

Ajman Chamber Services Guide 2026

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Introduction

In line with the commitment of Ajman Chamber to enhancing the competitiveness of the business community and establishing a culture of excellence and innovation in service delivery, this guide has been prepared as a comprehensive reference to familiarize customers with the services offered by the Chamber. It enables them to access these services and complete their transactions with ease, speed, flexibility, and efficiency, in accordance with the highest standards of quality and institutional excellence.

This guide aligns with the Chamber's strategic direction to redesign the service ecosystem from the customer's perspective and build an integrated, seamless customer journey. This journey starts with easy access to services and clear information and requirements, progresses through simplified procedures and accelerated transaction processing, and culminates in the effortless tracking of requests and service delivery, thereby contributing to an exceptional customer experience and enhancing customer happiness.

In developing its services, the Chamber adopts the latest technologies, pioneering practices, and best institutional practices by employing digital and smart solutions, developing service delivery channels, and leveraging data and advanced technologies to enhance operational efficiency and anticipate customer needs, thereby improving response speed, service quality, and effectiveness.

Furthermore, the Chamber is committed to embedding the Zero Bureaucracy approach through the continuous review of procedures, the reduction of unnecessary steps and requirements, the simplification of operations, and the enhancement of integration across channels and systems. This ensures the delivery of easier, more flexible, and faster services, creating genuine added value for customers.

This guide outlines the services provided by the Chamber, the requirements and procedures for obtaining them, and their delivery channels, which include service delivery centers, digital channels, the website, and social media platforms. It also provides the necessary information to track the status of applications, ensuring a comprehensive and unified customer experience across various touchpoints with the Chamber.

Based on the Chamber's belief that the customer is a fundamental partner in service development, it is committed to engaging customers and listening to their voice through customer councils, direct meetings, surveys, and field visits to economic establishments. The Chamber takes customers' opinions, suggestions, and needs into consideration when designing and developing services, transforming them into opportunities for improvement and innovation, thereby enhancing customer happiness and continuously elevating their experience.

In the context of enhancing performance quality and sustainability, the Chamber is committed to monitoring service performance indicators and service level agreements, measuring the level of compliance with quality and efficiency standards, and utilizing the results of customer happiness measurements and the feedback received from customers. This is in addition to analyzing the customer journey and various interaction points, with the aim of identifying improvement opportunities and developing services proactively and continuously.

This guide reflects the direction of Ajman Chamber towards institutional excellence and providing proactive, innovative, customer-centric services. These services are based on modern technology and the best institutional practices and standards, aligning with future government directions, contributing to enhancing the competitiveness of the business environment, raising service efficiency, and establishing an exceptional and sustainable customer experience.

Ajman Chamber...

We innovate services, simplify procedures, and create an experience that delights the customer.



Message from the Chairman of the Board of Directors



H.E. Eng. Abdullah bin Mohammed Al Muwaiji

Chairman of the Board of Directors of Ajman Chamber

At Ajman Chamber, we are committed to the continuous development of our services, driven by a deep understanding of our customers' needs and expectations, and the delivery of efficient, transparent, and accessible services. We believe that enhancing the customer experience and elevating service quality are fundamental to boosting performance efficiency and supporting the competitiveness of the business environment.

In line with this approach, we leverage technology and smart solutions, and apply best practices to develop services, streamline procedures, and provide proactive and innovative offerings. This contributes to eliminating bureaucracy, facilitating access to services, accelerating their completion, and elevating the overall customer experience.

We present to you the "Ajman Chamber Services Guide" to provide you with clear and comprehensive information regarding our services, requirements, and delivery channels, while ensuring its continuous updating and development to keep pace with evolving developments and customer needs.

Message from the Director General



H.E. Salem Ahmed Al Suwaidi
Director General

At Ajman Chamber, the customer is our top priority. We place service ease, flexibility, and prompt completion as our permanent goals, striving to make every step clearer and less complex. This saves time and effort, providing the customer with a seamless experience that meets their needs and keeps pace with their business requirements.

The "Ajman Chamber Services Guide" reflects the Chamber's commitment to providing a clear and comprehensive reference that enables customers to learn about the Chamber's services, requirements, and channels of access, helping them complete their transactions with clarity and ease.

These efforts embody Ajman Chamber's vision to establish a more competitive and attractive business environment, deliver services that meet the aspirations of the business community and support its growth, and reinforce the Chamber's role as a key partner in the economic development journey of the Emirate of Ajman and the realization of Ajman Vision 2030.

About Ajman Chamber

Ajman Chamber of Commerce and Industry was established in 1977 by an Emiri decree issued by the late Sheikh Rashid bin Humaid bin Rashid Al Nuaimi, may Allah have mercy on him. He recognized the role that the Chamber of Commerce could play in strengthening the economic standing of the Emirate, organizing work in the commercial, industrial, and agricultural sectors, and raising awareness of these sectors across all segments of society. In 2024, His Highness Sheikh Humaid bin Rashid Al Nuaimi, Member of the Supreme Council of the Federation and Ruler of the Emirate of Ajman, issued Emiri Decree No. (2) regarding the reorganization of the Chamber of Commerce and Industry and expanding the scope of its powers and activities to keep pace with major economic developments and the process of digital transformation.

The Chamber's Strategic Roadmap

Our Vision

Ajman A vibrant economic city, leading in enhancing the quality of life, attracting investment, and facilitating business.



Our Mission

Empower the business community in the Emirate and provide an environment that fosters economic activities to achieve the highest levels of prosperity and sustainable economic diversification.



Institutional Objectives of Ajman Chamber

1 Spreading the culture of community work within the business environment.

2 Encouraging the contribution of the business community to the local cultural scene.

3 Enhancing efforts to promote qualitative investment and attracting distinguished investments and companies.

4 Enhancing the voice of the business community and empowering it to actively participate in economic decision-making and policymaking.

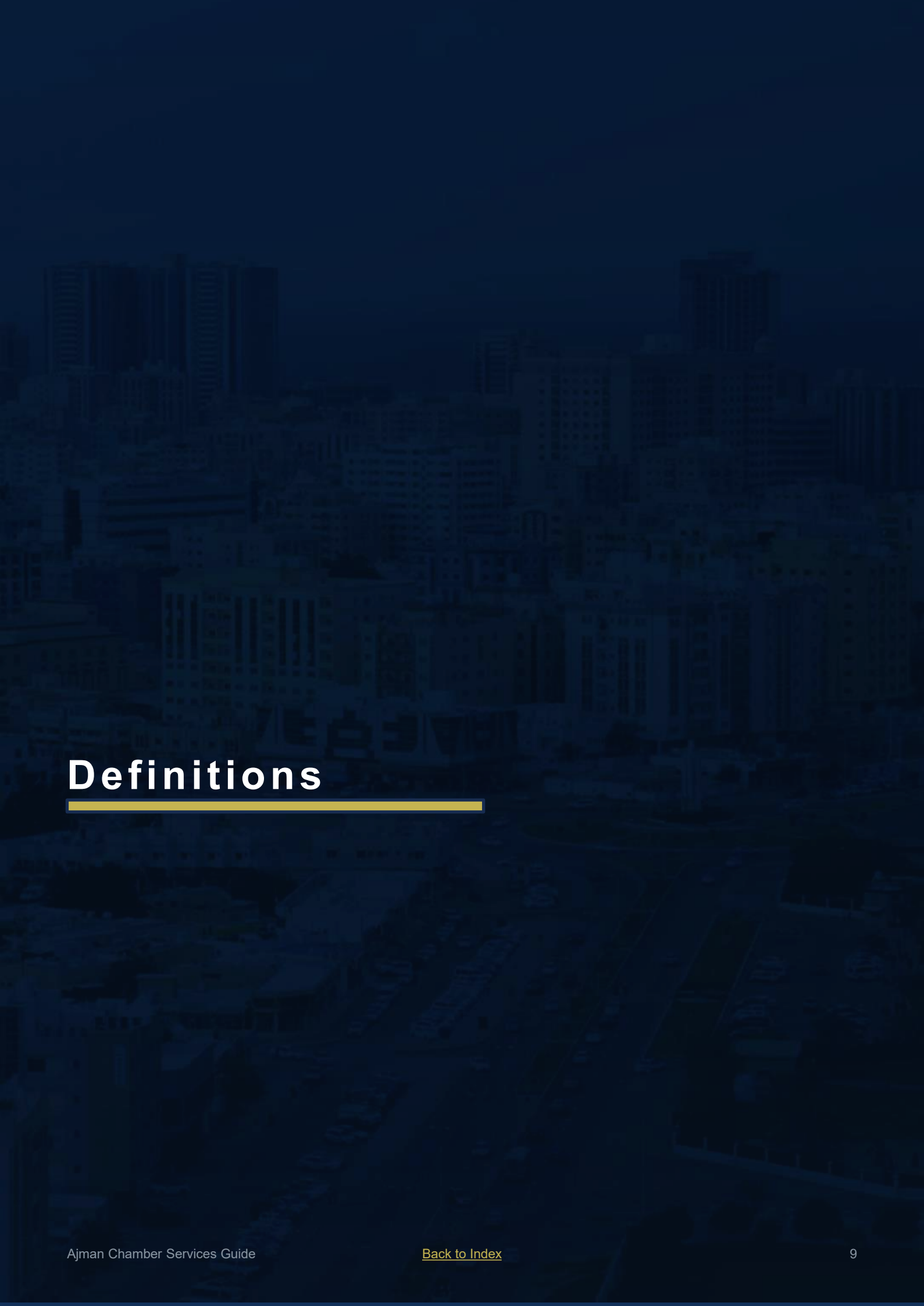
5 Empowering all segments of society to actively participate in economic activities.

