



RAK INTERNATIONAL
CORPORATE CENTRE

RAK ICC PORTAL – 09 & 10 JANUARY 2017
FREQUENTLY ASKED QUESTIONS

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1. When would the username and password be available? Can multiple company accounts have same password? Does the portal ask for change of password every 90 days?
 - Prior to the portal being active relevant usernames and passwords will be shared. Once you receive the login credentials you may change the passwords for your ease of use. The portal does not prompt you to change the password in specific timelines.
2. Can payments be done through the portal?
 - Payment is not integrated with the system as of now.
3. Can name approvals be carried out via the portal? Will the names be approved prior to submitting any documents?
 - Yes, name approvals can be done via the portal. Name approved will be printed on the generated M&A.
4. Can company registration be completed by soft copies or will originals be required to be submitted?
 - For verification and approval purposes soft copies are submitted via the portal. Original M&A and (and resolution if any) will be required to be submitted for Registrar approval.
5. Once the company is registered, how do we receive the original incorporation documents?
 - Once the incorporation is approved via the portal, originals shall be submitted and collected as per the current procedure.

FREQUENTLY ASKED QUESTIONS

6. Can multiple users be given access per Registered Agent? E.g. One user authorized to submit request and the other users to raise service request (SR) and upload documents only.
- User authorization and roles can be assigned internally as per your convenience.
 - Unique username & password is created for each company, once the name check is completed and M&A is generated then another person using the same login credentials can upload the documents and submit the service request.
7. Can the certificates, letters, etc. be issued as standard documents where electronic documents are generated with a system generated authentication code for verification?
- Standard documents will be issued as Certificates, Letters, Resolutions, Addendums, M&A will be system generated documents. However, the Registry will continue to execute documents in original form.
8. Can notifications be sent to specific email address and mobile number for each SR submitted. Our Chinese wall policy means that each staff has a specific portfolio of companies with no access to companies not in his/her portfolio.
- While submitting a request for new incorporation the system has a mandatory field to enter email id and until the incorporation process is complete all updates with regards to that company will go to that specific email id.

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9. Can access be granted to a corporate status page of the RAKICC via a specific login. This might be useful for external parties / bankers who may want to check the statutory position of a company?

- This would be equivalent to making the Registry public, RAK ICC do not intend to have a public Registry.

10. Will renewal notifications be sent for the companies due for renewal?

- Renewal reminders are configured on the basis of renewal due dates and grace period. Four renewal reminder email will be sent out as below:
 - First reminder will be sent 30 days prior to renewal due date
 - Second reminder will be sent on the day of the renewal date giving an end date of grace period
 - Third reminder will be sent out prior to 10 days of the end date of grace period; and
 - The last reminder will be sent on the end date of grace period giving the date of strike off.

FREQUENTLY ASKED QUESTIONS

11. Is the portal facility available only for RAK ICC companies or can the portal be used for companies that are not re-registered?

- Portal is exclusively for RAKICC companies.
- Any request for the existing RAK IC and RAK OS companies should be submitted as per the current manual procedure.

12. Can re-registrations be done through the portal? Will the portal be useful for re-registration process?

- Re-registrations can be done through the portal from April 2017.
- The portal should enable to speed up the re-registration process.

13. If the documents are signed abroad can one disregard the proof of entry requirement or is it a mandatory upload requirement?

- In the initial stage of an application there is a signature verification status which is captured, where 2 options are given whether the signing is witnessed by agent or if the document is notarized. Depending on the option chosen the portal will request you to upload the relevant document.

FREQUENTLY ASKED QUESTIONS

14. If the Registry requires the upload of additional documents after reviewing a given request and if the agent would like to discuss such requirement with the processor - would that be possible through the portal?

- Email notification will be sent to the agent from the portal asking to re-upload the particular document and the same email will have a link to re-upload the requested document.

15. Will M&A and documents for other requests be generated by the portal?

- Yes.

16. Will activity of the company be listed in the generated M&As?

- Yes.

17. If the MOA will be system generated then will we be permitted to customize or alter the standard Clauses / Articles in the M&A?

- Alterations to the standard M&A will no longer be permitted.

FREQUENTLY ASKED QUESTIONS

18. Whose details are to be registered in the web form during the access registration?

- Details of the agent.

19. Would the access holder be the authorized signatory on all forms and documents?

- Authorised signatories remains the same as how you have registered with us. Going LIVE with the portal the agents will not have forms to be signed.

