الهيئة الاتحادية للضرائب FEDERAL TAX AUTHORITY



## إمــارات تـاكـس **ΞΜΛRΛΤΛΧ**

## **Tax Residency Certificate**

**Taxpayer User Manual** 

Date: 05 Feb 2025

Version 1.0.0.6





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## Table of Contents

Navigating through Tax Residency Certificate (TRC) Portal	5
Access to the Tax Residency Certificate (TRC) Portal	6
Redirecting to the TRC Portal	6
Selection for TRN/No TRN	7
Entering to the TRC Portal	8
Linking the TRC Registered Email Address	9
Tax Residency Certificate (TRC) Portal Privileges	10
New Certificate Requests	11
My Requests Page	12
My Drafts	13
Fee Reduction	14
Applying for a Tax Residency Certificate	15
Domestic Certificates	15
TRC for Domestic Tax Purpose - Natural Person - First Step - Basic Information	16
TRC for Domestic Tax Purpose - Natural Person - Second Step - Request Information	17
TRC for Domestic Tax Purpose - Natural Person - Third Step - Delivery Information	19
TRC for Domestic Tax Purpose - Juridical - First Step - Basic Information	21
TRC for Domestic Tax Purpose - Juridical Person -Second Step - Request Information	22
TRC for Domestic Tax Purpose - Juridical Person -Third Step - Delivery Information	23
TRC for Domestic Tax Purpose - Juridical Government - First Step - Basic Information	25
TRC for Domestic Tax Purpose - Juridical Government - Second Step - Request Information	26
TRC for Domestic Tax Purpose - Juridical Government - Third Step - Delivery Information	27
Treaty Certificates	29
TRC for Treaty Purpose - Natural Person - First Step - Basic Information	30
TRC for Treaty Purpose - Natural Person - Second Step - Request Information	32
TRC for Treaty Purpose - Natural Person -Third Step - Delivery Information	34
TRC for Treaty Purpose - Legal Person - First Step - Basic Information	36
TRC for Treaty Purpose - Legal Person -Second Step - Request Information	37
TRC for Treaty Purpose - Legal Person - Third Step - Delivery Information	38
TRC for Treaty Purpose - Legal Government -First Step - Basic Information	40
TRC for Treaty Purpose - Legal Government - Second Step - Request Information	41
TRC for Treaty Purpose - Legal Government - Third Step - Delivery Information	42
Commercial Activities Certificates	44
Commercial Activities Certificates – Legal Person First step – Request Information	46
Commercial Activities Certificates – Legal Person - Second step – Request information	47
Commercial Activities Certificates – Legal Person - Third step – Delivery information	48

Submission Fee Payment	50
Application Submission & Review	50
Reviewing the Draft of Tax Residency Certificate	51
Request for Additional Copies and Special Form	53
Cancellation of Certificate Request	55
User Profile Page	56
Verification of the Issued Tax Residence Certificate Step 1 – Scanning the QR Code Step 2 – Entering the Required Information to proceed with the Verification Process	57 57 57
Step 3 – Verification Confirmation Page	58





## Navigating through Tax Residency Certificate (TRC) Portal

The Following Tabs and Buttons are available to help you navigate through this process -

Button	Description			
In the Portal				
🐣 Welcome, Planet Green ! 🔻	This is used to display the active account logged in to the TRC Portal.			
	This is used to switch the colour contrast of the Portal pages.			
English	This is used to toggle between the English and Arabic versions of the portal			
-A A +A	This is used to decrease, reset, and increase the screen resolution of the user interface of the portal			
C User Profile	This is used to manage the user profile details such as the Full Name, TRC Email address and Address.			
	This is used to log out from the portal			
In the Business Process Application				
Previous Step	This is used to go to the Previous section of the Input Form			
Next Step	This is used to go to the next section of the Input Form			
Save As Draft	This is used to save the application as a draft so that it can be completed later			
Cancel	This is used to cancel the Input Form			
O         O2         O3           Basic information         Result information         Delivery information	This menu on the top gives an overview of the various sections within the forms. All the sections need to be completed in order to submit the application for review. The Current section is highlighted in Blue and the completed sections are highlighted in the process bar			

