

Application Form: Service Centres Accreditation



PART 1: Basic Information

Please fill in the following table:

Service Centre Name:		
Contact Number:		
Contact Email:		
Location / Address:		
Trade License Number:		
Trade license valid until: (Please provide a copy)		
Representative details:	Name:	
	Contact Number:	
	Email:	
	Position:	

PART 2: Questionnaire

Please answer the following questions regarding each category:

ADRO Awareness Session

1A. Have you attended ADRO's awareness session in the past 6 months?

This step is compulsory as part of the application process.

yes no

1B. Please specify the date you attended the awareness session (DD/MM/YYYY):

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Service Quality

2A. Please state the average number of Golden Visa applications processed per month

<input type="text"/>

2B. Please state the average time spent (in minutes) on each Golden Visa application

<input type="text"/>

2C. Do you provide status updates after every completed step to the customer within 2 working days?

yes no

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Online System

3A. Can the Golden Visa application service be completed online without physically visiting the centre?

yes **no**

3B. Do you currently have an online system/ payment gateway to process customer payments?

yes **no**

3C. If yes, what platform do you use to process payments?

3D. If yes, please provide the URL to the online system (type N/A if none):

Application Process

4A. Is there a standard procedure for issuing Golden Visas (and other long term visas)?

yes **no**

4B. If yes, Is this procedure available on your website?

yes **no**

4C. If yes, Please provide the URL to the webpage that includes the visa application process

Pricing

5A. Is the pricing for every step of the application process for a Golden Visa (and other long term visas) clearly mentioned on your website?

yes **no**

5B. If yes, Please provide the URL to the webpage that refers to these fees

Packages

6A. Please list the packages you offer for Golden Visa (and other long term visa) services:

6B. Please provide the URL to the webpage with information on your packages with their pricing (type N/A if none)

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VIP Package

7A. Please indicate which services your VIP packages offer:

- Dedicated representative(s) to customers
- 12 hour standard level agreement (SLA) for responses
- Pick ups and drop offs where applicable
- Fast track medical services
- Accompanying applicants for medical tests
- Other (please specify: _____)

Dedicated Communication Channels

8A. Which communication channels do you use to answer inquiries from Golden Visa (and other long term visa) applicants (please check the box)

- Email
- Telephone
- Chatbot
- Other (please specify: _____)

8B. Please provide your email address, telephone number, and any other communication channels you use to communicate with Golden Visa (and other long term visa) applicants

• Email

• Telephone number

• Other channels

8C. Are your communication channels available for 24 hours?

yes

no

8D. Upon receiving an inquiry or complaint, within how many days does the customer receive an initial response? (excluding auto-replies)

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Additional Services

9A. Please specify any other services you provide upon applicants' requests beside to support with the Golden Visa (and other long term visas) application the Golden Visa (for ex, translation, attestation, etc.)

Languages

10A. Please list all languages available for your services:

- Arabic
 English
 Urdu
 Other (please specify: _____)

Customer Complaints Management

11A. Do you have a dedicated customer complaints service? (Yes/No)

yes no

11B. If yes, kindly attach the evidence for the procedure in place

Service Centre Facilities

12A. Is there ample parking available at your premises?

yes no

12B. Please submit photos for evidence of the parking spaces

12C. Is there clear signage within your facility?

yes no

12D. Please submit photos for evidence of any internal signage

12E. Is there a reception within your facility?

yes no

12F. Please submit photos for evidence of the reception area.

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12G. Is there a VIP waiting area within your facility?

yes no

12H. Please submit photos for evidence of the dedicated VIP waiting area

12I. Is there WiFi connection available for customers at your service centre?

yes no

12J. Does your service centre use a numerical ticketing system in serving customers?

yes no

Business to Business (Corporate) Services

13A. Have you served large corporate accounts in the past?

13B. If yes, kindly share a list of examples

I hereby acknowledge that the information provided in the above application is true and accurate

Name:

Signature:

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Terms and Conditions:

The company is obligated to process Golden Visa applications and other attraction visas, along with related services, with high proficiency. Clients shall not wait more than fifteen (15) minutes to start receiving the service, and the service completion time must not surpass ten (10) minutes.

The company is obliged to ensure that the entire duration of processing the client's requirements to obtaining the visa, throughout the client's journey from one stage to the next, is limited to twenty-four (24) hours after completing each stage until the Golden Visa is granted.

The company must submit the Golden Visa applications and other attraction visas with precision and accuracy, adhering to all requirements and furnishing all necessary documents to each category to prevent the application's cancellation and its return for amendment.

The company bears full legal responsibility in executing its assigned tasks concerning services related to processing, completing, monitoring, and delivering the Golden Visa and other types of attraction visas.

Employees of the company must be well-informed and acquainted with all the legislations concerning the Golden Visa, other attraction visas and any subsequent amendments on it, responding to client inquiries with precision.

The company is responsible for submitting applications to obtain the Golden Visa and assuring consistent follow-up on the application status, notifying the client of any developments, whether related to documentation completion, approval, or rejection, as appropriate.

Notifying the client to download the "INTAMI" application for utilizing the benefits and offers provided exclusively to Abu Dhabi Golden Visa holders.

The company is required to submit a weekly report to the Abu Dhabi Residents Office detailing the status of the Golden Visa and other attraction visa applications, whether they are issued, declined, or pending modification.

The company is committed to delivering services to the client in a professional manner, maintaining a client satisfaction rate of no less than ninety-five percent (95%).

The company abides by the information and data it acknowledged in the Service Center accreditation request form.

The company adheres to the data security policy and bears all responsibilities that result from its violation thereof by him/her or any of his/her employees or subordinates.

In addition to that, the company is committed to maintaining the confidentiality of all data provided to it by the client.

Abu Dhabi Residents Office retains the right to revoke this certification at any time during its validity if the company fails to adhere to the aforementioned terms and conditions.

I hereby acknowledge that I have read and understood the terms and conditions outlined above

Name:

Signature: