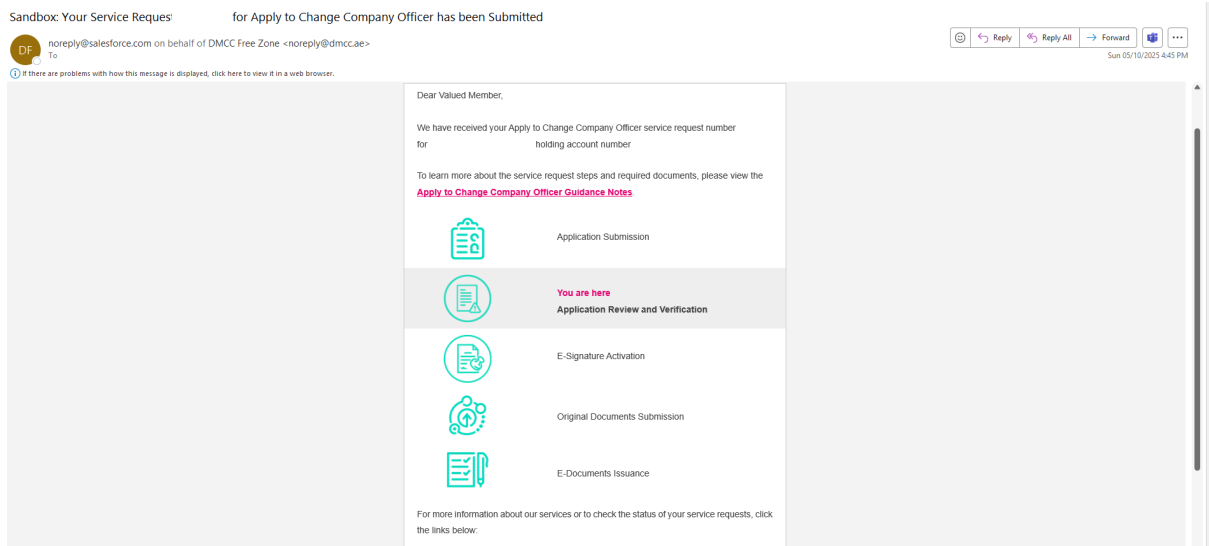
If client has insufficient funds – system will trigger pop-up error message.



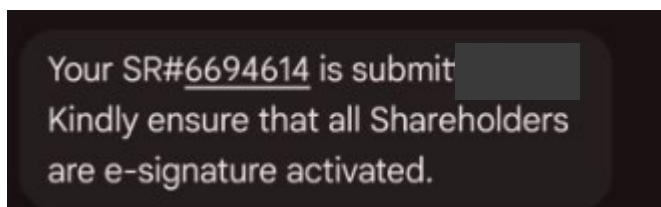
When the client clicks on “Proceed to Pay”, the client will receive the below confirmation



Portal user will receive email notification.



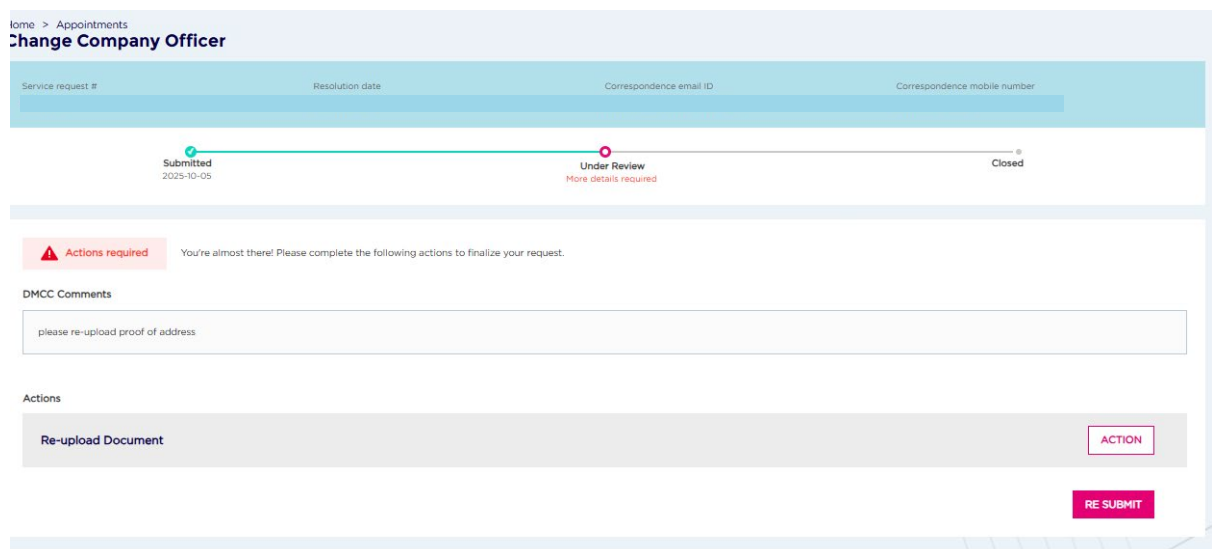
SMS notification



Post SR Submission:

SR is returned to Re-upload a Document:

When the SR is returned by any level asking to re-upload a Document, the client will receive the comment along with new button “Action” where the client will be directed to the required document/s from “Action” button.



