

UNITED ARAB EMIRATES
MINISTRY OF FOREIGN AFFAIRS
& INTERNATIONAL COOPERATION



الإمارات العربية المتحدة
وزارة الخارجية
والتعاون الدولي

An aerial photograph of the Ministry of Foreign Affairs and International Cooperation building in Abu Dhabi, United Arab Emirates. The building is a large, modern, circular structure with a central tower and two long wings extending outwards. It is surrounded by green lawns, palm trees, and a parking lot. The sky is clear and blue.

**Services of the
Ministry of
Foreign Affairs
and International
Cooperation**



The strategy of the Ministry of Foreign Affairs and International Cooperation (MoFAIC):



Vision

A pioneering global model in diplomacy and international status and promotion of the interests and values of the United Arab Emirates, and its citizens.

Mission

Harnessing proactive diplomacy through distinguished bilateral and multilateral cooperation, to achieve progress in the UAE's foreign policy priorities, protect its national interests, promote regional and global peace, security, prosperity and development and provide pioneering and unique services to the society.



Strategic Objectives:



Prosperity

Contributing to enhancing the UAE's economic influence and increase its regional and international competitiveness.

Public diplomacy

Promoting the UAE reputation and its soft power.

Society

Preserving the interests of citizens abroad and residents on the UAE's territory.

Active global responsibility

Promoting the UAE's role in global dialogue and global development agenda.

Regional stability

Supporting the international efforts to maintain regional security and stability.



Values:



Loyalty and devotion

To the UAE and its President.

Excellence and leadership

Promoting the culture of innovation, flexibility, future foresight and promoting the sense of initiative and responsibility in all areas of work.

Outstanding leadership

Actively contributing to achieving the vision and objectives of the Ministry of Foreign Affairs and International Cooperation.

Quality of life

Enhancing the quality of life for employees and customers through providing a healthy and positive working environment and proactive and digital services.

Qualified and competent cadres

Diplomatic and administrative cadres qualified through adopting the culture of continuous learning and improvement.

Distinct partnerships

Distinct and developed complementary relations built on continuous cooperation to achieve the needs and requirements of the beneficiaries and stakeholders.



Customer Service Charter



We
pledge to
make you
happy

**Employee who is
proud to provide a
distinguished service**

We
work to
make you
happy

**An entity
devoted to customers
happiness**

Help
us to
make you
happy

**Positive and
proactive customer**



Channels of applying for MoFAIC services:



1

Website www.mofaic.gov.ae
Smart Mobile App: UAEMOFAIC

2

For people of determination, senior Emiratis and residents, please call 80044444

3

MoFAIC Contact:
- Email: info@mofaic.gov.ae
- P.O.Box: 1 Abu Dhabi, UAE

4

Social media: @UAEMOFAIC (Instagram, Twitter, Facebook, YouTube)



List of MoFAI C Smart Services



1

Services for UAE
Nationals Abroad

2

Document Attestation

3

ID Cards- Diplomatic, Consular,
International Organizations, Special Service

4

Diplomatic, Mission and
Special Passport Service



Services for UAE Nationals Abroad

- 1 Twajudi Service
- 2 Issuance of a return document
- 3 Emergency line



Twajudi Service

Twajudi is a service provided by the Ministry of Foreign Affairs and International Cooperation to facilitate communication with UAE nationals abroad, assist them, and coordinate their repatriation in case of an emergency or crisis.

Procedures: Customer's Journey



Log into one of MoFAIC's smart channels via UAE Pass.



From the «Individual Services» tab, select Twajudi. Then, click «Start Service» to enter your travel details and submit the application.



You will receive an SMS and an e-mail with a reference number confirming your registration.



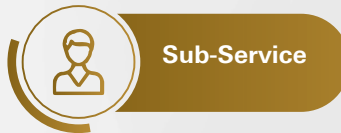
Twajudi Service

Service type



Procedural

Service classification



Sub-Service

Service fees



Free service



Service beneficiaries



Individuals:
UAE nationals

Sustainable Development Goals



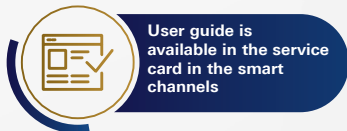
Peace, Justice and Strong
Institutions

Terms and Conditions



UAE nationals

User registration



User guide is
available in the service
card in the smart
channels

The average service time required



minutes to add 5
flight details

Required documents



None

Application channels

MoFAIC Website: www.mofaic.gov.ae
(Smart Mobile App: (UAE MOFAIC



Issuance of Return Document

Issue an electronic return document to UAE nationals abroad in case of an emergency such as loss, damage, or expiry of an ordinary passport or for newborns.