The Federal Tax Authority offers a range of comprehensive and distinguished electronic services in order to provide the opportunity for taxpayers to benefit from these services in the best and simplest ways. To get more information on these services <u>Click Here</u>

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## Access to the Tax Residency Certificate (TRC) Portal

In order to access the TRC Portal, users are required to be registered on the Emaratax Portal, thereby obtaining the necessary authorization to enter the TRC Portal. The applicant's information will remain consistent for applications submitted on behalf of the beneficiary.

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If you do not already have an account with the FTA please signup here	Password	۲	citizens, residents to United Arab Emirates
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		Login	
Got any question on the new system? Read the FAQs			*
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	Glossary 🕒	Contact Us @	© Central Park Business Towers - DIFC, P.O. Box 2440, Dubal, U.A.E
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## Redirecting to the TRC Portal

Users will be able to navigate through the TRC Portal by clicking other services present on the sidebar of the Emaratax Portal.

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	Tax Residency Certificate TRN selection for Tax Residency Certificate Continue			
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## Selection for CT TRN/No CT TRN

Users can select their linked CT TRN to apply for one of the certificates in TRC. If a user is not linked to a CT TRN, they are able to select the "CT TRN Not Available" option.

Once a CT TRN is selected, you can proceed to the TRC page by pressing the "Login to TRC" button. When pressed, a confirmation message is displayed. After confirmation, you will be redirected to the TRC Page.









## Entering to the TRC Portal

On entering the TRC Page, the system will validate whether the email logged into EmaraTax is the same email as the one used previously in the old TRC platform.

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Supports Microsoft Edge, Firefox 92+, Chrome 93+			
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Case 1 – If the email used for logging into EmaraTax is different than the email used for the old TRC platform, the system will generate the below popup message. This step is important as it requires the applicant to enter their TRC email and if validated, an OTP will be sent <u>to the TRC email that was used in</u> <u>the old TRC platform</u>. Failure to do so will result in not being able to view previously submitted requests from the old TRC platform.



Case 2 – If the email used for logging into EmaraTax is the same as the email used for the old TRC platform, the applicant will be directed to their profile.

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## Linking the TRC Registered Email Address

The user has an option to link a TRC Registered Email Address if the user missed to link the existing TRC email address in the initial account creation and its valid for <u>one time use only</u>.

This feature allows the user to link their account with old TRC account only and if the user tries to add an email address which is not present in the old TRC database it will restrict the user to proceed with linking to a different email address.

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A Login			العربية	- A	A +A	
	Enter your TRC Registered Email Address  Enter your TRC Registered Email Address  Enter the OTP Resend OTP  Enter the OTP received in Email  Submit					
© 2023 Federal Tax Authority. All rights reserved		Contact us	FAQ	Customer Happir	iess Charter	

Note – Once the user has completed the journey of linking with existing TRC email address with the new TRC Portal, user will be able to see all the requests made under the old TRC System and take further actions accordingly.

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## Tax Residency Certificate (TRC) Portal Privileges

- New Certificate Requests Screen to choose the type of Tax Residency Certificates and apply for the Residency Certificate
- **My Requests** To show all the requests made under the account. It includes the submitted and draft applications.
- My Drafts To show all the draft applications initiated by the end user.
- **Payment History** To view all the transactions made on the TRC Portal by the user.
- User Profile To view and manage the applicant's details and address.

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## New Certificate Requests

Upon completing the account creation, the user will be taken to a landing page to choose the Tax Residency Certificate type they wish to apply for.