The client will see the comment under “DMCC Comments” and Replace option to re-upload the required document.

Essential Documents **MAYLYN VELASQUEZ** Umaima Khaliq Uz Zaman Peter Luis Oskar Gross ERIC MORALES EVA EUGENIO

-Proof of residence address of the appointed NEW OFFICER

UPLOAD recently dated proof of residence address i.e. utility bill, tenancy contract.

DMCC Comments:
re-upload proof of address

REPLACE

PREVIEW

Comments if any
Write

After the required document is uploaded, the client needs to click on “RE SUBMIT” button where the client will update the step

Home > Appointments
Change Company Officer

Service request #	Resolution date	Correspondence email ID	Correspondence mobile number

Submitted 2025-10-05 **Under Review** More details required Closed

Actions required You're almost there! Please complete the following actions to finalize your request.

DMCC Comments

please re-upload proof of address

Actions

Re-upload Document **ACTION**

RE SUBMIT

He needs to select “Document Uploaded” option then Proceed to Save.

Re-upload Document

Change Status

Proceed to Save

Status Name
Document Re-uploaded

SR is returned for ‘Awaiting Additional Info’

When the client clicks on ‘Action’, the client will be directed to a new page where the client can add a comment only.

However, the client can upload any Miscellaneous document on the main page of the SR (not inside the step)

Home > Appointments

Change Company Officer

Service request #

Resolution date

Correspondence email ID

Correspondence mobile number

Submitted
2025-10-05

Under Review
More details required

Closed

Actions required

You're almost there! Please complete the following actions to finalize your request.

DMCC Comments

require additional information

Actions

Require Additional Information

ACTION

RE SUBMIT

After clicking on “Save”, the step will be updated automatically and returned to DMCC for an action

Require Additional Info

DMCC Comments

Service Request No.

DMCC Comments (Required Information)
require additional information

Customer Comments

updated

SAVE

SR is returned for POA

When the step is returned to fix the POA, the client can fix the same by clicking on “ACTION” button

Home > Appointments

Change Company Officer

Service request #	Resolution date	Correspondence email ID	Correspondence mobile number
<div> <div>Submitted 2025-10-05</div> <div>Under Review More details required</div> <div>Closed</div> </div>			

Actions required

You're almost there! Please complete the following actions to finalize your request.

DMCC Comments

Require Additional Info POA.

Actions

Require Additional Information

ACTION

RE SUBMIT

He will be directed to the POA details tab where the client can click on View POA or Delete POA from the 'Action' list

Home > Appointments

Change Company Officer

BACK TO SR →

Service request #	Resolution date	Correspondence email ID	Correspondence mobile number

Stage 1
Application Initiation

Stage 2
Change Details

Stage 3
Review and Confirm

Stage 4
Download/Upload Documents

Stage 5
Payment and Submission

Change Details

Officer Details

Manage Roles

POA Details

All shareholders/officers will be required to e-sign documents after DMCC review and verification. Please click on 'APPOINT' if you wish to appoint a Power of Attorney (POA) holder for any of the below-listed shareholders/officers to e-sign the documents on their behalf.
Note: Appointment of a POA holder will require additional documents such as a POA document and a POA holder passport.