6 Providing a stimulating and supportive environment for entrepreneurship and innovation.

7 Improving the business environment and the competitiveness of the Emirate and increasing investor confidence in it.

Our Core Values





Definitions

- **Service Duration:** This indicates the time required to apply for and receive the service.
- **The Guide:** A guide to the services provided by an entity to customers.
- **The Chamber :** Ajman Chamber.
- **The Service:** A series of activities or processes carried out by the Chamber or other entities acting on its behalf, aimed at meeting the needs and expectations of its customers and striving to add value for customers.
- **Service Structure:** This refers to determining the type of service, whether it is a main service or a sub-service.
- **Main Service:** A set of services provided by the Chamber, serving as the umbrella under which sub-services are grouped.
- **Sub-service:** Services associated with the main services according to the type of customers or the purpose of the service.
- **Service Name:** The name used to identify the service and distinguish it from other services.
- **Service Description:** A simple and precise explanation of the service that enables customers to understand its type and purpose.
- **Fees:** The financial amount paid by the customer in exchange for receiving the service.
- **Service Beneficiary:** The groups that benefit from the service provided, such as Chamber members, investors, or individuals; more than one group may be indicated if necessary.
- **Service Delivery Channels:** A means of communication between customers and the government entity through which services are delivered, for example, visiting the Chamber building, a service delivery center, the website, a smart application, and any newly introduced channels.
- **Required Documents:** The documents requested by the Chamber from the customer to obtain the service.
- **Service Center:** The premises where the authorized agent receives customers and provides services.

- **Authorized Agent:** The private company or establishment with which a service delivery agreement is signed by the Chamber to provide its services in accordance with the controls and conditions contained in the said agreement.
- **Service Linkage:** Indicates whether there is a linkage between the service provided by the Chamber and any services provided by other entitle.
- **Service Delivery Channels/Timings:** Indicates the channels through which services can be delivered, such as traditional, smart, and electronic channels.
- **Payment Mechanism:** Indicates the payment mechanism approved by the Chamber, such as the Ajman Smart Payment Portal, "SADAD Ajman".
- **Service Conditions:** The requirements specified by the Chamber to obtain the service, such as the commercial invoice issued by the company, stamped and signed by the company owner or the authorized signatory when applying for the issuance of a Certificate of Origin.

Service Delivery Channels

The Chamber is considered one of the most important institutions and departments serving the private sector, as it works to represent the economic interests of establishments and individuals in this sector, with the aim of developing and enhancing their economic roles through providing various services, representing the interests of the aforementioned sector before government entities, as well as providing support and addressing any problems and difficulties it faces.

► Smart and Electronic Channels for Service Provision

Website

www.ajmanchamber.ae

Smart Application



 App Store



 Google Play

► Direct Communication Channels

Phone
Ajman Government
Contact Centre
80070

WhatsApp
80070

Email
80070@ajman.ae

Working Hours
24/7

► Service Delivery Center

 AlMalomat Center at Ajman Chamber Building

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Economic Establishment Membership Services

Service Cards

- Membership Registration for Economic Establishments
- Membership Renewal for Economic Establishments
- Amendment of Membership Data for Economic Establishments
- Membership Cancellation for Economic Establishments
- Issuance of Membership Certificate
- Request for Information on the Membership of an Economic Establishment

Membership Registration for Economic Establishments

Service Description:

This service allows businesses to register a new economic establishment membership, enabling them to benefit from a range of services and advantages that support business stability and enhance opportunities for growth and expansion.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Sub-service	Procedural	Instantaneous	Express

Procedures to Obtain the Service

- 1 Membership registration and the issuance of the membership certificate are carried out automatically upon the issuance of the license by the licensing authority in the Emirate.

Required Documents

- None

Service Conditions

The license must be valid and issued by the licensing authorities in the Emirate.

Service Fees

Membership registration fees for establishments licensed by the Department of Economic Development:

Membership registration for establishments licensed by the Department of Economic Development (Category 1)	AED 5,500
Membership registration for establishments licensed by the Department of Economic Development (Category 2)	AED 2,500
Membership registration for establishments licensed by the Department of Economic Development (Category 3)	AED 2,000
Membership registration for establishments licensed by the Department of Economic Development (Category 4)	AED 1,000
Membership registration for establishments licensed by the Department of Economic Development (Category 5)	AED 500

Membership registration fees for establishments licensed by the Free Zone Authority:

Membership registration for establishments licensed by Free Zones (Category A)	AED 1,500
Membership registration for establishments licensed by Free Zones (Category B)	AED 500

Service Delivery Channels

Approved Partner Channels:

Through the Department of Economic Development – Ajman Through the Ajman Free Zones Authority:

- Website: www.ajmanded.ae
- Smart Application: AjmanOne
- Customer Happiness Centers.
- Website: www.afz.ae
- Smart Application: FZA Customer
- Customer Happiness Centers.

Is the Service Provided within a Package?

No

Service Limitations

None

Service Linkage with Other Services

External Linkage:

Linked to the "Launch Your Business" license issuance service through the Department of Economic Development – Ajman.
Linked to the license issuance service through the Free Zone Authority.

Service Delivery Timings

Service delivery timings at the Department of Economic Development and the Free Zone Authority:

Website and Smart Applications: Applications: Available 24/7.

Customer Happiness Centers: According to the approved working hours of each entity.

Is it a Proactive Service?

Yes

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Registration Service of Membership for Economic Establishments



1- Obtaining Information

Licensing authority channels for obtaining service information:

- Websites
- Smart applications
- Customer Happiness Centers
- Ajman Government Contact Centre 80070

2- Submitting the Service Request

- Login using the Digital Identity via Digital Channels, or visit the Customer Happiness Centers affiliated with the Licensing Authority.
- Submit Application for Commercial License renewal.
- Payment of Fees for Commercial License renewal and membership renewal fees.

3- Communication During Processing

- Track the application status through the digital channels or the customer happiness centers of the licensing authority.

4- Service Completion

- Download the Commercial License and Digital Membership certificate instantly via Digital Channels or Customer Happiness Centers.

Licensing authorities linked to the service:
Department of Economic Development – Ajman
Free Zones Authority – Ajman

Membership Renewal for Economic Establishments

Service Description:

This service allows businesses to renew the membership of an economic establishment, enabling them to benefit from a range of services and advantages that support business continuity and enhance opportunities for growth and expansion..