## My Requests Page

This screen allows the user to view all the application requests raised on the portal with their Request status. It allows the user to perform the below actions -

- 1) View the submitted applications.
- 2) Track the status of each application.
- 3) Perform actions like download the soft copy of certificates and cover letter (For treaty if chosen as Original & Special Form & Special Form Certificate (If opted)
- 4) Filter all the applications based on Application Number, Applicant Type, Certificate type, Status, Dates, TRN, Beneficiary name and Entity Name
- 5) Pay the final Certificate Fees for the Approved Applications (Second Payment Fees)
- 6) To Resubmit the returned application and review the comments provided by FTA officer.
- 7) Request for Additional Copies and Special Form

Total R	Requests 23325	In Review 0	Rejected 0	Returned 0 Awaiting	Payment 0 Awaiting Printing 0 Awa	iting Delivery 0	Completed 10	Cano	elled	0
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#	Application No.	Applicant Type		Beneficiary/Entity Name	Country	Request Status	Submission Date	Actio	n	
31	TRC-32559-2023	Tax Treaties Certifica	ate - Legal Person	Tree Ad Internationa	Kingdom of Saudi Arabia	Completed	16-10-2023	0	⊻	
32	TRC-32572-2023	Tax Treaties Certifica	ate - Natural Person	MEHJABEEN IQBAL	Republic of India	Completed	12-10-2023	0	⊻	
33	TRC-32591-2023	Tax Treaties Certifica	ate - Legal Person	NAVIO SHIPPING L.L.C	Republic of India	Completed	12-10-2023	0	⊻	
34	TRC-32588-2023	Tax Treaties Certifica	ate - Legal Person	CDM - FZCO	Republic of Serbia	Completed	12-10-2023	0	<u>+</u>	
35	TRC-32577-2023	Tax Treaties Certifica	ate - Natural Person	Joao Maria Palhava G	Portuguese Republic	Completed	12-10-2023	0	⊻ 🗄	6
36	TRC-32571-2023	Tax Treaties Certifica	ate - Natural Person	ALEXANDER RUGAEV	Swiss Confederation	Completed	12-10-2023	0	⊻	
37	TRC-32555-2023	Tax Treaties Certifica	ate - Natural Person	MYKYTA NAGATKIN	Ukraine	Completed	12-10-2023	0	⊻ 🗄	0
38	TRC-32545-2023	Tax Treaties Certifica	ate - Natural Person	SANJEEV NANDA	United Kingdom of Great Britain and Northern Ireland	Completed	11-10-2023	0	₹	
39	TRC-32543-2023	Tax Treaties Certifica	ate - Natural Person	FEDERICA SCHIAFFINO	Italian Republic	Completed	11-10-2023	0	⊻	
40	TRC-32537-2023	Tax Treaties Certifica	ate - Natural Person	Mohamed Almulla	Swiss Confederation	Completed	11-10-2023	0	⊻ 🗄	0
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						& 800 8292	3			
						∑ info@tax.	gov.ae			





## My Drafts

User can view all the drafts initiated under their profile through this screen and can resume the application.

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1		Commer	ial Activities Certificate - Legal Person			Initial Submission	Thur	sday, 15 February 2024	Ø
2		Tax Treat	ies Certificate - Legal Person Government			Initial Submission	Tues	day, 26 December 2023	Ø
3		Tax Treat	ies Certificate - Legal Person Government			Initial Submission	Tues	day, 26 December 2023	Ø
4		Tax Treat	ies Certificate - Legal Person Government			Initial Submission	Tues	day, 26 December 2023	Ø
5		Tax Treat	ies Certificate - Legal Person Government			Initial Submission	Tues	day, 26 December 2023	Ø
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## **Fee Reduction**

Kindly note that a reduction of the fee for the Tax Residency Certificate shall only be available to Corporate Tax Registrants applying using their Corporate Tax TRN.

A VAT TRN can be used but shall only support the completion of application, where Corporate Tax TRN is not available. A VAT TRN shall not grant a fee reduction.