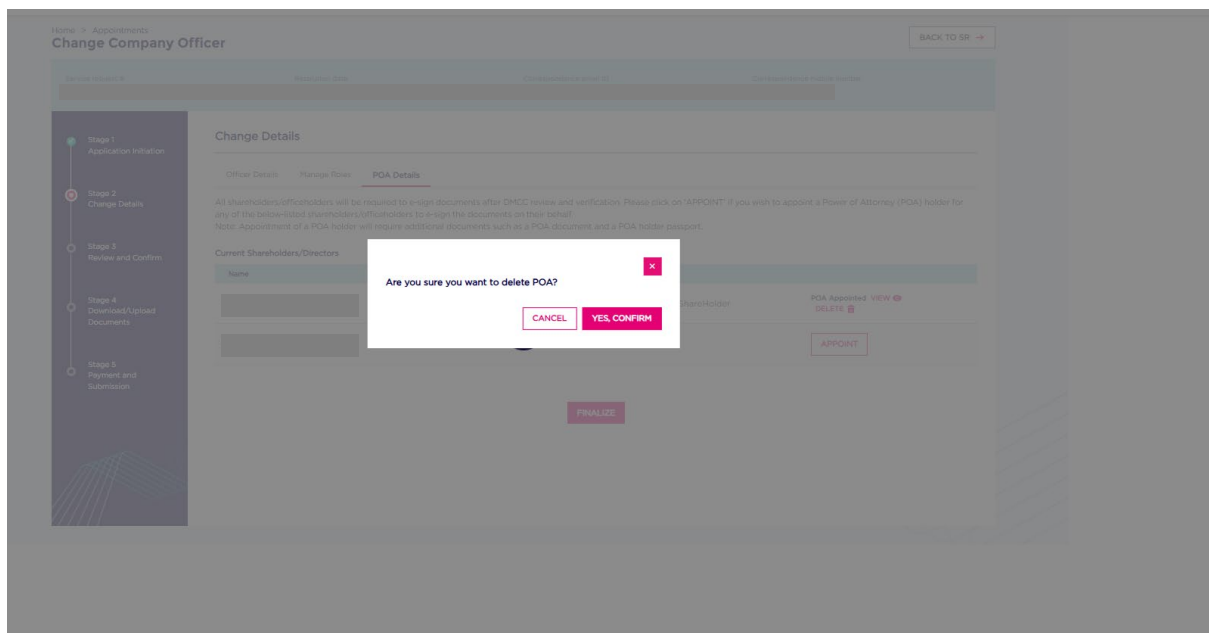
Current Shareholders/Directors

Name	Passport Number	Nationality	Roles
<div>POA Appointed VIEW</div> <div>DELETE</div>			

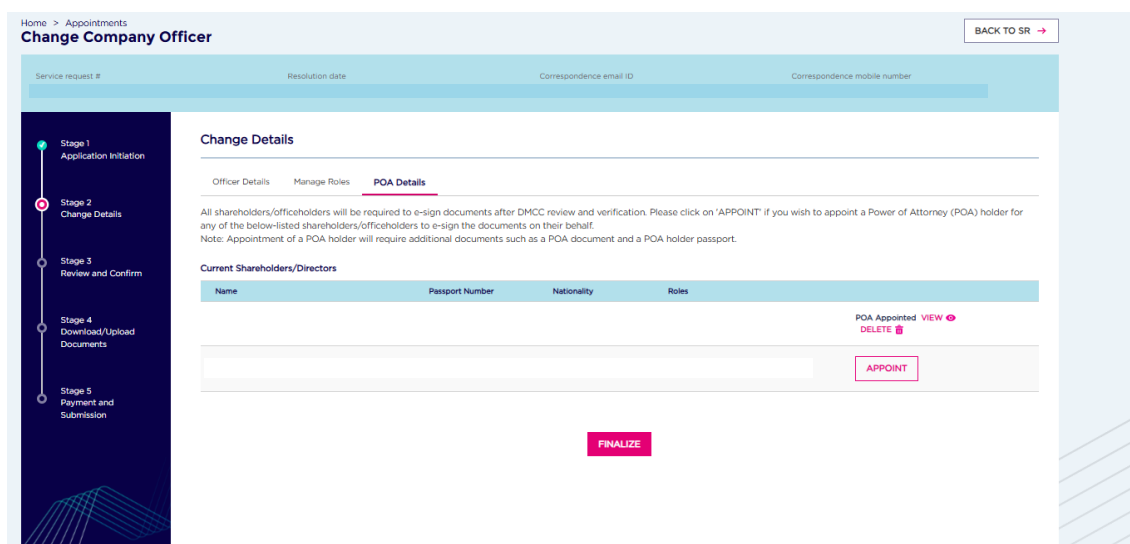
APPOINT

FINALIZE

In case the client deletes the POA, the system will ask for a confirmation and once confirmed, the options under ACTION will be changed where 'APPOINT POA' option will be introduced.