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Complementary	Procedural	Instantaneous	Express

Procedures to Obtain the Service

- 1 Membership renewal and the issuance of the membership certificate are carried out automatically upon the renewal of the license by the licensing authority in the Emirate.

Required Documents

● None

Service Conditions

The license must be valid and issued by the licensing authorities in the Emirate.

Service Fees

Membership renewal fees for establishments licensed by the Department of Economic Development:

Membership renewal for establishments licensed by the Department of Economic Development (Category 1)	AED 5,500
Membership renewal for establishments licensed by the Department of Economic Development (Category 2)	AED 2,500
Membership renewal for establishments licensed by the Department of Economic Development (Category 3)	AED 2,000
Membership renewal for establishments licensed by the Department of Economic Development (Category 4)	AED 1,000
Membership renewal for establishments licensed by the Department of Economic Development (Category 5)	AED 500

Membership renewal fees for establishments licensed by the Free Zone Authority:

Membership renewal for establishments licensed by Free Zones (Category A)	AED 1,500
Membership renewal for establishments licensed by Free Zones (Category B)	AED 500

Membership Renewal for Economic Establishments (continued)

Service Delivery Channels

Approved Partner Channels:

Through the Department of Economic Development – Ajman:

Website: www.ajmanded.ae

Smart Application: AjmanOne

Customer Happiness Centers.

Through the Ajman Free Zones Authority:

Website: www.afz.ae

Smart Application: FZA Customer

Customer Happiness Centers

Is the Service Provided within a Package?

No

Service Limitations

None

Service Linkage with Other Services

External Linkage:

Linked to the license renewal service with the Department of Economic Development or the Free Zone Authority

Service Delivery Timings

Service delivery timings at the Department of Economic Development and the Free Zone Authority:

Website and Smart Applications: Available 24/7.

Customer Happiness Centers: According to the approved working hours of each entity.

Is it a Proactive Service?

Yes

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Renewal Service of Membership for Economic Establishments



1- Obtaining Information

Licensing authority channels for obtaining service information:

- Websites
- Smart applications
- Customer Happiness Centers
- Ajman Government Contact Centre 80070

2- Submitting the Service Request

- Login using the Digital Identity via Digital Channels, or visit the Customer Happiness Centers affiliated with the Licensing Authority.
- Submit Application for Commercial License renewal.
- Payment of Fees for Commercial License renewal and membership renewal fees.

3- Communication During Processing

- Track the application status through the digital channels or the customer happiness centers of the licensing authority.

4- Service Completion

- Download the Commercial License and Digital Membership certificate instantly via Digital Channels or Customer Happiness Centers.

Licensing authorities linked to the service:
Department of Economic Development – Ajman
Free Zones Authority – Ajman

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Service Description:

This service allows businesses to amend the membership details of an economic establishment.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Business	Complementary	Procedural	Instantaneous	Express

Procedures to Obtain the Service

- 1 Membership data modification and the issuance of the membership certificate are carried out automatically upon the modification of license data by the licensing authority in the Emirate

Required Documents

 None

Service Conditions

The license must be valid and issued by the licensing authorities in the Emirate.

Service Fees

AED 200

Service Delivery Channels**Approved Partner Channels:****Through the Department of Economic Development – Ajman:**

Website: www.ajmanded.ae
 Smart Application: AjmanOne
 Customer Happiness Centers.

Through the Ajman Free Zones Authority:

Website: www.afz.ae
 Smart Application: FZA Customer
 Customer Happiness Centers

Is the Service Provided within a Package?

No

Service Limitations

None

Amendment of Membership Data for Economic Establishments (continued)

Service Linkage with Other Services

External Linkage:

Linked to the license renewal service with the Department of Economic Development or the Free Zone Authority

Service Delivery Timings

Service delivery timings at the Department of Economic Development and the Free Zone Authority:

Website and Smart Applications: Available 24/7.

Customer Happiness Centers: According to the approved working hours of each entity.

Is it a Proactive Service?

Yes

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Update Data service for Membership for Economic Establishments



1- Obtaining Information

Licensing authority channels for obtaining service information:

- Websites
- Smart applications
- Customer Happiness Centers
- Ajman Government Contact Centre 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or Smart Application.
- Submit Application for authentication and attach the Required Documents.
- Payment of Due Service Fees

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download the digitally certified document and the Payment of Fees receipt via the Website or Smart Application.

Licensing authorities linked to the service:
Department of Economic Development – Ajman
Free Zones Authority – Ajman

Membership Cancellation for Economic Establishments

Service Description:

This service allows businesses to cancel the membership of an economic establishment when there is no longer a need to maintain it..

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B 1 Businesses	Complementary	Procedural	Instantaneous	Express

Procedures to Obtain the Service

- 1 Membership cancellation is carried out automatically upon the cancellation of the economic license by the licensing authority in the Emirate.

Required Documents

- None

Service Conditions

The license must be cancelled by the licensing authorities in the Emirate.

Service Fees

AED 500

Service Delivery Channels

Approved Partner Channels:

Through the Department of Economic Development – Ajman:

Website: www.ajmanded.ae
Smart Application: AjmanOne
Customer Happiness Centers.

Through the Ajman Free Zones Authority:

Website: www.afz.ae
Smart Application: FZA Customer
Customer Happiness Centers

Is the Service Provided within a Package?

No

Service Limitations

None

Membership Cancellation for Economic Establishments (continued)

Service Linkage with Other Services

External Linkage:

Linked to the license cancellation service with the Department of Economic Development or the Free Zone Authority

Service Delivery Timings

Service delivery timings at the Department of Economic Development and the Free Zone Authority:

Website and Smart Applications: Available 24/7.

Customer Happiness Centers: According to the approved working hours of each entity

Is it a Proactive Service?

Yes

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Cancellation Service of Membership for Economic Establishments



1- Obtaining Information

Licensing authority channels for obtaining service information:

- Websites
- Smart applications
- Customer Happiness Centers
- Ajman Government Contact Centre 80070

2- Submitting the Service Request

- Login using Digital Identity via Digital Channels, or visit the Customer Happiness Centers affiliated with the licensing authority.
- Submit Application for Commercial License Cancellation.
- Payment of Fees for Commercial License cancellation and membership cancellation fees.

3- Communication During Processing

- Track Application Status through Digital Channels or Customer Happiness Centers affiliated with the licensing authority.

4- Service Completion

- Download Certificate of License Cancellation via Digital Channels or Customer Happiness Centers.

Licensing authorities linked to the service:
Department of Economic Development – Ajman
Free Zones Authority – Ajman

Issuance of Membership Certificate

Service Description:

This service allows licensed economic establishments to issue a membership certificate confirming their affiliation with the Ajman Chamber, to be submitted to the relevant authorities.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Sub-service	Procedural	Instantaneous	Express

Procedures to Obtain the Service

- 1 The procedures for registering, renewing, or modifying membership data and issuing the membership certificate are carried out automatically in conjunction with the issuance, renewal, or modification of the license through the Department of Economic Development – Ajman and Free Zone Authorities.

To obtain the membership certificate via our digital channels:

- 2 Log in via the services portal.
- 3 Submit the application
- 4 Pay fees and download the certificate

Required Documents

- None

Service Conditions

The licence must be valid and issued by the licensing authorities in the Emirate

Service Fees

AED 100

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Issuance of Membership Certificate (continued)

Is the Service Provided within a Package?

No

Service Limitations

None

Service Linkage with Other Services

External Linkage:

Linked to licensing services from the Department of Economic Development and Free Zone Authorities.

Internal Linkage: Linked to membership services.

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

Is it a Proactive Service?