For further reference, kindly visit the following link:

https://tax.gov.ae//Datafolder/Files/Guides/VAT/VAT%20Guides/Tax-Resident-and-TRC--18-10-2024.pdf

To qualify for a fee reduction, the following criteria must match the information provided by Emaratax:

- 1. Your Corporate Tax TRN must be valid.
- 2. The entity name or beneficiary name entered should be exactly as entered in Emaratax Portal for verification to take place.
- 3. If a trade license number is provided, it must match the corresponding details related to the entered CT TRN and should be match to the information on Emaratax Portal.

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## Applying for a Tax Residency Certificate

#### **Domestic Certificates**

An informative page will be presented to the user before applying for the TRC for Domestic Certificates which allow the user to understand the requirements and other details before proceeding with the application. Applicants are required to review the service card and selecting the confirmation checkbox before continuing with the form.

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Welcome, Planet Green 1 🔻			الم الم الآل تعريبة
Hatte > TRC For Domestic Tax Purposes			
() If you are seeking a residency certificate for the purp	pose of avoidance of double taxation agreement, p	please ensure that you apply for the co	ertificate designated for treaty purposes.
TRC For Domestic Tax Purpos	ies		
No Of Form Sections     03 Sections	Expected Time To Complete 20 Minutes	This Application	From Government to Business, From Government to Government, From Government to People
Tutorial Materials P. site. Some Constitution from d	Project Documents     Research contracts for Own     Research contracts for Own     Research contracts sectorement     Sectore in an exercise sectorement     Research contracts     Research     Research contracts     Research     Research contracts     Research     Research	etic purposes. As par calinet de y signed by FTA Autoristical signe ten the MuR Autoristical signe ten the MuR Autoristical Signed etical Autority of denity and Citiz etic at the MuR Autority and Citiz the MuR Autority and Extended at the MuR Autority and Extended at the MuR Autority and Extended at the MuR Autority and Autority and at the MuR Autority and attempts at the MuR Autority and attempts attempts attempts attempts attempts attempt	coon number (27) for the year 2023 conne. Indea. Indea. Indea or A land Companying Connection of the part of aniset Also <b>0 days:</b> Indea or A land Companying Connection of the Section of the Also <b>0</b> of parameter and part because a the UAL Co-Photol of parameter dates of relations. This there <b>shared</b>
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Through this service, the FTA issues: 01 Tax Residency Certificates (TRCs) to enable ap	plicants to take advantage of Double Tax Avi	sidance Agreements (DTAA) on in	come signed by the UAE.
02 Commercial Activities Certificates (CACs) 03 Tax Residency Certificates (TRCs) for Domestic	: purposes.		
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#### TRC for Domestic Tax Purpose - Natural Person - First Step - Basic Information

The first step involves the user choosing the below -

- Application type (Natural Person, Juridical and Juridical Government) The user will be navigated to respective application fields based on the selection made.
- Start Date of Required Financial Year It defines the start date of the certificate and the same will be reflected in the system. Please note that the Start Date of Required Financial Year can't be a future date and user will not be able to choose it from the date picker.
- Preferred language for the Residency Certificate To choose the preferred language user would like to issue the certificate.

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Certificate Requests Fax Residency Certificate for Domesti	c - Natural		
If you are seeking a residency certificate for the purpose of	f avoidance of double taxation agreement, plo	ase ensure that you apply for the certificate designate	ted for treaty purposes.
Tax Residency Certificate for Dor	mestic - Natural		
o		02	03
Basic Information	Reque	it Information	Delivery Information
Basic Information			
Full Name In English		Full Name In Arabic	
Planet Green Solutions			PGS UAE
UAE Phone Number		Email Address	
+971 50 123 4567		PGSUAT@email.com	
Type Domestic Certificate - Natural Person Start Date of Required Financial Year	·	Preferred Language for the Certificate Anabic English	
Previous Step		•	Cancel Save As Draft Next Step
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#### TRC for Domestic Tax Purpose - Natural Person - Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and meet the below criteria –