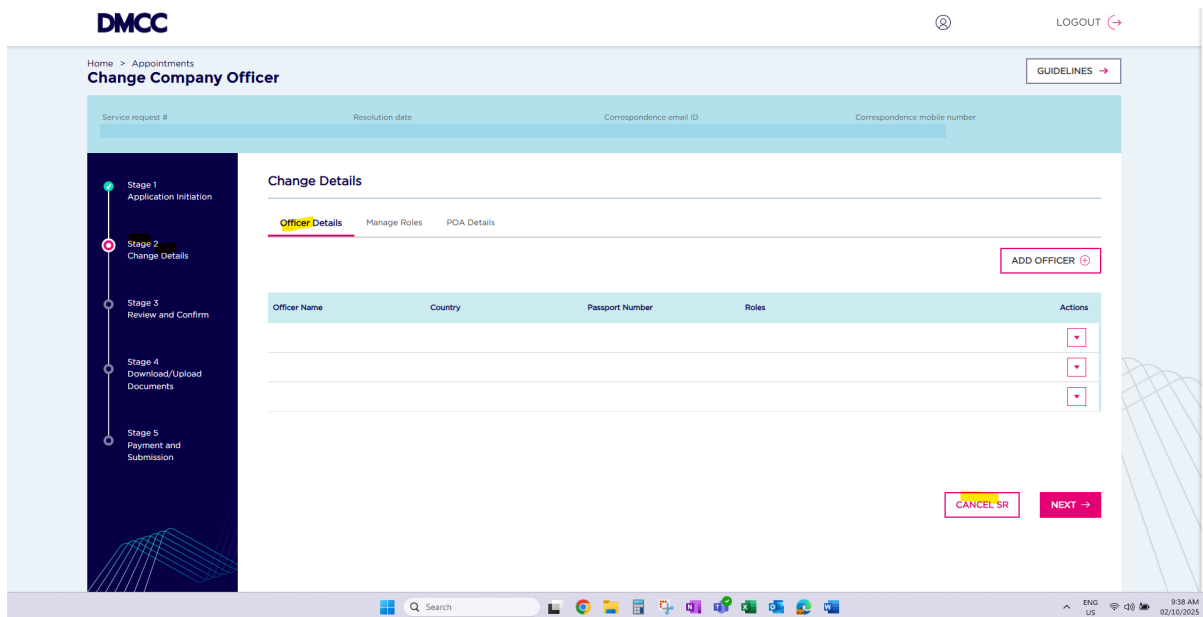


The client can appoint a POA from the beginning, then after all changes are completed, the client needs to click on Finalize button



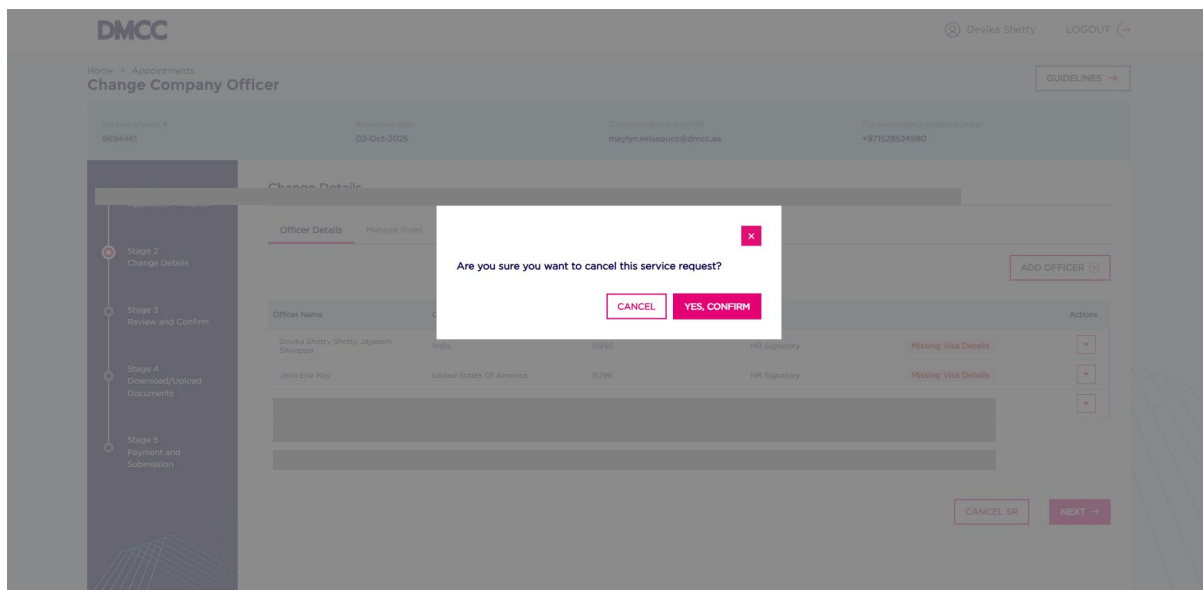
Cancel SR before submission

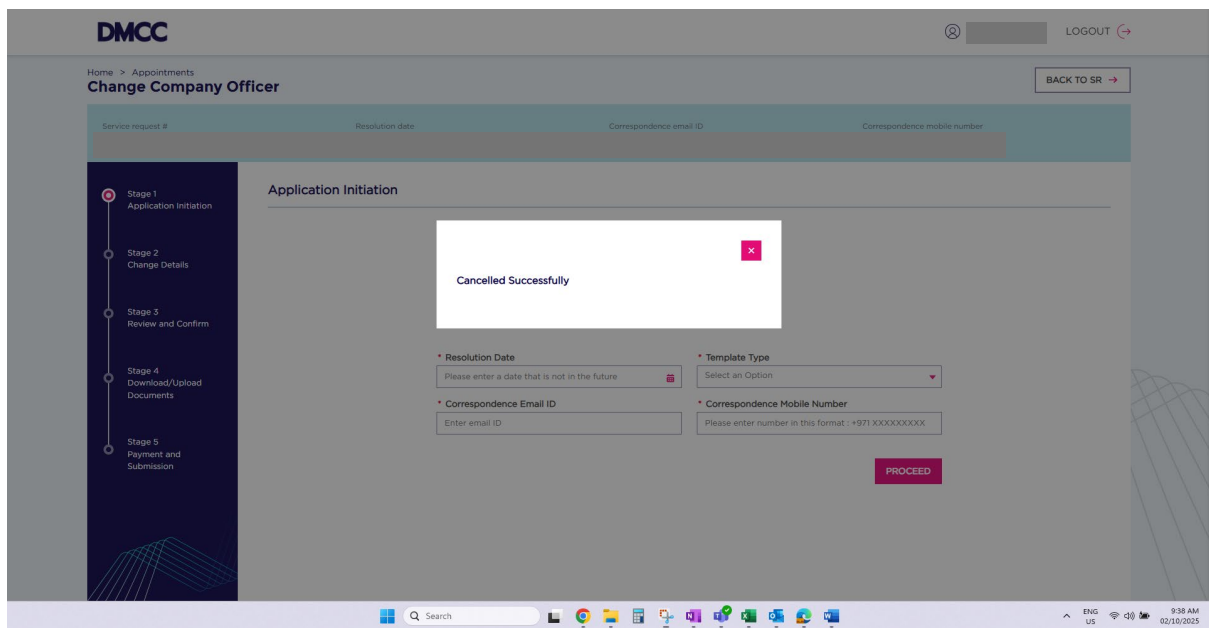
If client wishes to cancel the application before SR submission, the client can click on cancel SR button.



