



Request to issue a replacement for a lost / damaged permanent operating license for national establishments

About the Service

This service allows to issue an operating license (replacement for a lost) with a new license number, and issue an operating license (replacement for a damaged one) with the same number as the damaged license.

Service Process

- Application's Submission
- Application Review
- Payment of the fees
- Transaction delivery

Expected Time

- One working day

Service Fees

- N/A

Target Audience

- Business Sector

Service Channels

- MOEI website: 24/7
- Smart app: 24/7
- Happiness Service Centers: According to the service center working hours (Dubai, Ras Al Khaimah, Fujairah)

Terms and Conditions

- First: in the event of losing the operating license: Notify the ministry at once regarding the loss Submitting evidence that the licensee has opened a report at the competent authorities Fill out the Ministry's form Pledge to hand over

the lost license in the event of obtaining it and not using itThe Ministry issues a new license to replace a lost license with a new number

- Second: in the event of damaged operating license: The licensee shall hand over the damaged license to the MinistryFill out the Ministry's form for this activityThe Ministry issues a replacement license for a damaged one with the same number.

Required Documents

The required documents issued by approved authorities require a stamp, taking into consideration that the digital stamp is acceptable.

- Copy of emirates ID
- Initial approval letter for the trade name from the Department of Economic Development
- If the applicant is a client, the power of attorney must be brought with the identity of the client and the signature of the owner of the license must be approved
- Service Code:MOEI-10027
- Service Type:G2B

Related Services

Request to issue permanent operating licenses for national establishments - Branch

Having trouble?

- customer.happiness@moei.gov.ae
- [8006634](tel:8006634)