- Passport (Required)
- Emirates ID Details (Optional)
- Entry and exit report from Federal Authority of Identity and Citizenship or a local competent Government entity.
- Other Attachments (Optional)

#### Documents required based on the days spent in UAE.

- Applicant is a natural person spent in the UAE above 183 days.
  - Applicant is a natural person spent in the UAE less than 183, and equal or more than 90 days:
    - <u>Source of income</u>: Salary certificate/ Other proof of carrying on a business in the UAE.
      - <u>Proof of permanent place of residence:</u> Title deed, EJARI, Utility Bills or Other long-term Rent Contract.
- Applicant is natural person spent in the UAE less than 90 days or other situations:
  - <u>Proof of Financial and Personal Interests</u> (The place of the natural person's occupation, familial and social relations, cultural or other activities, place of business, place from which the property of the natural person is administered, and any other relevant facts and circumstances should be considered in the determination of whether a natural person's centre of financial and personal interests is in the State).
  - <u>Proof of permanent place of residence</u>: Title deed, EJARI, Utility Bills or Other long-term Rent Contract.

Please note while providing the Emirates ID details, user need to make sure that the Full Name, Expiry date and EID Number should match exactly like the information on the card.



Users may input their preferred name for the certificate, aligning with their passport.

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#### TRC for Domestic Tax Purpose - Natural Person - Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile. User have option to modify the number of copies and address before making the final payment

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#### TRC for Domestic Tax Purpose - Juridical - First Step - Basic Information

The first step involves the user choosing the below -

- Application type (Natural Person, Juridical and Juridical Government) The user will be navigated to respective application fields based on the selection made.
- Preferred language for the Residency Certificate To choose the preferred language user would like to issue the certificate.
- Users can indicate whether if the organization is a foreign branch.
- TRN Information and Trade License Information
- Start Date of Required Financial Year It defines the start date of the certificate and the same will be reflected in the system. Please note that the Start Date of Required Financial Year can't be a future date and user will not be able to choose it from the date picker.

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#### TRC for Domestic Tax Purpose - Juridical Person -Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and fill in the below details –

- Name of the Entity in English and Arabic
- Memorandum of Association or any other relevant Document.
- Audited Financial Statements (Optional)
- Bank Statements (Optional)
- Other Attachments (Optional)

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#### TRC for Domestic Tax Purpose - Juridical Person -Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

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#### TRC for Domestic Tax Purpose - Juridical Government - First Step - Basic Information

The first step involves the user choosing the below -

- Application type (Natural Person, Juridical and Juridical Government) The user will be navigated to respective application fields based on the selection made.
- Start Date of Required Financial Year It defines the start date of the certificate and the same will be reflected in the system. Please note that the Start Date of Required Financial Year can't be a future date and user will not be able to choose it from the date picker.
- Preferred language for the Residency Certificate To choose the preferred language user would like to issue the certificate.

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Test User			Test User
UAE Phone Number		Email Address	
+971 50 123 4567		test@tax.gov.ae	
Application Type			
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Domestic Certificate - Juridical Government		▼ 01-02-2024	8
Preferred Language for the Certificate			
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#### TRC for Domestic Tax Purpose - Juridical Government - Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and upload the below information –

- VAT & Excise TRN
- Name of the Entity in English and Arabic
- Government type Wholly Owned/ national Carrier/ Public Fund
- Owned by which Emirate.
- Decree or Act of Incorporation Attachment
- Certified copy of the Memorandum of Association
- Any other attachments (Optional)

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#### TRC for Domestic Tax Purpose - Juridical Government - Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

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#### **Treaty Certificates**

An informative page will be presented to the user before applying for the TRC for Domestic Certificates which allow the user to understand the requirements and other details before proceeding with the application.

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#### TRC for Treaty Purpose - Natural Person - First Step - Basic Information

The first step involves the user choosing the below -

- Application type (Natural Person, Juridical and Juridical Government) The user will be navigated to respective application fields based on the selection made.
- Preferred language for the Residency Certificate To choose the preferred language user would like to issue the certificate.
- TRN Information (Optional)
- Country Specific Regulations
- Start Date of Required Financial Year It defines the start date of the certificate and the same will be reflected in the system. Please note that the Start Date of Required Financial Year can't be a future date and user will not be able to choose it from the date picker.
- Beneficiary Information
  - Name in English and Arabic
  - o Emirates ID Details (Optional)
  - o UAE Phone Number
  - Users may input their preferred name for the certificate, aligning with their passport.
  - o Residency Number (Optional)
  - o Residency Visa Copy

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#### TRC for Treaty Purpose - Natural Person - Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and need to require the below documents -

- Source of Income/Salary Certificate:
  - For self-employed individuals, provide a trade license and share certificate.
  - If the applicant owns a property and uses the earnings as a source of income, provide a lease agreement if the property is leased.
  - If the applicant is retired, provide a letter addressed to the FTA stating that they are using their own savings, bonds, or investments. Additionally, provide an official supporting document.
  - If the applicant is sponsored by their husband or wife, provide a salary certificate or proof of income.
  - Marriage certificate.
- Proof of Permanent place of Residence:
  - o Certified lease agreement under the name of the applicant.
  - Title deed in case of private property.
  - o Utility Bills Covering the Requested Period
- Immigration Report Entry and exit report from Federal Authority of Identity and Citizenship or a local competent Government entity.
- A bank statement issued by a local bank covering 6 months within the financial year related to the request.
- Field to indicate if a special form is required to be signed by the country they are applying to and respective required documents.
- Other Attachments
- Country Specific Documents

Please note while providing the Emirates ID details, user need to make sure that the Full Name, Expiry date and EID Number should match exactly like the information on the card.

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#### TRC for Treaty Purpose - Natural Person - Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

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#### TRC for Treaty Purpose - Legal Person - First Step - Basic Information

The first step involves the user to choose the:

- Application type (Natural Person, Juridical and Juridical Government)
- Preferred language for the Residency Certificate
- Field to indicate if the organization is a foreign branch.
- TRN and Trade License Information
- Country which they are applying the certificate for
- Start Date of Required of Financial Year

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#### TRC for Treaty Purpose - Legal Person -Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and require documents like –

- Name of the Entity in EN and AR
- Proof of Authorization (Establishment Contract or the Power of Attorney)
- Office Lease agreement / tenancy contract.
- Certified copy of the Memorandum of Association
- Field to indicate if a special form is required to be signed by the country they are applying to.
- Copy of the audited financial report certified by an independent auditor, stamped and signed by the auditing company (The financial audit report must cover the same requested start date of the financial year in the application or the year before).
- A bank statement issued by a local bank covering 6 months within the financial year related to the request.
- Other Attachments
- Country based required documents.

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#### TRC for Treaty Purpose - Legal Person - Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

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	Other Instructions for Delivery (Optional)			
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	Declare That All information Entered is Correct			
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Post, completion user will be redirected to a review page to confirm all the entered details before proceeding to pay for the submission fee.

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#### TRC for Treaty Purpose - Legal Government -First Step - Basic Information

The first step involves the user to choose:

- Application type (Natural Person, Juridical and Juridical Government)
- Start Date of Required of Financial Year
- Preferred language for the Residency Certificate

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#### TRC for Treaty Purpose - Legal Government - Second Step - Request Information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate & as below -

- VAT and CT TRN (Optional)
- Name of the Entity in EN and AR
- Government type Wholy Owned/ national Carrier/ Public Fund
- Entity Owned by
- Decree of Incorporation Certificate Attachment
- Requesting letter issued by the entity (signed by authorized signatory)
- Country which they are applying the certificate for
- Field to indicate if a special form is required to be signed by the country they are applying to.
- Other attachments
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#### TRC for Treaty Purpose - Legal Government - Third Step - Delivery Information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

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Post, completion user will be redirected to a review page to confirm all the entered details before proceeding to pay for the submission fee.