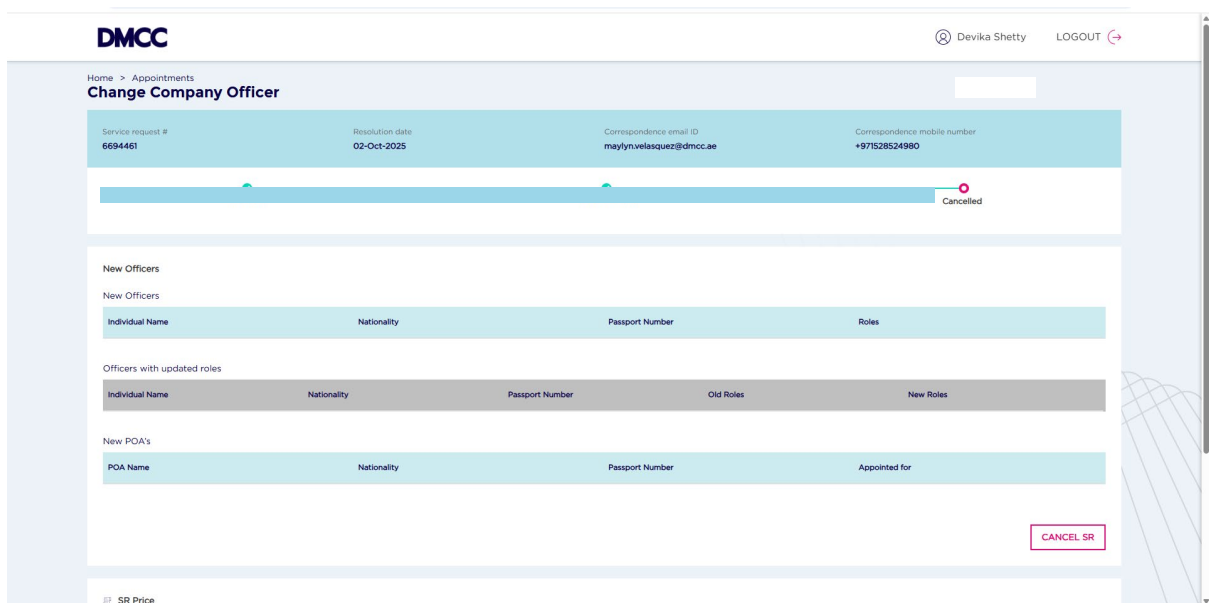
Client will receive the confirmation pop up message below

The SR will be cancelled when the client clicks on 'Yes, Confirm'