Yes

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the membership Certificate Issuance service



1- Obtaining Information

Approved channels in Ajman Chamber to obtain Service Information:

- Website.
- Smart Application.
- Institute Center: AlMalomat Center
- Ajman Government Contact Center 80070

Channels of Licensing Authorities to obtain Service Information:

- Websites
- Smart Applications
- Customer Happiness Centers
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via Digital Channels, or visit the Customer Happiness Centers affiliated with the licensing authority.
- Submit an application for the issuance, renewal, or amendment of Commercial Licenses.
- Payment of Due Fees for the license and membership according to the application type, along with the membership Certificate Issuance fees.

3- Communication During Processing

- Track Application Status through Digital Channels or Customer Happiness Centers affiliated with the licensing authority.

4- Service Completion

- Download the Commercial License and Digital Membership certificate instantly via Digital Channels or Customer Happiness Centers.

Licensing authorities linked to the service:
Department of Economic Development – Ajman
Free Zones Authority – Ajman

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Request for Information on the Membership of an Economic Establishment

Service Description:

This service enables customers to obtain data about the membership of an economic establishment registered in the emirate, for various purposes, such as: conclusion of commercial transactions, etc.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2C G2B Individuals / Businesses	Sub-service	Procedural	3 minutes	Normal

Procedures to Obtain the Service

- 1 Log in via the services portal.
- 2 Submit the application.
- 3 Pay fees and download the letter.

Required Documents

- Request for information about the membership of an economic establishment

Service Conditions

None

Service Fees

AED 100

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AlMalomat Center

Is the Service Provided within a Package?

No

Service Limitations

None

Service Linkage with Other Services

None

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

Request for Information on the Membership of an Economic Establishment (continued)

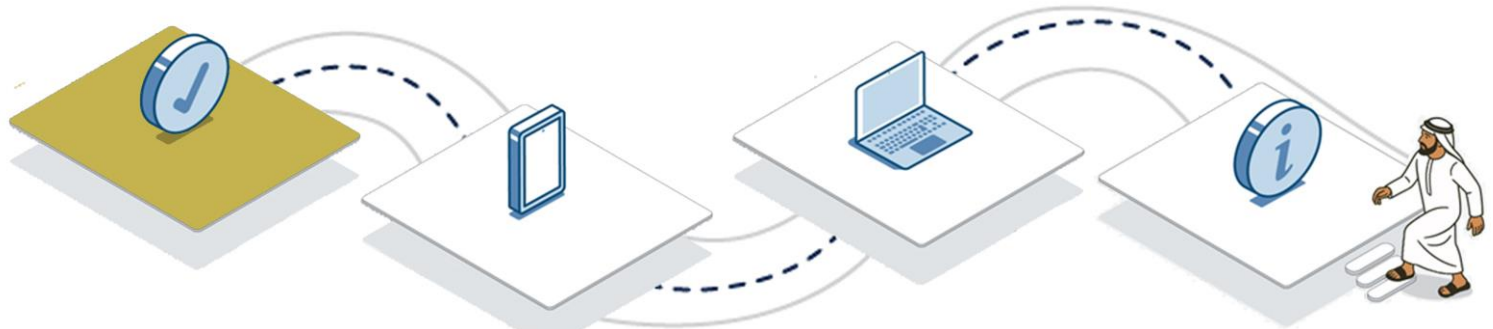
Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Information Request Service Regarding an Establishment's Membership



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AIMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or the Smart Application.
- Submit Application for an Information Request regarding an establishment membership.
- Payment of Due Service Fees

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download the establishment membership Information Request letter and the Payment of Fees receipt via the Website or the Smart Application.

2

Certificates of Origin and Attestation

Service Cards

- Issuance of Certificate of Origin
- Amendment of Certificate of Origin
- Attestation of Signature Authenticity
- Issuance of a Certificate to Whom It May Concern

Issuance of Certificate of Origin

Service Description:

This service allows businesses to obtain a Certificate of Origin, an official certificate that identifies the country of origin of exported or re-exported goods.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Sub-service	Procedural	7 Minutes	Normal

Procedures to Obtain the Service

- 1 Log in via the services portal.
- 2 Submit the application and attach required documents
- 3 Pay fees and download the Certificate of Origin and attested invoice.

Required Documents

- Commercial invoice.
- Packing list (optional for the customer).

The Chamber reserves the right to request additional supporting documents if necessary.

Service Conditions

The establishment's membership with Ajman Chamber must be valid.

Service Fees

For invoices up to AED 5,000	AED 35
For invoices between AED 5,000 and AED 40,000	AED 85
For invoices between AED 40,000 and AED 100,000	AED 105
For invoices between AED 100,000 and AED 500,000	AED 155
For invoices between AED 500,000 and AED 1,000,000	AED 205
For invoices between AED 1,000,000 and AED 3,000,000	AED 405
For invoices between AED 3,000,000 and AED 5,000,000	AED 505
For invoices exceeding AED 5,000,000	AED 605

Issuance of Certificate of Origin (continued)

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Is the Service Provided within a Package?

No

Service Limitations

None

Service Linkage with Other Services

Internal Linkage:

Linked to membership services

Service Delivery Timings

- Website and Smart Application: 24/7
- AIMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

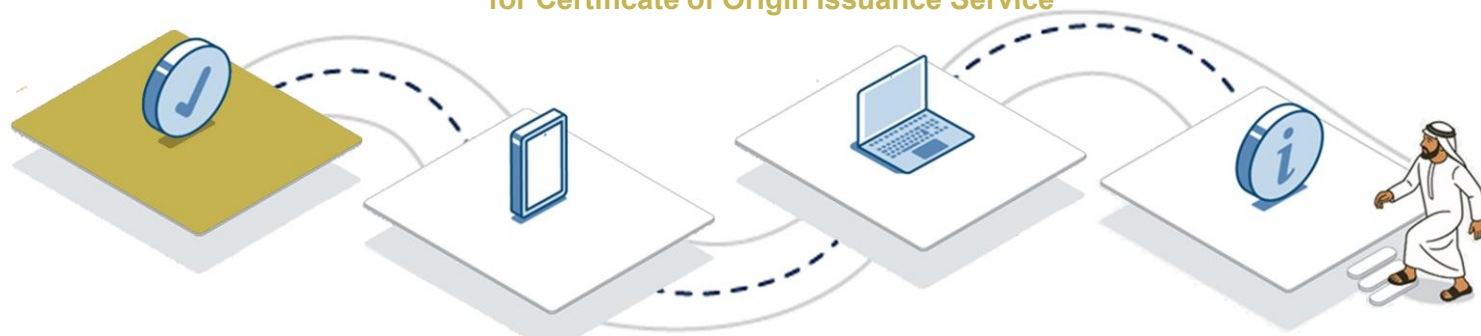
Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for Certificate of Origin Issuance Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AIMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or the Smart Application.
- Submit Application for a Certificate of Origin and attach the Required Documents.
- Payment of Due Service Fees

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download Certificate of Origin attached with a digitally attested invoice and the Payment of Fees receipt via the Website or the Smart Application.

Amendment of Certificate of Origin

Service Description:

This service enables customers to amend an existing certificate of origin or its attachments. The amended certificate is issued based on the invoice or packing list attached with the application.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Complementary	Procedural	7 minutes	Normal

Procedures to Obtain the Service

- 1 Log in via the services portal.
- 2 Submit the application and attach required documents.
- 3 Download the amended Certificate of Origin and attested invoice..

Required Documents

Commercial invoice, or any amended document.

Service Conditions

A previously issued Certificate of Origin must exist to apply for an amendment

Service Fees

None

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Is the Service Provided within a Package?

No

Service Limitations

None

Amendment of Certificate of Origin (continued)

Service Linkage with Other Services

Issuance of Certificate of Origin service

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for Certificate of Origin Amendment Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AlMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or Smart Application.
- Submit Application to amend the Certificate of Origin and attach the Required Documents.

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download an amended Certificate of Origin with a digitally certified invoice and a Payment of Fees receipt via the Website or Smart Application.

Attestation of Signature Authenticity

Service Description:

This service allows businesses to obtain attestation for documents, correspondence, contracts, and other documents related to their business activities, ensuring their official recognition and acceptance.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Sub-service	Procedural	4 minutes	Normal

Procedures to Obtain the Service

- 1 Log in via the services portal.
- 2 Submit the application and attach required documents.
- 3 Pay fees and download the attested document.