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🔿 Yes 🛞 No					
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## **Commercial Activities Certificates**

An informative page will be presented to the user before applying for the TRC for Domestic Certificates which allow the user to understand the requirements and other details before proceeding with the application.

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User will be eligible to apply for commercial activities certificate holding a valid VAT TRN. User can proceed with the application by following two ways.

- By selecting the TRN from EMARATAX during logging into the TRC portal (TRN details will be auto filled)
- By entering the valid TRN and email address linked with the respective TRN, upon validation user will be redirected the be proceed with CAC application.

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			Transol U.AE		

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#### Commercial Activities Certificates – Legal Person First step – Request Information

The first step involves the user choosing the below -

- Preferred language for the Residency Certificate To choose the preferred language user would like to issue the certificate.
- VAT TRN will be auto filled based on the selection made at the first step.
- Trade License Information
- Country for which with the certificate is applied for
- Start Date of Required Financial Year It defines the start date of the certificate and the same will be reflected in the system. Please note that the Start Date of Required Financial Year can't be a future date and user will not be able to choose it from the date picker.

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	+971 23 123 213		abdush@pgsuae.com	
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	Commercial Activities Certificate - Legal Person	•	English	
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	© 2024 Federal Tax Authority. All rights reserved			





#### Commercial Activities Certificates – Legal Person - Second step – Request information

Users are required to fill in valid the requested information to proceed with their application which belongs to the beneficiary of the certificate and need to upload:

- Name of the Entity in EN and AR
- Requesting letter issued by the applicant for Commercial Activities Certificates
- Date of Establishment
- Nature of business The field is autofitted based on the entry made in the "Industry" field on Emaratax. User need to ensure that its filled back in Emaratax Portal
- Address to be shown in the certificate.
- Reason for Requesting
- Other Attachments

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#### Commercial Activities Certificates – Legal Person - Third step – Delivery information

In the third step of the application, it allows the user to confirm if the printed certificate is required or not along with the number of copies for certificate requested for. It also allows the user to choose a different address if the user wants the certificate to be delivered to a different address or a different receiver. If opted as 'NO' default address will be taken as the delivery address added in the User Profile.

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Post, completion user will be redirected to a review page to confirm all the entered details before proceeding to pay for the submission fee.

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### Submission Fee Payment

Once the user proceeds to next step post review, the system will redirect the user to pay the initial submission amount. Once the payment is successful, a request will be registered in the TRC portal and assigned to an FTA Tax Officer.

## Application Submission & Review

Once the user submits the application post the submission fee, it will be assigned to FTA officer to review and take the necessary actions for the certificate request and user will be able to get real time updates via emails and can track it from All Requests Screen. Each status represents -

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#	Applicant Status	Description
1	Draft (Draft)	When TP create a new TRC Request & save it in Draft
2	In Review (under consideration)	When the application is submitted/resubmitted by the applicant, it is assigned to the FTA Officer for review
3	Returned (The request has been returned)	When FTA Officer requested for any additional information from the Applicant.
4	Rejected (request has been rejected)	When FTA Officer rejected the application (request closed upon rejection)
5	Waiting Payment (Reorder - make payment)	When FTA Officer approved the application, the request is sent back to the applicant for payment.
6	Awaiting Printing (for printing)	Payment is done and applicant has selected (Hard copy ).
7	Awaiting Delivery (For delivery)	When the AWB number is generated by FTA officer and dispatched for EPOST (Emirates Post) delivery. And when certificate returned from EPOST (Emirates Post), due to unsuccessful delivery and it is received by FTA officer for manual delivery.
8	Completed (Close the order)	final status, Request changed to completed when payment done (if only softcopy requested) Request changed to completed, when certificate received successfully, (if Hardcopy requested)

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## Reviewing the Draft of Tax Residency Certificate

Once the user gets the confirmation from the FTA Tax officer and receives the notification to complete the request to proceed with the final payment (Status changes to Awaiting Payment) post reviewing the certificate and confirm the delivery information and number of copies. Upon clicking on Pay Now, user will be redirected to the payment gateway portal to pay fees dependent on number of copies, certificate fee, services charges and so.