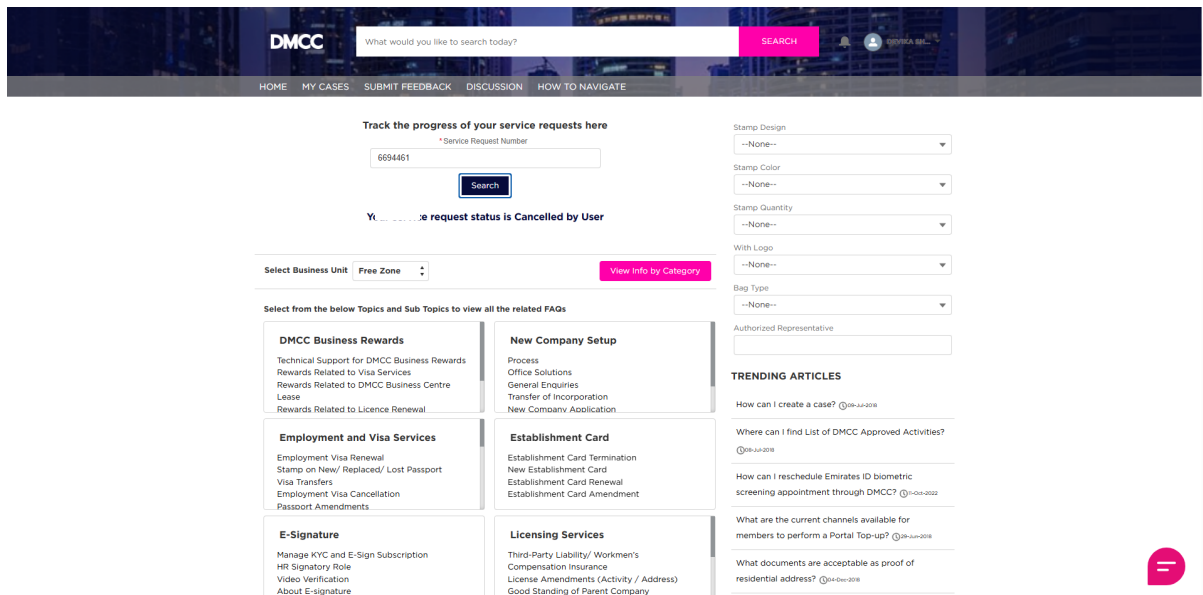




Action path will reflect cancelled.

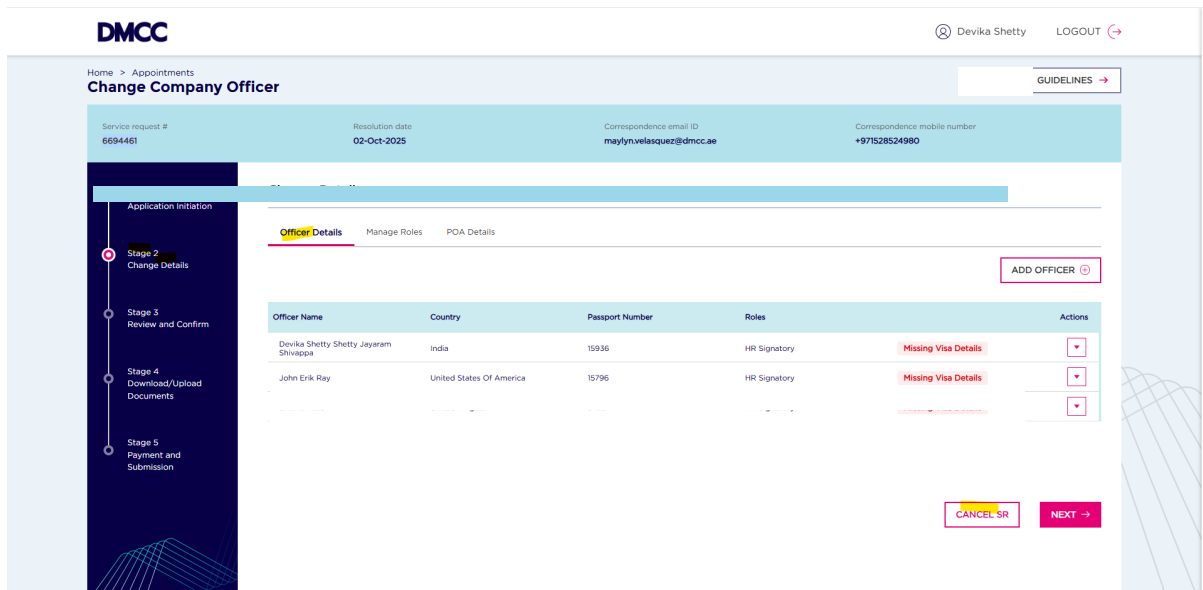


Status on DMCC Help Desk Center will show as –
‘Your service request was cancelled by User’

