



# CLIENT SERVICE CHARTER

---

January 16, 2011

---

---

## TABLE OF CONTENTS

---

1. WHO WE ARE AND WHAT WE DO.....	3
2. OUR VISION AND MISSION.....	3
3. OUR CLIENTS.....	4
4. DEFINITIONS.....	4
5. OBJECTIVES OF THE CHARTER.....	5
6. WHAT YOU CAN EXPECT FROM US.....	5
7. OUR SERVICE STANDARDS.....	6
8. HOW YOU CAN HELP US HELP YOU.....	8
9. OUR CONTACT INFORMATION.....	9

---

---

## I. WHO WE ARE AND WHAT WE DO

Decreed in May 2000 by the Government of Ras Al Khaimah, RAK Free Trade Zone Authority (RAK FTZ) is among the emerging Free Zones in the UAE.

RAK FTZ offers set up solutions to various businesses across the globe and contributes extensively to the overall growth of the Emirate through inward investments.

RAK FTZ offers a variety of business licenses for commercial activities, including general trading, consultancy and industrial licenses, along with required facilities such as offices, warehouses, and land plots as well as virtual facilities.

RAK FTZ offers the services that are essential to the operation of client businesses and entities as well as value added services for the convenience of clients.

## II. OUR VISION AND MISSION

### **RAK FTZ Vision:**

To achieve global brand recognition as a premium investment agency where clients find the optimal business solutions to their needs.

### **RAK FTZ Mission:**

To attract and maximize the growth of high value added, know-how based, technologically advanced and innovative businesses to benefit Ras Al Khaimah and generate increased revenue and to help UAE companies internationalize via RAK FTZ international offices network.

---

---

### III. OUR CLIENTS

#### **Our Potential Clients:**

- Local and international companies wishing to establish business entities and obtain trade licenses from RAK FTZ
- Entrepreneurs/individuals from the UAE or other countries who wish to establish business entities and obtain trade licenses from RAK FTZ.

#### **Our Existing Clients:**

Entities registered and holding trade licenses issued by RAK FTZ.

### IV. DEFINITIONS

#### **Trade License:**

A document issued by RAK FTZ to an entity to enable them to conduct a business activity.

#### **Facility:**

A unit rented by RAK FTZ where a lease agreement is signed between RAK FTZ and the licensed entity renting the space.

---

---

## v. OBJECTIVES OF THE CHARTER

Clients are the major stakeholders in RAK FTZ's success, and we constantly strive to provide them with better business solutions, infrastructure, technology and support. As part of our ongoing efforts to ensure the delivery of high quality services and achieve client satisfaction, RAK FTZ has launched the Client Service Charter. The main objectives of the charter are:

- To improve client understanding of what to expect from RAK FTZ as far as its services are concerned in order to reduce chances for misunderstanding.
- To inform clients on requirements expected to be met by them to provide them with the desired level of service.
- To provide information to clients on available channels in case they wish to inquire about services.
- To provide information to clients on available channels in case they wish to send their feedback.

## vi. WHAT YOU CAN EXPECT FROM US

- We treat you with respect and courtesy.
- We provide our services in a professional, honest and unbiased manner.
- We ensure the availability of the environment and infrastructure for your convenience while obtaining the service.
- We seek to understand your requirements and identify what is important to you.
- We respect the confidentiality of your company and information and use it only in accordance with the law.

- 
- 
- We value your feedback and consider your views and suggestions to develop our services.
  - We respond to your inquiries, suggestions and complaints in a clear and timely manner.
  - We enhance the quality of the provided services.

## **VII. OUR SERVICE STANDARDS**

### **When you call us, visit us or write to us, we will:**

- be courteous.
- listen actively and act responsively to your needs.
- willingly assist you.
- treat you fairly and professionally.
- give you clear and relevant information or help you find it.
- be available from 8:00am to 4:00pm each working day (from Sunday to Thursday).

### **When you visit our website:**

- We ensure that it is user friendly
- We ensure providing electronic contact details for you to contact us.

---

---

## **Dealing with Suggestions and Complaints**

Client feedback including suggestions and complaints is very important to us as it helps us to improve our services. We ensure the necessary channel to post a suggestion or a complaint is available for you.

You may post your feedback online on ([www.rakftz.com](http://www.rakftz.com)) by clicking on the Client Corner tab and then clicking the Client Feedback tab.

You may also fill out the Client Feedback form which is available at our Information Desks and Reception Desks.

We aim to acknowledge receiving your feedback within 2 working days. We aim to respond to your feedback within 7 working days.

---

---

## VIII. HOW YOU CAN HELP US HELP YOU

- Treat our staff with courtesy and respect.
- Be honest with us.
- Attend scheduled meetings punctually.
- Respond to requests for information thoroughly and in a timely manner.
- Inform us about your requirements in full.
- Provide complete applications and supporting documents when applying for services.
- Provide us with your updated contact details in case of changes.
- Abide by any or all legal requirements and obligations that clients are to meet in order to be eligible for services sought.

---

---

## IX. OUR CONTACT INFORMATION

If you are a potential client and would like to inquire about setting up business in RAK FTZ and becoming a client holding a RAK FTZ Trade License, please find here below our contact details:

Email: [inquiry@rakftz.com](mailto:inquiry@rakftz.com)

Telephone: +971 7 2041111

Toll Free (UAE) 800 7111

Fax: +971 7 2077120

If you are a client holding a RAK FTZ Trade License, please find here below our relevant contact details:

### **Email Addresses:**

For Government Services (Visa, ID Cards, No Objection letters):

Email: [visanotification@rakftz.com](mailto:visanotification@rakftz.com)

For IT Related Services:

Email: [helpdesk@rakftz.com](mailto:helpdesk@rakftz.com)

For License and Facility Services and any other inquiry:

Email: [cs@rakftz.com](mailto:cs@rakftz.com)

### **Our Telephone / Fax Numbers:**

Telephone: +971 7 2041111

Fax: +971 7 2041012

**Our Website:** [www.rakftz.com](http://www.rakftz.com)

**Our Post Address:** Ras Al Khaimah Free Trade Zone Authority  
P.O. Box: 10055 Ras Al Khaimah, UAE

---

---

## Our Locations:

- 1) RAK Free Trade Zone Authority (Head Office)  
Business Park – Business Centre I  
Nakheel  
Ras Al Khaimah, UAE
  
- 2) RAK Free Trade Zone Promotion Centre  
Dubai Festival City Office Tower  
Floor 16  
Dubai, UAE
  
- 3) RAK Free Trade Zone Promotion Centre  
Abu Dhabi Mall  
West Tower  
First Floor  
Abu Dhabi, UAE

## Our International Offices (for inquiries only):

- 
- |   |                   |  |
|---|-------------------|--|
| 1 | <u>India</u>      | No. 82, Floor 8, ATLANTA<br>209, Nariman Point,<br>Mumbai - 400 021 - India<br>Tel: +91 22 22042223, 22042224 - Mobile: +91 900 475 2345 - Fax : +91 22<br>22042221<br>Email: <a href="mailto:india@rakftz.com">india@rakftz.com</a> |
| 2 | <u>Germany</u>    | Im Mediapark 8, 50670 Cologne, Germany<br>Tel: +49 221 55405 110 - Mobile: +49 176 8000 7162 - Fax : +49 221 55405 45<br>Email: <a href="mailto:europa@rakftz.com">europa@rakftz.com</a>   |
| 3 | <u>Turkey</u>     | Ust Zeren Sok. no: 14/1 Levent<br>Istanbul, Turkey<br>Tel: +90 212 2828221 - Mobile: +90 554 3432242 - Fax : +90 212 2828229<br>Email: <a href="mailto:turkey@rakftz.com">turkey@rakftz.com</a>                                      |
| 4 | <u>Washington</u> | 1155 F Street NW,<br>Suit 1050,<br>Washington DC 20004, USA<br>Tel: + 1 202 559 8755 - Mobile: + 1 281 876 7897 - Fax: +1 202 559 8756<br>Email: <a href="mailto:usa@rakftz.com">usa@rakftz.com</a>                                  |
-