20. Is it the agent email address that is registered for each access and service request?

- Yes. By default the email registered with us will be displayed in the email text field, if in case you would want to change the displayed email id, it is possible.

21. Once the access is registered for each company, would it show the history of the company from the incorporation till date?

- Agent view will be the most updated information. History of the company will be maintained with the Registry.

FREQUENTLY ASKED QUESTIONS

22. If the registered agent details such as email address, contact number etc. is changed do we as a registered agent have the option to edit and save the details? Or do we have to inform the Registry via email?

- To edit and save the new agent details you will have to inform the Registry. However, in furtherance of any service request being submitted you will be permitted to edit the email id where all communications pertaining to that service request will be sent.

23. If the company is re-registered from RAKIC / RAKOS to RAKICC, will the history of the company be displayed?

- History of the company displayed would be – Name of original jurisdiction & date of incorporation. Rest of the details would be the current details as per the date of re-registration.

24. If the request has been approved, how can we identify that the documents are ready for collection?

- Once the request is approved, automatic email notification will be send stating that the request has been approved and the processor will notify the agent on collection of documents.

25. Upon submission of the request and approval from the registry, will we get a notification as to when to make payment prior to collecting the original documents?

- Yes, once the request has been approved, processor will email sales order and once the payment is made the status will be updated in the system by the processor.

FREQUENTLY ASKED QUESTIONS

26. What will be the process if the request is Urgent?

- System permits you to choose service request type as Urgent / Normal and it will be identified by the processor and will be processed on an urgent basis which applies urgent processing fee.

27. In the Business Activities section, how can we identify the code of the activity and the exact description accepted by the system?

Can the list of activities be provided?

- Upon selection of the Activity from the available list, the system will trigger the activity code by itself. Description field is available to provide more information on the type of selected activity.
- Once the portal is LIVE it displays the list of activities.

28. What is the maximum and minimum activity that we need to specify?

- Minimum one activity should be selected, however there is no limit for maximum number of activities.

29. For New Registration Services, if the application is incomplete would it have an option to save the request and can be viewed as “draft” if in case information is not complete?

- Yes whenever a request is created a draft is saved in the system, which could be edited any time before submission.

FREQUENTLY ASKED QUESTIONS

30. Does the documents that needs to be uploaded requires the agent stamp prior to uploading them, as an indication that the original documents have been verified?

- Yes, the documents to be uploaded should be certified by the agent.

31. Does the system display the checklist / list of documents required to submit?

- For each request the upload documents page displays the documents to be uploaded depending on the members

32. The portal appears to require a lot more KYC than we have been required to provide to date. Has there been a change to the KYC requirements?

- No changes have been made to the KYC requirements.

33. What would be the max size of the docs that can be uploaded? What format is accepted?

- Documents up to 10-15 MB can be uploaded. Any file format will be accepted.

FREQUENTLY ASKED QUESTIONS

34. Are the permitted activities limited to the listed activities on the portal?

- The portal has an extensive list of permitted activities which includes general categories of activities as well where if a general category is chosen then the portal gives you the provision to enter a description for the activity.

35. Do we have to submit the KYC documents in original along with M&As?

- No, as hard copy only the original M&As are required to be submitted.

36. If a name is not available on the portal due to the reason that the name requested is of an already established company, does the portal permit the agent to submit supporting documents to get the name approved?

- The documents cannot be uploaded in the portal, but you may inform the Registry by an email attaching the supporting documents.

37. Will the agent be able to view the approved Certificate/Letter?

- Currently this facility is not available in the portal.

FREQUENTLY ASKED QUESTIONS

38. What happens to those companies which are currently in transit for new incorporation once portal goes LIVE?

- The companies that are pending with the Registry will be incorporated and migrated to the portal. However, from the date of going LIVE the portal should be used for all services.
- For the already signed M&A that is in transit with you, you may still go ahead and apply for new incorporation via the portal. In this case the system generated M&A can be disregarded and the already signed M&A requires to be uploaded.

39. Is it possible to have Board resolution along with incorporation of company?

- Yes, it is possible. Agent need to specify it to the processor in order to process it at the same time.

40. Where a RAKICC company is the corporate shareholder of the proposed company, can the corporate shareholder resolution attestation be carried out along with new incorporation or do we have to place a separate request?

- In such cases, the original resolution should be submitted along with new incorporation documents. The Upload documents tab will request for a corporate shareholder resolution to be uploaded, however, for execution of the document original is required.

PORTAL QUERIES – CONTACT DETAILS



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For all queries pertaining to the portal please send in to:

portal@rakicc.com



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THANK YOU