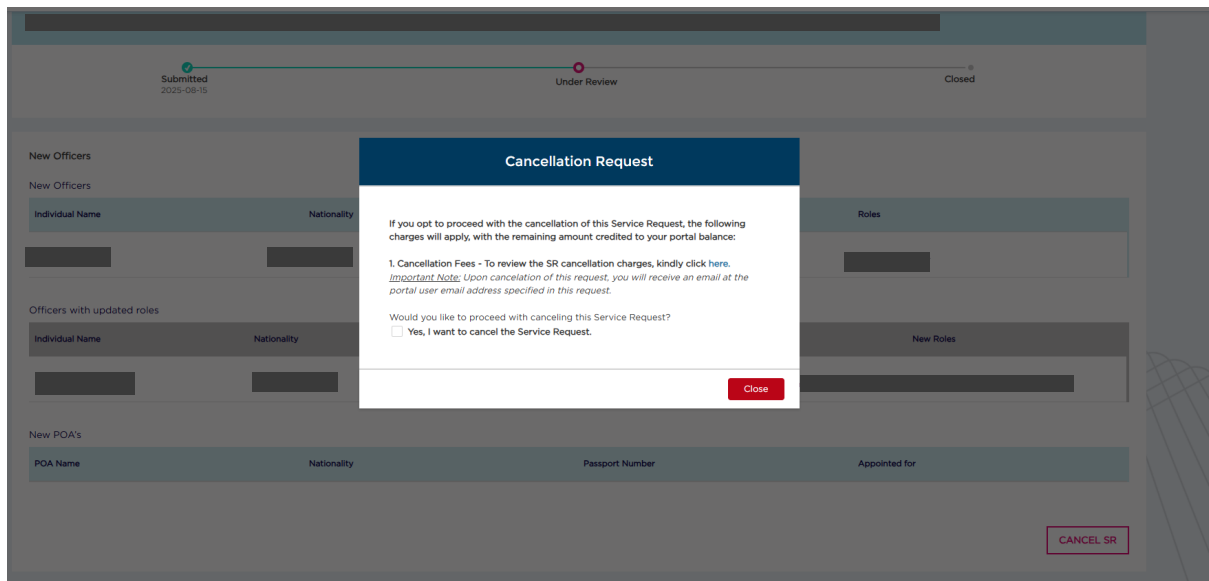


Cancellation post submission

If the client wants to cancel the SR after the step is returned for awaiting re-upload before verification. The client can click on cancel SR button.



Client will receive the below pop-up message and tick the 'Yes, I want to cancel the Service Request'.



Client will receive the below pop-up message. Client needs to upload the cancellation request letter and “Select Cancellation request reasons”.

Cancellation Request

If you opt to proceed with the cancellation of this Service Request, the following charges will apply, with the remaining amount credited to your portal balance:


1. Cancellation Fees - To review the SR cancellation charges, kindly click [here](#).
Important Note: Upon cancelation of this request, you will receive an email at the portal user email address specified in this request.

Would you like to proceed with canceling this Service Request?

☒ Yes, I want to cancel the Service Request.

Upload a request for cancelation specifying the reason for the request for SR cancelation on your company letterhead, sealed and signed by authorised signatories

* Cancellation Letter

 Upload Files

Or drop files

Upload

*Select Cancellation Reasons

Available		Selected
Change of Mana...	▶	▲
Decided to appl...	◀	▼
The appointed ...		
Other		

Close

Confirm

After client, uploaded the cancellation request letter, he will received the pop -up message.

Cancellation Request

If you opt to proceed with the cancellation of this Service Request, the following charges will apply, with the remaining amount credited to your portal balance:

1. Cancellation Fees - To review the SR cancellation charges, kindly click [here](#).
Important Note: Upon cancelation of this request, you will receive an email at the portal user email address specified in this request.

Would you like to proceed with canceling this Service Request?

☒ Yes, I want to cancel the Service Request.

Upload a request for cancelation specifying the reason for the request for SR

success!

file uploaded successfully!!

OK

Upload

*Select Cancellation Reasons

Available

Selected

Change of Mana...

Decided to appl...

The appointed ...

Other

Close


Confirm

If client selected – “Others” from the Select Cancellation reason-another box will open to state, the reason- then click on confirm

☒ Yes, I want to cancel the Service Request.

Upload a request for cancelation specifying the reason for the request for SR cancelation on your company letterhead, sealed and signed by authorised signatories

* Cancellation Letter

 Upload Files

Or drop files

Blank Document.pdf

Upload

* Select Cancellation Reasons

Available


Decided to appl...

The appointed ...

Selected

Other

Move selection to Available



* Other Reason

Close

Confirm

If cancellation request was rejected. The last open step will be re-open.

Service Requests > 6691979

Steps

4 items • Sorted by Created DateTime • Updated a few seconds ago

Change Owner

⚙️ ⏪ ⏩ ⏴ ⏵

<input type="checkbox"/>	Step Id	Step No.	Summary	Step Name	Step Status	Created Date...	Owner Alias	Created By	Last Modified By
1	<input type="checkbox"/>	990.0							
2	<input type="checkbox"/>	920.2							
3	<input type="checkbox"/>	400							
4	<input type="checkbox"/>	20.0							

After approval – action path will reflect as “Cancelled”

DMCC

Anand Kumar VaradharajuluLOGOUT

Change Company Officer

Service request #Resolution dateCorrespondence email IDCorrespondence mobile number

Submitted2025-08-15

Under Review

Cancelled

New Officers

New Officers

Individual NameNationalityPassport NumberRoles

Officers with updated roles

Individual NameNationalityPassport NumberOld RolesNew Roles

New POA's

All linked/sub SR status will be cancelled.

Service Request

+ FollowDownload / Upload / Review DocCreate New CaseChange OwnerPrintable ViewChange Record TypeSharing HierarchyCloneEdit

Details

SR Tree

SRTreePage

|| 5.0 || Routing Step || Dummy Close || System ||

|| Management Review / Approval Process || Approved by DMCCA

|| 10.2 || Management Review / Approval || Approved || State Security || ok

-Linked SR

972|| Manage KYC and E-Sign Subscription-Manage KYC and E-Sign Subscription-Update Details and E-sign Subscription || Cancelled on Client Request

|| 30.0 || Process Customer Signature || Cancelled on Client Request || e-Signature Verification ||

|| 10.0 || Routing Step || Dummy Close || System ||

Priceline for cancellation fee will be invoiced.

