

OSS Electronic Services Portal

Based on our keenness to facilitate the services offered by ZonesCorp to its investors and clients, we have the pleasure to announce the launching of our One-Stop-Shop (OSS) electronic services portal.

The OSS electronic services portal is now available at the official website of ZonesCorp: www.zonescorp.com

By visiting our OSS electronic services portal, investors will be able to access and process their transactions on line.

Our online services include:

- Applications for industrial licenses, renewals, modifications, and cancellations.
- Each investor would be able to access our electronic service portal by using a distinctive username and password. The user name and password of each respective investor will be sent to him. As well, each respective investor will have a special file for all his transactions. Accordingly, each respective investor would be able to know the status of his transactions and track them online.
- An advanced communication system will be used to keep our investors updated. Communications between us and our investors will be either through e-mails or SMS. Our system will automatically send messages to the respective investor to inform him/her about any move in regard of any transaction. Transactions will include: applications, licenses, land booking, etc...
- Our requirements, procedures and regulations will also be available on line. Those procedures & regulations will be for the following aspects:
 - fees,
 - complaints,
 - land booking procedures,
 - Issuing of industrial licenses.
- Our on-line services will be carried out according to the best international standards and practices.
- As per the MOU signed by ZonesCorp and the Department of Planning & Economy (DPE), ZonesCorp is now authorized to issue industrial licenses to all factories inside Abu Dhabi Industrial City (ICAD) and to other factories within or outside the specialized zones of Abu Dhabi.
- Based on this online linkage between ZonesCorp and DPE, our investors will not need to visit DPE in person to finalize the required type of service as that will be done online.

The online services will include:

- booking of commercial names,
- registration and distribution of data to all investors,
- Registration of commercial names and industrial license.

• As well, and according to the agreement signed between ZonesCorp and the ministry of finance (MOF) ZonesCorp is now electronically linked with MOF. Based on this online linkage with MOF, ZonesCorp is authorized to issue the **"federal industrial register"** for all factories within and outside the Industrial Areas of the Emirate of Abu Dhabi. As a result to that, as soon as any respective investor gets his/her temporary industrial license, he/she will immediately get an industrial register. The register will be sent by express mail.

• Based on the cooperation between ZonesCorp, the Sector of Industry at the Ministry of Economy, and the Department of Planning & Economy; International Classifications of Industrial Activities (ISIC) as stated in the Directory which has been prepared by the "UN Statistics Office" are now available on our OSS electronic services portal.

• Classifications of Products & Raw Materials (according to the International Directory of classifications) are also available on our OSS electronic services portal.

• Procedures and requirements of all the relevant official departments dealing with the issuing of industrial licenses are now available on our online services portal. Accordingly, all investors will know everything they need to know before commencing the process of establishing their respective projects. For convenience of our investors, all these procedures- as well all other required technical and legal aspects- will be automatically updated by our online system.

• Information about tax exemptions, quantities exempted from custom duty, or the partially/ totally exempted quantities will also be available on our online portal. This type of service will allow our investors to get their custom duty exemptions **online**. All what our investors will need to do to receive their exemptions is to fill in the required application form found on our portal; then ZonesCorp in its turn will forward it to the Customs Department for process and issuance of the required exemption. When all that is done, the respective investor will go ahead directly to clear his materials from custom department.

• In its efforts to reflect the transparency of ZonesCorp services, our electronic services portal will include data, information, and statistics about the industrial sector of Abu Dhabi. Those statistics include: types of industries, auxiliary industries, and types of industries needed to be established in the emirate of Abu Dhabi.

• Our online system will allow our investor to choose the way that suits them the best to pay for the needed fees & charges. Accordingly, our investors could pay the required fees and charges either in cash or by credit card. Fees and charges required by federal departments will be collected in electronic Dirhams.

• Our OSS Counter is almost ready. It will very soon be open to receiving you all. Getting the required information and electronic enquiry system (Kiosk Machine) are just two simple examples of services to be offered at our OSS counter.

• There will also be a "VIP Service" at the OSS counter. This type of service is offered by ZonesCorp to its top investors. To get the VIP services, investors will have to pay an additional sum of money. Against paying that additional sum of money, one of our employees will carryout all the needed procedures and deliver the finalized transaction by express mail right to the place of residence of the respective investor.

Our objective is to contribute to developing our national economy. We will work very hard to achieve that by availing the best suitable investment environment for our investors and clients.

We will be very glad to receive your comments and your proposals through our website: www.zonescorp.com; our e-mail: oss@zonescorp.com, our direct toll-free phone number: 80096637, and our fax number: 02-5073551.

Thanks and all due respect.

The Team of the One-Stop-Shop Project.