Required Documents

- The document to be attested, signed by the authorized signatory

Service Conditions

The establishment's membership with Ajman Chamber must be valid.

Service Fees

Attestation of Signature Authenticity service Fee: AED 100.

If the customer wishes to have the document authenticated by the Ministry of Foreign Affairs, the document authentication fee will be determined according to the type of document:

Personal Document: AED 150

Commercial Document: AED 2,000

Fee for the UAE mission in the destination country: AED 150.

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AlMalomat Center

Is the Service Provided within a Package?

Yes
Unified Attestation Package (Cooperation with Ministry of Foreign Affairs and Ajman Finance Department)

Service Limitations

None

Attestation of Signature Authenticity (continued)

Service Linkage with Other Services

Internal Linkage:

Linked to membership services

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

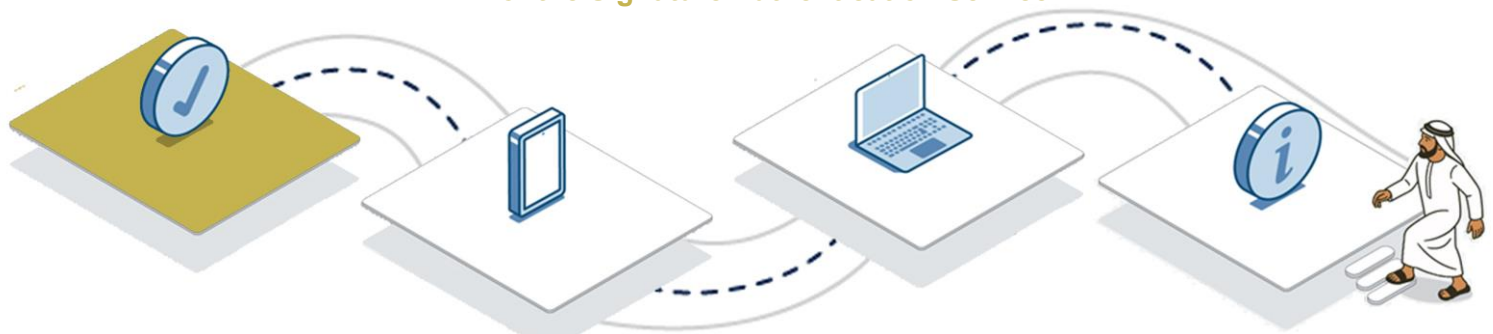
Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Signature Authentication Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AlMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or Smart Application.
- Submit Application for authentication and attach the Required Documents.
- Payment of Due Service Fees

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download the digitally certified document and the Payment of Fees receipt via the Website or Smart Application.

Issuance of a Certificate to Whom It May Concern

Service Description:

This service allows individuals and businesses to obtain a To Whom It May Concern Certificate upon request, including a Business Identification Certificate for opening a branch, Commercial Activity Certificate (Owner or Partner), Membership Registration Certificate, Non-Export Certificate, and Non-Affiliation Certificate.

Target Audience G2C G2B 1 Individuals / 2 Businesses	Service Type Sub-service	Service Classification Procedural	Average Completion Time 3 minutes	Service Complexity Level Normal
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Procedures to Obtain the Service

- 1 Log in via the services portal.
- 2 Submit the application.
- 3 Pay fees and download the certificate.

Required Documents

- None

Service Conditions

Individuals: None

Business Sector: The establishment's membership with Ajman Chamber must be valid.

Service Fees

AED 100

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Is the Service Provided within a Package?

No

Service Limitations

None

Issuance of a Certificate to Whom It May Concern (continued)

Service Linkage with Other Services

Individuals: None

Business Sector: Linked to membership services

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

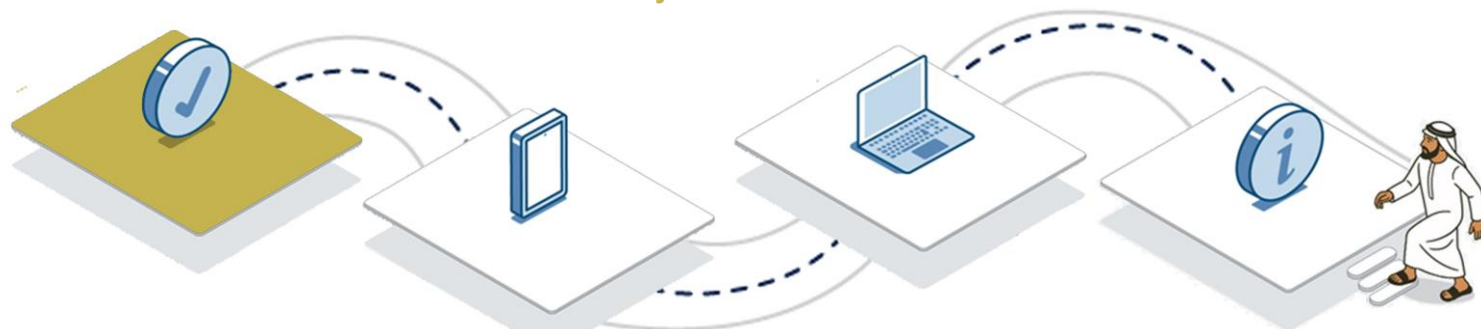
Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the “To Whom It May Concern” Certificate Issuance Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AlMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or Smart Application.
- Submit Application for a To Whom It May Concern certificate.
- Payment of Due Service Fees

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download a digital To Whom It May Concern certificate and the Payment of Fees receipt via the Website or Smart Application.

3

Legal Services

Service Cards

- Commercial Mediation

Commercial Mediation

Service Description:

This service enables customers to resolve commercial disputes amicably with the help of legal advisors at the Chamber.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Sub-service	Procedural	8 minutes	Normal

Procedures to Obtain the Service

- 1 Log in.
- 2 Fill out the application.
- 3 Pay the fees.
- 4 Complete the request.

Required Documents

a. Trade license of the party requesting mediation (mandatory), in addition to at least one of the following documents:

- Invoices
- Purchase orders
- Delivery notes
- Correspondence between the parties
- Contracts or agreements
- Account statement
- Price quotations
- Documentary letter of credit (if any)
- Shipping documents / bill of lading (if any)

b. Additional documents as applicable:

- Authorisation letter or legal power of attorney to register the request (for the legal representative)
- Ajman Chamber membership certificate (if any)

Service Conditions

Please refer to the terms and conditions for providing the Mediation Service (terms and conditions link available on the Ajman Chamber's website).

Service Fees

Dispute settlement request up to AED 50,000:

Submitted by a member against another member =	AED 200
Submitted by a non-member against a member =	AED 400
2. Dispute settlement request over AED 50,000 up to AED 100,000 for members and non-members =	AED 500
3. Dispute settlement request exceeding AED 100,000 for members and non-members =	AED 1,000

Commercial Mediation (continued)

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Is the Service Provided within a Package?

No

Service Limitations

None

Service Linkage with Other Services

None

Service Delivery Timings

Website and Smart Application: 24/7.

AIMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for Commercial Brokerage Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AIMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or Smart Application.
- Submit a commercial brokerage application and attach the Required Documents.
- Payment of Due Service Fees

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download Document via the Website or Smart Application.

4

Ajman Centre for Arbitration Services

Service Cards

- Arbitration Case Registration
- Preliminary Expert Registration
- Preliminary Arbitrator Registration

Arbitration Case Registration

Service Description:

Commercial dispute resolution service through arbitral tribunals formed for this purpose, issuing "binding" final awards for all parties.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2C G2G G2B Individuals / Government Entities / Businesses	Sub-service	Procedural	8 minutes	Normal

Procedures to Obtain the Service

- 1 Login.
- 2 Filling out the Application.
- 3 Payment of Fees.
- 4 Completion of the Application.