Pricing Line	Net Price	VAT %	Tax Amount	KD Amount	Total Price	Status
Cancellation Fee	AED 515.00		AED 0.00	AED 20.00	AED 535.00	Invoice In Progress

Client will received email notification

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User manual for Change of Officer

Update Date: 23 Oct 2025

Version 1



Dear Valued Member,

Your service request for Apply to Change Company Officer for your company AQUACHEMIE DMCC under service request number 6691979 has been cancelled upon your request.

Should you have any inquiries, please contact us on the below contact details.

For more information about our services or to check the status of your service requests, click the links below:

[✓ Status Checker](#)

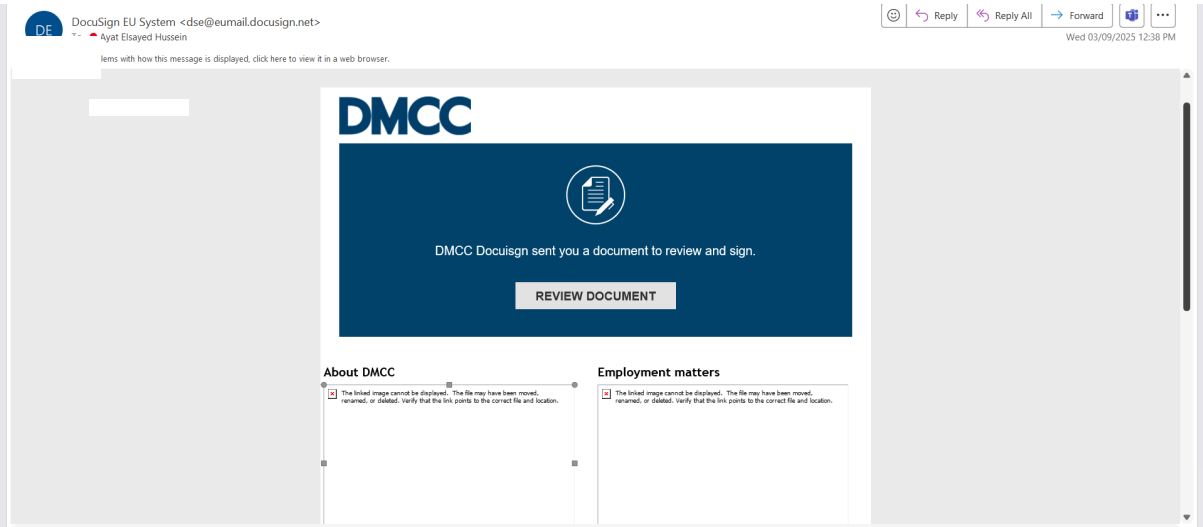
[? Help Centre](#)

[Self Service](#)

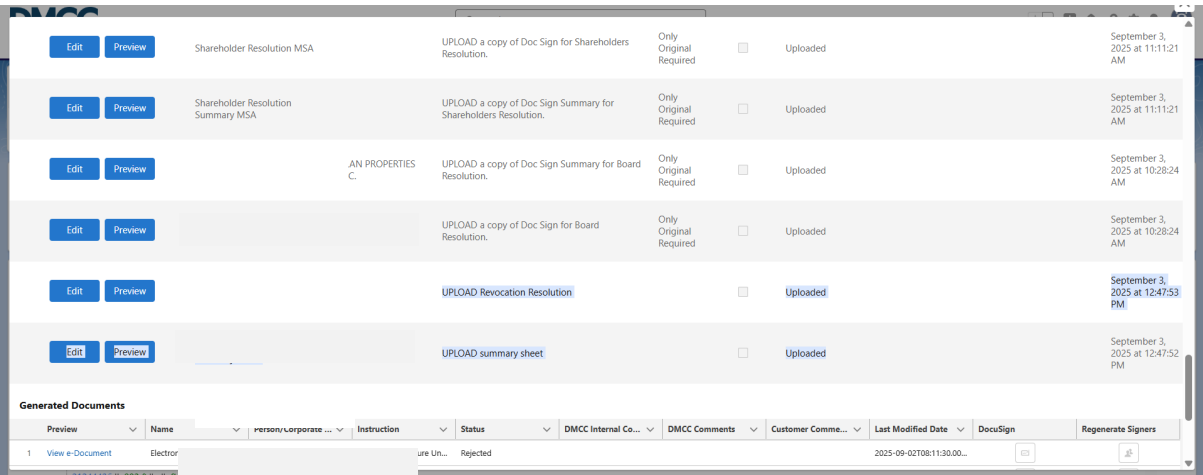
Status on DMCC Help Desk Status

Cancellation after verification and approval

The client will receive the following email:



After all signers complete their signature, the document will be uploaded automatically



Client will receive email with the designed resolution & its summary