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Home My Requests Final Review - TRC-32612-2023					
Final Review - TRC-32612-2023					
Application Number TRC-32612-2023		Preview Certificate			
Confirm Your Delivery Informat	tion	Number of Copies			
Do you want a printed certificate? (AED 250 per copy) (AED 250 per copy)	Yes No	2			
Do You Wish To Receive The Certificate in A Different Addr	oss?				
Other Comments					
I agree to the <u>Terms and Conditions</u> Of The FTA     Iam a Tax Resident in Accordance With The Tax Legislat     IDeclare That All information Entered is Correct	ion In Force In The UAE				
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Users have the option to view the draft issued certificate to confirm the details and can reach out to FTA team If any amendments required.

The draft issued cannot be used as an official certificate for any purposes. Actual certificate will be provided post the final payment and required signatories.



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## Request for Additional Copies and Special Form

After the Tax Officer has processed your certificate request, you can easily request extra copies or a signed special form (exclusive to Tax Treaty Certificates).

This option is accessible for certificate requests where hard copies were selected and enabled if the applicant has originally requested a hard copy.

On this page, you can view a list of additional requests made for extra copies and signed special forms.



Users will be prompted to select from the following options:

- Hard Copies
- Special Form (exclusive to Tax Treaty Certificates)
- Both (exclusive to Tax Treaty Certificates)

Please note, each hard copy incurs a fee of AED 250, while there are no charges for the Signed Special Form.

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## **Cancellation of Certificate Request**

If your certificate request is awaiting payment or has been returned by the Tax Officer, you have the option to cancel it.

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2	TRC-32583-2023	Tax Treaties Certifica	ate - Natural Person	NISHA SACHIN GANGLAN	Republic of India	Awaiting Payment	12-10-2023	0 E	
3	TRC-32560-2023	Tax Treaties Certifica	ate - Natural Person	FEDERICA SCHIAFFINO	Italian Republic	Awaiting Payment	12-10-2023	0 5	3 1
4	TRC-32548-2023	Tax Treaties Certifica	ate - Natural Person	Vipul Ramniklal Koth	Republic of India	Awaiting Payment	11-10-2023	0 5	
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8	TRC-32534-2023	Tax Treaties Certifica	ate - Natural Person	FEDERICA SCHIAFFINO	Italian Republic	Awaiting Payment	11-10-2023	•	5 (
9	TRC-32527-2023	Tax Treaties Certifica	ate - Natural Person	FEDERICA SCHIAFFINO	Italian Republic	Awaiting Payment	11-10-2023	•	5 (
10	TRC-32526-2023	Tax Treaties Certifica	ate - Natural Person	Alkis Meletiou	Hellenic Republic	Awaiting Payment	11-10-2023	•	5 (
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However, please be aware that the initial fee of AED 50 will not be refunded upon cancellation.



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## User Profile Page

Once the user completes the email verification, they will be redirected to the profile page to complete their address details. The rest of the fields will be ready only, fetched from the EMARATAX profile.

User can update their address details which will be taken as their default address for delivery of the certificate, the user will have the option to choose a different address as well in the Certificate Delivery Screen if the user wishes to deliver the certificate to a different address if chosen as Original.

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User Profile						
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## Verification of the Issued Tax Residence Certificate

The issued certificate can be validated by scanning the QR code present at the bottom of the certificate. Upon scanning the QR code, user will be redirected to the landing page to enter the Application Reference Number and Start Date of Financial Year to check the authenticity of the certificate.

#### Step 1 – Scanning the QR Code



#### Step 2 – Entering the Required Information to proceed with the Verification Process

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#### Step 3 – Verification Confirmation Page





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