Required Documents

- - A copy of the arbitration agreement or the contract subject to the dispute
- - Statement of claim, including the description of the dispute and claims
- - Relevant supporting documents
- - A copy of the applicant's Emirates ID or passport (for individuals), or commercial license (for companies)
- - Legal power of attorney for the legal representative (if any)

Service Conditions

Please refer to the Rules and Procedures of Arbitration at the Ajman Arbitration Centre through the following link:

<https://www.ajmanchamber.ae/ar/our-publications/arbitration-reports/>

Service Fees

Case Registration Fee: AED 500 (non-refundable)

Administrative Fee: 2% of the claim value, with a minimum of AED 5,000 and a maximum of AED 100,000

Arbitrator Fees: According to the schedule applicable at the time of application

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Arbitration Case Registration (continued)

Is the Service Provided within a Package?

Yes

Service Limitations

None

Service Linkage with Other Services

None

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

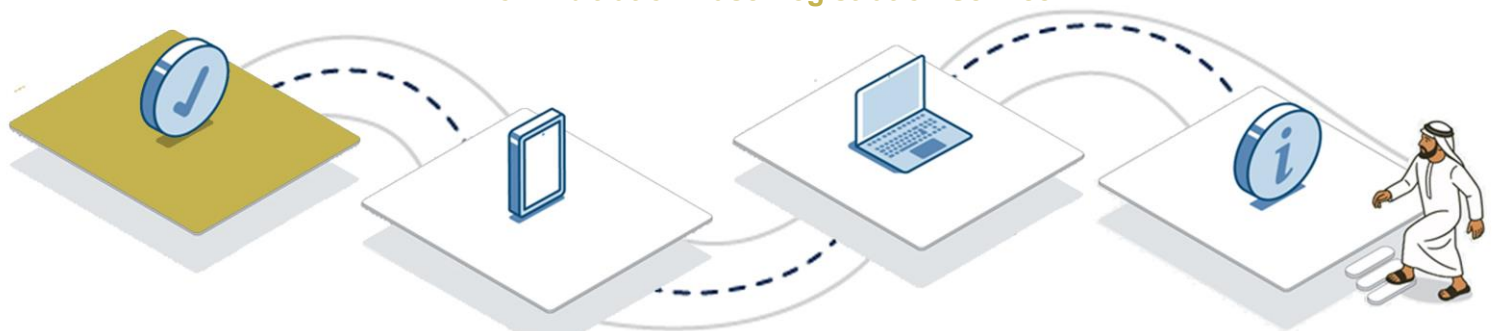
Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for Arbitration Case Registration Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AlMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or Smart Application.
- Submit an arbitration application and attach the Required Documents.
- Payment of Due Service Fees

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download Document via the Website or Smart Application.

Preliminary Expert Registration

Service Description:

This service is provided for individuals with experience in in any commercial, financial, engineering, accounting, legal, or other professional specialties, to be available to those who request it of individuals and arbitral tribunals.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2C Individuals	Sub-service	Procedural	7 minutes	Normal

Procedures to Obtain the Service

- 1 Log in.
- 2 Fill out the application.
- 3 Pay the fees.
- 4 Complete the request.

Required Documents

- Personal Photo
- Emirates ID (front and back)
- Passport
- Curriculum Vitae (CV)
- Academic Certificates (single File)

Service Conditions

Service Conditions: Please review the Regulations for the Registration of Arbitrators and Experts at Ajman Centre for Commercial Arbitration (link on the Ajman Chamber website):
<https://www.ajmanchamber.ae/ar/our-publications/arbitration-reports>

Service Fees

AED 300

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Preliminary Expert Registration (continued)

Is the Service Provided within a Package?

Yes

Service Limitations

None

Service Linkage with Other Services

None

Service Delivery Timings

Website and Smart Application: 24/7.

AIMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for Expert Initial Registration Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AIMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or the Smart Application.
- Submit Application for expert registration and attach the Required Documents.
- Payment of Due Service Fees.

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download Document via the Website or the Smart Application.

Preliminary Arbitrator Registration

Service Description:

This service is provided for individuals with good experience in arbitration in any commercial, financial, engineering, accounting, legal, or other professional specialties, to be available to those who request it of individuals

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2C Individuals	Sub-service	Procedural	7 minutes	Normal

Procedures to Obtain the Service

- 1 Log in.
- 2 Fill out the application.
- 3 Pay the fees.
- 4 Complete the request.

Required Documents

- Personal Photo
- Emirates ID (front and back)
- Passport
- Curriculum Vitae (CV)
- Academic certificates (single file)

Service Conditions

Service Conditions: Please review the Regulations for the Registration of Arbitrators and Experts at Ajman Centre for Commercial Arbitration (link on the Ajman Chamber website):
<https://www.ajmanchamber.ae/ar/our-publications/arbitration-reports>

Service Fees

AED 600

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Preliminary Arbitrator Registration (continued)

Is the Service Provided within a Package?

Yes

Service Limitations

None

Service Linkage with Other Services

None

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

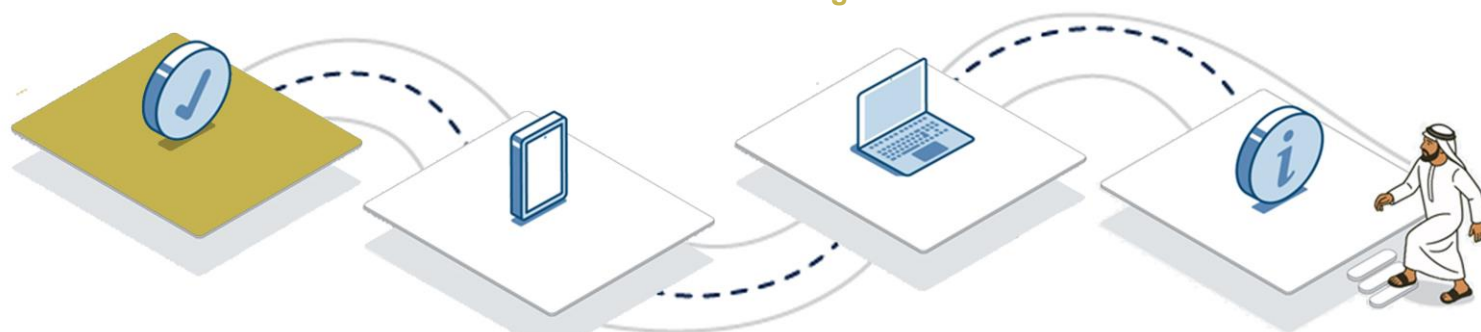
Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Arbitrator Initial Registration Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AlMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or the Smart Application.
- Submit Application for arbitrator registration and attach the Required Documents.
- Payment of Due Service Fees.

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download Document via the Website or the Smart Application.

5

Ajman Business Women Council Services

Service Cards

- Approval for Issuance of “Bidayat” License
- Approval for Renewal of “Bidayat” License
- Approval for Amendment of “Bidayat” License Information
- Approval for Cancellation of “Bidayat” License
- Application for Registration of Membership in Ajman Businesswomen Council
- Renewal of Membership in Ajman Businesswomen Council

Approval for Issuance of “Bidayat” License

Service Description:

Approval for Issuance of "Bidayat" License

Target Audience G2C G2B Individuals / Businesses	Service Type Sub-service	Service Classification Procedural	Average Completion Time 5 minutes	Service Complexity Level Normal
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Procedures to Obtain the Service

- 1 Log in to the platform.
- 2 Submit the application.
- 3 Review of the application.
- 4 Payment of fees and collection of the license.

Required Documents

- Valid Emirates ID.
- Copy of valid passport and Family Book (including the first page and the Unified Number page).
- Copy of home ownership proof and Makani ID code.

Service Conditions

- The applicant must be a citizen of the United Arab Emirates.
- The applicant must be 18 years of age or older.
- Home ownership must be within the Emirate of Ajman.

Service Fees

(Council fee)

AED 1000

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AlMalomat Center

Approval for Issuance of “Bidayat” License (continued)

Is the Service Provided within a Package?