Procedures: Customer's Journey



Log into one of MoFAIC's smart channels via UAE Pass



Apply for service electronically and attach required documents



Receipt of electronic return document via e-mail



Issuance of Return Document

Service type



Main-service

Service classification



Procedural

Service fees



Free service



Service Beneficiaries

Individuals :
UAE nationals

Sustainable Development Goals

Peace, Justice and Strong Institutions

الشروط والأحكام

- Applicant must be a UAE national.
- Application form must be correctly completed.
- All required documents should be attached.

User Registration



Registration
link

The Average Service Time Required



30
minutes

User Guide



User guide is
available in the
service card in the
smart channels

الوثائق المطلوبة



Issuance of a return
document by virtue of
the loss of the ordinary
passport

- 1 Personal photo
- 2 Copy of lost passport
- 3 A copy of the
passport loss
report



Issuance of a return
document by virtue of
the damage of the
ordinary passport

- 1 Personal photo
- 2 Copy of
damaged
passport



Issuance of a return
document by virtue of
the expiry of the ordinary
passport

- 1 Personal photo
- 2 Copy of expired
passport



Issuance of a return document for newborns

- 1 A copy of child's birth certificate attested by the Ministry of Foreign Affairs of the country of residence and the UAE Mission abroad
- 2 Copy of father's passport
- 3 Copy of mother's passport
- 4 Full copy of Family Book
- 5 A copy of the marriage contract (attested by the Ministry of Foreign Affairs of the country of residence and the UAE Mission abroad)



Emergency Line

An emergency line for responding to emergency calls received from Emirati citizens abroad. Calls are dealt with carefully through a response system that is designed to provide the needed support to the highest standards.

Procedures: Customer's Journey



Calling the Ministry of Foreign Affairs and International Cooperation on 0097180024



Making an emergency report



Missions communicate with citizens to provide the support needed.



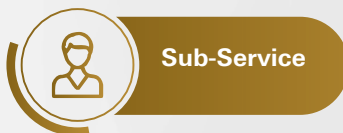
Emergency Line

Service type



Procedural

Service classification



Sub-Service

Service fees



Free service



Service beneficiaries



Individuals:
Citizens of the United Arab Emirates

Sustainable Development Goals



Safety, justice and strong institutions

Terms and Conditions



Must be a citizen of the United Arab Emirates

User registration



None

The average service time required



Instantly

Required documents



None

Application Channels

0097180024



Document Attestation



Attestation of official papers, certificates and commercial invoices

Attestation of official papers, certificates and commercial invoices

Attestation is a procedure to confirm the validity of the seal and signature on documents issued in the UAE or abroad. Attestation services, provided by MoFAIC in the UAE and by its missions abroad, include the attestation of documents issued by entities in the UAE or other countries such as:

Individual Affairs Documents and Commercial Documents.

Procedures: Customer's Journey



- Log in:
- For individuals: UAE Pass
- For companies: Create a user account on the Ministry's website



Submit a request



Pay the fees



Submit and receive attestation documents:

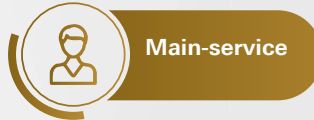
Attestation of official papers, certificates and commercial invoices

Service type



Procedural

Service classification



Main-service

Service fees



Attestation
guide



Service Beneficiaries



- Foreign missions in the UAE
- Government Agencies
- Individuals
- Private Companies

Sustainable Development Goals



Partnerships to achieve the goal.

Terms and Conditions



- The customer declares that all provided information is valid and correct; in case any information is deemed non-valid, the customer shall be held legally liable
- Incorrect applications will not be considered
- If there is no UAE mission in the host country, please get in touch with MoFAIC's Call Centre or Contact Us at the following link:

<https://www.mofaic.gov.ae/ar-ae/Contact-Us>

Required Documents



Original document in Arabic or English (or its legal translation)

- Electronic documents or electronically certified documents containing QR code

User Registration

<https://www.mofaic.gov.ae/Account/Login?returnUrl=%2Far-ae%2FServices%2FForms%2Fattestation>



The average service time required

3-5 minutes to fill-in the information on the website or smart app
1-3 working days: UAE delivery service



User guide

There is a user guide in service card in smart channels



Application Channels

Website: www.mofaic.gov.ae

Smart App: MoFAIC

UAE embassies and consulates abroad

People of Determination, Senior Citizens and Residents: Contact +97180044444

Requests for attestation of death certificate are accepted by calling on: +97180044444



ID Cards- Diplomatic, Consular, International Organizations, Special Service

- 1 Diplomatic, Consular, International Organizations, Special ID Cards Issuance
- 2 Diplomatic, Consular, International Organizations, Special ID Cards Renewal
- 3 Cancellation of Diplomatic, Consular, International Organizations, Special ID Cards
- 4 Request lost or damaged diplomatic consular, international organizations and special ID card replacement



Diplomatic, Consular, International Organizations, Special ID Cards Issuance

Requesting issuance of Diplomatic, Consular, International Organizations, and Special ID cards as residence permits for their holders. The cards must be presented at UAE airports on arrival and departure, and missions must return them to MoFAIC on final departure from the country.

Procedures: Customer's Journey



Log into one of MoFAIC's smart channels by selecting "Companies and Institutions" to enter the username and password shared with entities authorized to apply for the service.



Select the "New Diplomatic, Consular, International Organizations, Special ID Cards Issuance" service option. Next, click on "Start Service" to fill in the service form and attach the required documents.



You will receive a confirmation email with a reference number.



You will receive an email and SMS informing you that the ID card is ready for receipt.



Diplomatic, Consular, International Organizations, Special ID Cards Issuance

Service type



Main-service

Service classification



Procedural

Service fees



Free service



User Registration

Private accounts
will be opened for
service providers



The average service time required

15
working days



User guide

There is a user
guide in service
card in smart
channels



Service Beneficiaries



Staff working for UAE-accredited missions and their families, and international organizations.

Sustainable Development Goals



Goal 17:
Partnerships for the Goals

Terms and Conditions



- The application must be correctly filled
- The mission must ensure that the staff member does not have a valid residence visa on the passport when applying for the card
- Check the passport expiry date to ensure that it does not exceed six months

Required Documents



- Sealed official memorandum signed by the UAE's accredited mission.
- A personal photo (size 4/6) with white background
- A color copy of the passport with an entry stamp, with validity shall not be less than 6 months from the date of expiration.
- A copy of the visa, if any

Application channels

MoFAIC Website: www.mofaic.gov.ae
(Smart Mobile App: UAE MOFAIC)



Diplomatic, Consular, International Organizations, Special ID Cards Renewal

This service allows foreign missions to renew Consular, International Organizations, and Special ID cards, especially for employees and their families through the MoFAIC website. Renewal request of the card is within three months before its expiry date (90 days).

Procedures: Customer's Journey



Login to the MoFAIC website or Smart Mobile App.



Select Foreign Missions Services. Then click Renewal Service as per ID card type.



Fill in the fields and attach the required documents.



The mission will receive a Reference Number through email and SMS.



The mission will receive an email confirming that the card is ready and sent by mail.



Diplomatic, Consular, International Organizations, Special ID Cards Renewal

Service type



Main-service

Service classification



Procedural

Service fees



Free service



Service Beneficiaries



Staff working for UAE-accredited missions and their families, and international organizations.

Sustainable Development Goals



Goal 17:
Partnerships for the Goals

Terms and Conditions



- The card must be handed over to the Diplomats Affairs Department.
- The ID card holder must be inside the UAE, during the renewal process.

User Registration

Private accounts
will be opened for
service providers



The average service time required

15
working days



User guide

There is a user
guide in service
card in smart
channels



Required Documents



- Sealed official memorandum signed by the UAE's accredited mission.
- A personal photo (size 4/6) with white background.
- A color copy of the passport with an entry stamp, with validity shall not be less than 6 months from the date of expiration.
- A copy of the ID card issued by MoFAIC.

Application channels
MoFAIC Website: www.mofaic.gov.ae
(Smart Mobile App: (UAE MOFAIC



Cancellation of Diplomatic, Consular, International Organizations, Special ID Cards

This service allows foreign missions to apply for the cancellation of diplomatic, international organizations, and special identity cards for employees and their families, through MoFAIC website. The cancellation will be done in case of eventual departure from the UAE.

Procedures: Customer's Journey



Login to MoFAIC website or Smart Mobile App.



Select Foreign Missions Services, then click Cancel the card, as per ID card type.



Fill in the fields and attach the required documents.



The mission will receive a Reference Number.



Return the card to the Ministry.