Yes

Service Limitations

None

Service Linkage with Other Services

Issuance of an economic license service from the Department of Economic Development

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

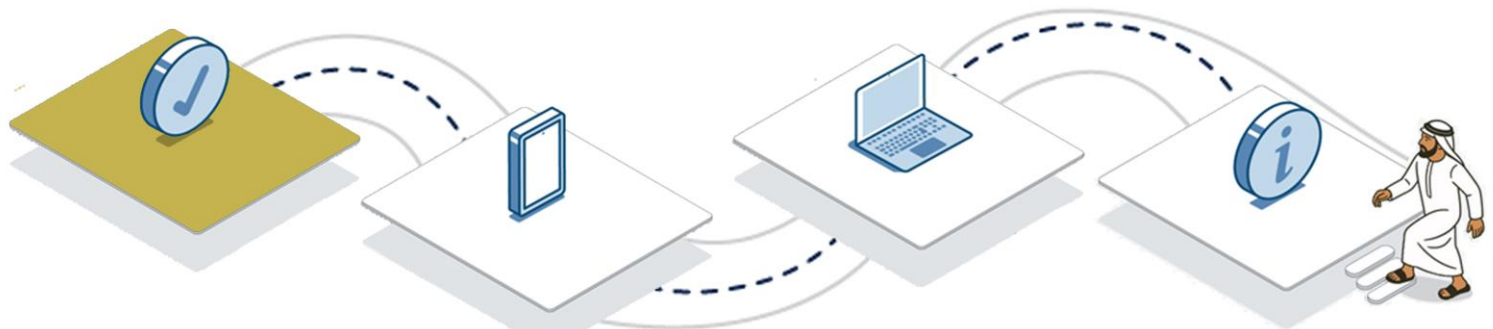
Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/ar/contacts/faqs/>

Customer Journey for the Approval to Issue a Bidayat License Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AlMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or the Smart Application.
- Submit Service Request Application and Attach Required Documents
- Payment of Due Service Fees.

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download Document via the Website or the Smart Application.

Approval for Renewal of “Bidayat” License

Service Description:

This service enables businesswomen and professionals working from home to obtain a no-objection letter (approval letter) for renewal of the Bidayat License.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Complementary	Procedural	4 minutes	Normal

Procedures to Obtain the Service

- 1 Log in to the platform.
- 2 Submit the application.
- 3 Review and approve the application.
- 4 Pay fees and approve the renewal request.

Required Documents

- Copy of the expired "Bidayat" license
- Valid Emirates ID
- Copy of valid passport and Family Book (including the first page and the Unified Number page)
- Copy of home ownership proof and Makani ID code

Service Conditions

- The applicant must be a citizen of the United Arab Emirates.
- The applicant must be 18 years of age or older.
- Home ownership must be within the Emirate of AjmanUnited Arab Emirates

Service Fees

(Council fee)

AED 1000

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Is the Service Provided within a Package?

Yes

Service Limitations

None

Service Linkage with Other Services

Approval letter for "Bidayat" license addressed to the Department of Economic Development

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Bidayat License Renewal Approval Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AlMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or Smart Application.
- Submit Service Request Application and Attach Required Documents
- Payment of Due Service Fees.

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download Document via the Website or Smart Application.

Approval for Amendment of “Bidayat” License Information

Service Description:

This service enables businesswomen and professionals to obtain approval to amend Bidayat License. (Such as changing the trade name to match the activity or adding an activity consistent with the previous activities or adding a partner).

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Complementary	Procedural	4 minutes	Normal

Procedures to Obtain the Service

- 1 Log in to the platform.
- 2 Submit the application.
- 3 Review and approve the application.
- 4 Approve the modification request.

Required Documents

- Copy of the valid license

Service Conditions

The applicant must be a holder of a "Bidayat" license.

Service Fees

Free of charge

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AlMalomat Center

Is the Service Provided within a Package?

No

Service Limitations

None

Approval for Amendment of “Bidayat” License Information (continued)

Service Linkage with Other Services

Modification of an economic license service from the Department of Economic Development

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

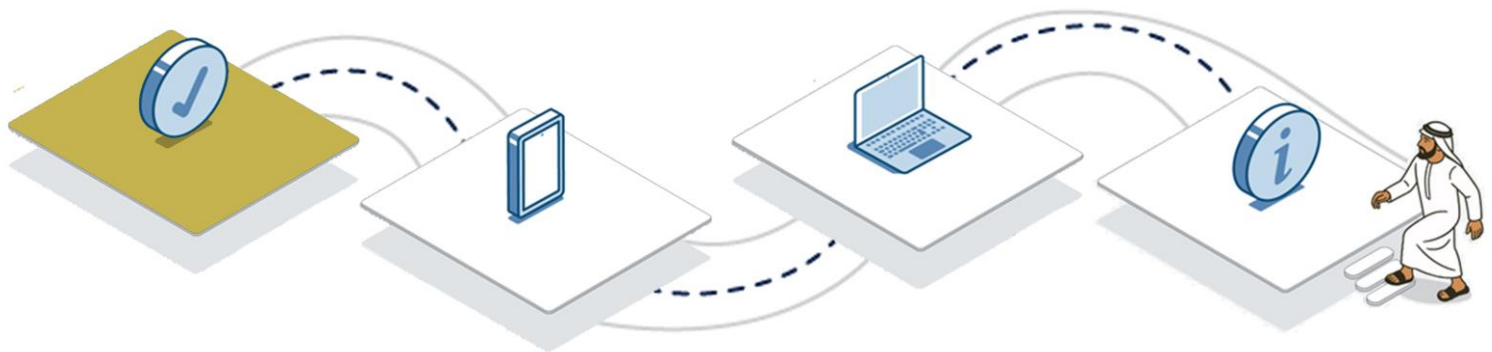
Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Bidayat License Update Data Approval Service



1- Obtaining Information

- Website
- Smart Application
- Service Centre: Information Centre
- Ajman Government Contact Centre 80070

2- Submitting the Service Request

- Log in using UAE Pass via the website or the smart application.
- Submit the expert registration request and attach the required documents.
- Pay the fees due for the service.

3- Communication During Processing

- Track the application status via the website or the smart application.
- Notifications are sent to the customer by email throughout the application stages.

4- Service Completion

- Download the document via the website or the smart application.

Approval for Cancellation of “Bidayat” License

Service Description:

This service enables holders of Bidayat home license to obtain approval for cancellation of the license.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Sub-service	Procedural	4 minutes	Normal

Procedures to Obtain the Service

- 1 Log in to the platform.
- 2 Submit the application.
- 3 Review and approve the application.
- 4 Approve the cancellation request.

Required Documents

- Copy of the "Bidayat" license
- Valid proof of identity (Emirates ID / Passport).

Service Conditions

The applicant must be a citizen of the United Arab Emirates.

The applicant must be 18 years of age or older.

Home ownership must be within the Emirate of Ajman.

Service Fees

Free of charge

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Approval for Cancellation of “Bidayat” License (continued)

Is the Service Provided within a Package?

No

Service Limitations

None

Service Linkage with Other Services

Cancellation of an economic license service from the Department of Economic Development

Service Delivery Timings

Website and Smart Application: 24/7.

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

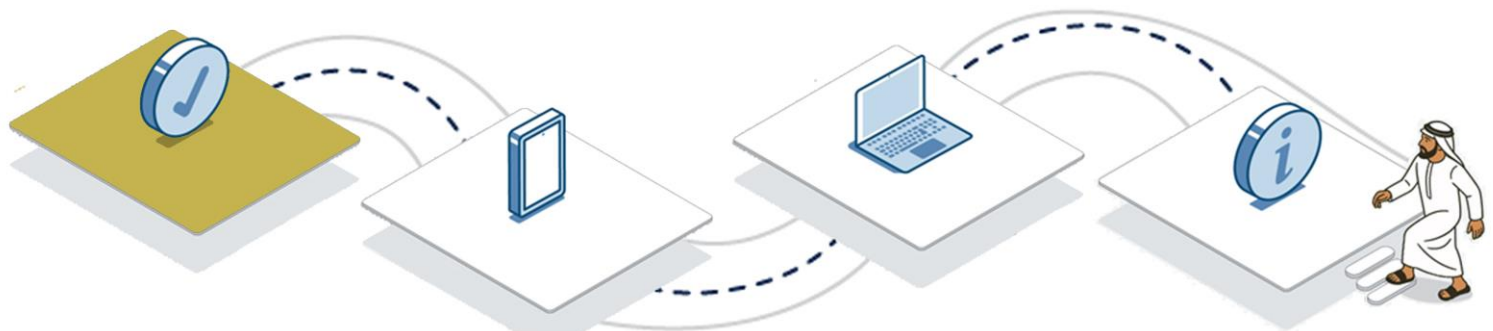
Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Bidayat License Cancellation Approval Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AlMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or Smart Application.
- Submit Service Request Application and Attach Required Documents
- Payment of Due Service Fees.

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download Document via the Website or Smart Application.

Application for Registration of Membership in Ajman Businesswomen Council

Service Description:

This service enables Emirati and resident women to obtain membership in Ajman Businesswomen Council to benefit from the services and programs provided by the Council.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2C G2B Individuals / Businesses	Sub-service	Procedural	4 minutes	Normal

Procedures to Obtain the Service

- 1 Log in to the platform.
- 2 Submit the application.
- 3 Review and approve the application.
- 4 Pay fees and receive membership.

Required Documents

Individuals:

Valid proof of identity (Emirates ID / Passport).

Businesses:

Copy of valid license.

Service Conditions

The applicant must hold a commercial license issued by one of the Emirates of the United Arab Emirates. The commercial license must be valid at the time of applying for membership.

Service Fees

Platinum Membership (for home-based and other commercial licenses).	AED 500
Silver Membership.	AED 250

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Application for Registration of Membership in Ajman Businesswomen Council (continued)

Is the Service Provided within a Package?

Yes

Service Limitations

None

Service Linkage with Other Services

None

Service Delivery Timings

Website and Smart Application: 24/7

AIMalomat Center: Monday to Saturday, from
08:00 AM to 8:00 PM

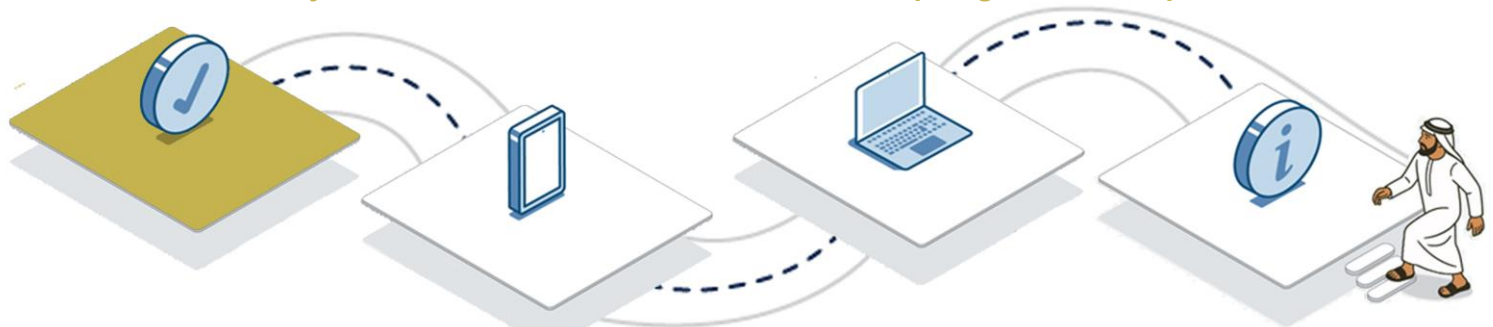
Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Ajman Business Women Council Membership Registration Request Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AIMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or Smart Application.
- Submit Service Request Application and Attach Required Documents
- Payment of Due Service Fees.

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download the membership card via the Website or Smart Application.

Renewal of Membership in Ajman Businesswomen Council

Service Description:

This service enables Emirati and resident women to renew their membership in Ajman Businesswomen Council to benefit from the services and programs provided by the Council

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
G2B Businesses	Complementary	Procedural	5 minutes	Normal

Procedures to Obtain the Service

- 1 Log in to the platform.
- 2 Submit the application.
- 3 Review and approve the application.
- 4 Pay fees and receive the renewed membership.

Required Documents

Individuals:

Valid proof of identity (Emirates ID / Passport).

Businesses:

Copy of valid license.

Service Conditions

The applicant must hold a commercial license issued by one of the Emirates of the United Arab Emirates. The commercial license must be valid at the time of applying for membership.

Service Fees

Platinum Membership (for home-based and other commercial licenses).	AED 500
Silver Membership.	AED 250

Service Delivery Channels

- Website : www.ajmanchamber.ae
- Smart application: Ajman Chamber
- Service Delivery Center: AIMalomat Center

Renewal of Membership in Ajman Businesswomen Council (continued)

Is the Service Provided within a Package?

No

Service Limitations

None

Service Linkage with Other Services

None

Service Delivery Timings

Website and Smart Application: 24/7.

AIMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM.

Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey for the Ajman Business Women Council Membership Renewal Service



1- Obtaining Information

- Website
- Smart Application
- Institute Center: AIMalomat Center
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Login using the Digital Identity via the Website or Smart Application.
- Submit Service Request Application and Attach Required Documents
- Payment of Due Service Fees.

3- Communication During Processing

- Track Application Status through the Website or the Smart Application.
- Send Notifications to the customer during the Application Submission Stages via Email.

4- Service Completion

- Download the membership card via the Website or Smart Application.

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“Stay in Your Place” Service

“Stay in Your Place” Service

Service Description:

A field service that allows senior citizens and people of determination to complete their transactions from their homes through a field officer without the need to visit service centres.

Target Audience	Service Type	Service Classification	Average Completion Time	Service Complexity Level
Senior citizens / People of determination / Special cases unable to reach service centers	Main	Procedural Service	1 business day	Normal

Procedures to Obtain the Service

- 1 Submit the application through available channels (call – website).
- 2 Contact the customer to confirm the appointment and location.
- 3 Attendance of the field employee at the customer's location.
- 4 Complete the transaction and collect fees (electronically or in cash if electronic payment is not possible).

Required Documents

- Emirates ID of the customer.
- Any additional documents depending on the required Service Type.

Service Conditions

The establishment must be registered with the Ajman Chamber, and its membership must be valid. The applicant must belong to one of the following categories:

- 1.Senior Citizens.
- 2.People of Determination.
- 3.Special cases who are unable to access service delivery centers.

Service Fees

According to the requested main or sub-service (no additional fees for the " Stay in Your Place " service)

Service Delivery Channels

Call Center for booking the service

Website

“Stay in Your Place” Service (continued)

Is the Service Provided within a Package?

No

Service Limitations

The service is currently available only within the Emirate of Ajman and its affiliated areas, and is subject to study regarding other Emirates.

Service Linkage with Other Services

All Chamber services that can be provided in the field

Service Delivery Timings

AlMalomat Center: Monday to Saturday, from 08:00 AM to 8:00 PM

Service is not available during weekends or official holidays.

Is it a Proactive Service?

No

Frequently Asked Questions (FAQs)

<https://www.ajmanchamber.ae/en/contacts/faqs/>

Customer Journey Stages for “Stay in Your Place” Service



1- Obtaining Information

- Website
- Smart Application
- Ajman Government Contact Center 80070

2- Submitting the Service Request

- Submit the application through the available channels (Ajman Contact Center 80070).
- Receive the service request along with the customer's details from the Ajman Contact Center.

3- Communication During Processing

- Contact the customer to confirm the appointment and location.
- The field employee visits the customer's location.
- Complete the transaction and collect the fees (electronically).

4- Service Completion

- Complete the service and provide the customer with the final document.