Cancellation of Diplomatic, Consular, International Organizations, Special ID Cards

Service type



Main-service

Service classification



Procedural

Service fees



Free service



User Registration

Private accounts
will be opened for
service providers



The average service time required

5
working days



User guide

There is a user
guide in service
card in smart
channels



Service Beneficiaries

Diplomatic cards
Special ID cards
International Organizations cards
Consular cards

Sustainable Development Goals

Goal 17:
Partnerships for the Goals

Terms and Conditions

- The original card must be returned to the Diplomats Affairs Department, to be canceled from the system.
- The employee must leave within 30 days from the date of cancellation of the card, or their status is modified and their residence is transferred to another entity in the country, in order to avoid paying financial fines and violating the residence laws in the country.

Required Documents

- An official note signed and sealed by the foreign mission accredited to the UAE.
- A copy of the original ID card issued by MoFAIC.

Application channels

MoFAIC Website: www.mofaic.gov.ae
(Smart Mobile App: UAE MOFAIC)



Request lost or damaged diplomatic consular, international organizations and special ID card replacement

This service allows foreign missions to apply for the replacement of lost or damaged diplomatic, international organizations, and special identity cards for employees and their families, through MoFAIC website. The replaced ID will be issued in case of a stolen, lost, or damaged ID.

Procedures: Customer's Journey



Login to MoFAIC website
or Smart Mobile App.



Select Foreign Missions Services, then click
replace lost or damaged card, as per ID card type.



Fill in the fields and attach
required documents.



The mission will receive a
Reference Number.



Request lost or damaged diplomatic consular, international organizations and special ID card replacement

Service type



Main-service

Service classification



Procedural

Service fees



Free service



Service Beneficiaries



Staff working for UAE-accredited missions and their families, and international organizations.

Sustainable Development Goals



Goal 17:
Partnerships for the Goals

Terms and Conditions



- A copy of the Police Report, regarding the loss of the old card must be brought.
- Submitting to the Ministry the original ID card in order to request the replacement of a damaged card.

User Registration

Private accounts
will be opened for
service providers



The average service time required

15
working days



User guide

There is a user
guide in service
card in smart
channels



Required Documents



An official note signed and sealed by the foreign mission accredited to the UAE.

Police Report, regarding
the loss of the card.

The original ID card to be replaced in order to
request replacement of a damaged card.

A copy of the passport

Application channels
MoFAIC Website: www.mofaic.gov.ae
(Smart Mobile App: (UAE MOFAIC



Diplomatic, Mission and Special Passport Service

- 1 Issuance of diplomatic, mission and special passports
- 2 Renewal of diplomatic, mission, and special passports
- 3 Replacement of diplomatic, mission, and special passports
- 4 Cancelation of diplomatic, special, and mission passports



Issuance of diplomatic, mission and special passports

You can request issuing an official travel document that is granted to the target group to facilitate their performance of a group of important works that serve the interests of the UAE and holds certain privileges that facilitate matters, transactions, and ease of movement and travel.

Procedures: Customer's Journey



Log into the official MoFAIC Website by entering the username and password shared with entities authorized to apply for the service



Select one of the Diplomatic Passport service options. Then, click "Start Service" to fill in the service application form, and attach the required documents.



You will receive an email with a Reference Number confirming that the application was successful.



You will receive an email informing you that the passport is ready for collection.



Issuance of diplomatic, mission and special passports

Service type



Main-service

Service classification



Procedural

Service fees



Free service



Service beneficiaries

Based on Ministerial Resolution No. (1-100) of 2021 regarding amending the system of diplomatic, private, and mission passports, in addition to the private offices of the royal families.

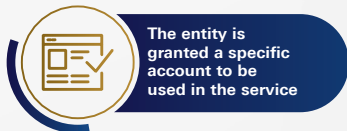
Sustainable Development Goals

Goal 17:
Partnerships for the Goals

Terms and Conditions

Everyone who meets the eligibility conditions based on Ministerial Resolution No. (1-100) of 2021 regarding amending the system of diplomatic, special, and mission passports

User registration



The entity is granted a specific account to be used in the service

The average service time required



2
working days

Required documents



A letter from the requesting entity + photograph

Application channels

MoFAIC Website: www.mofaic.gov.ae
(Smart Mobile App: (UAE MOFAIC



Renewal of diplomatic, mission, and special passports

The service of re-issuing an official travel document that was issued to the target group. This passport facilitates a variety of significant tasks serving the UAE interests. A Diplomatic Passport grants its holders certain privileges, including ease of procedures and transactions, ease of movement, and travel.

Procedures: Customer's Journey



Log into MoFAIC Website: www.mofaic.gov.ae by entering the username and password shared with .entities authorized to apply for the service



Select one of the Diplomatic Passport service options. Then, click "Start Service" to fill in the service .application form, and attach the required documents



You will receive an email with a Reference Number .confirming that the application was successful



You will receive an email informing you that .the passport is ready for collection



Renewal of diplomatic, mission, and special passports

Service type



Main-service

Service classification

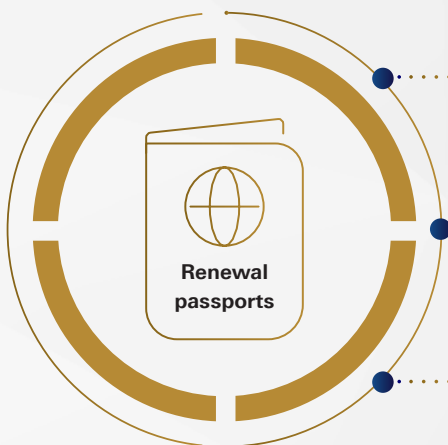


Procedural

Service fees



Free service



Service beneficiaries

Based on Ministerial Resolution No. (1-100) of 2021 regarding amending the system of diplomatic, private, and mission passports, in addition to the private offices of the royal families.

Sustainable Development Goals

Goal 17:
Partnerships for the Goals

Terms and Conditions

Everyone who meets the eligibility conditions based on Ministerial Resolution No. (1-100) of 2021 regarding amending the system of diplomatic, special, and mission passports

User registration



The entity is granted a specific account to be used in the service

The average service time required



2
working days

Required documents



A letter from the requesting entity + photograph

Application channels

MoFAIC Website: www.mofaic.gov.ae
(Smart Mobile App: (UAE MOFAIC



Replacement of diplomatic, mission, and special passports

The service of replacement of an official travel document that was issued to the target group. This passport facilitates a variety of significant tasks serving the UAE interests. A Diplomatic Passport grants its holders certain privileges, including ease of procedures and transactions, ease of movement, and travel for certain reasons.

Procedures: Customer's Journey



Log into MoFAIC Website: www.mofaic.gov.ae by entering the username and password shared with entities authorized to apply for the service



Select one of the Diplomatic Passport service options. Then, click "Start Service" to fill in the service application form, and attach the required documents.



You will receive an email with a Reference Number confirming that the application was successful.



You will receive an email informing you that the passport is ready for collection.

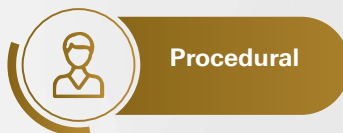


Replacement of diplomatic, mission, and special passports

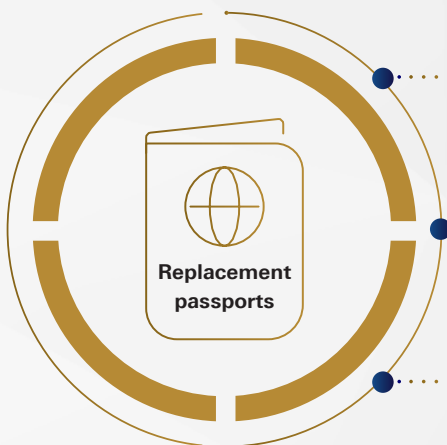
Service type



Service classification



Service fees



Service beneficiaries

Based on Ministerial Resolution No. (1-100) of 2021 regarding amending the system of diplomatic, private, and mission passports, in addition to the private offices of the royal families

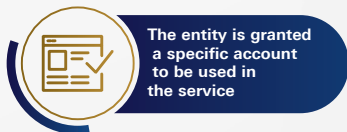
Sustainable Development Goals

Goal 17:
Partnerships for the Goals

Terms and Conditions

Everyone who meets the eligibility conditions based on Ministerial Resolution No. (1-100) of 2021 regarding amending the system of diplomatic, special, and mission passports

User registration



The average service time required



Required documents



Application channels

MoFAIC Website: www.mofaic.gov.ae
(Smart Mobile App: (UAE MOFAIC



Cancelation of diplomatic, special, and mission passports

The service of cancelation an official travel document that was issued to the target group. This passport facilitates a variety of significant tasks serving the UAE interests. A Diplomatic Passport grants its holders certain privileges, including ease of procedures and transactions, ease of movement and travel.

Procedures: Customer's Journey



Log into MoFAIC Website: www.mofaic.gov.ae by entering the username and password shared with entities authorized to apply for the service



Select one of the Diplomatic Passport service options. Then, click "Start Service" to fill in the service application form, and attach the required documents.



You will receive an email with a Reference Number confirming that the application was successful.



Cancelation of diplomatic, special, and mission passports

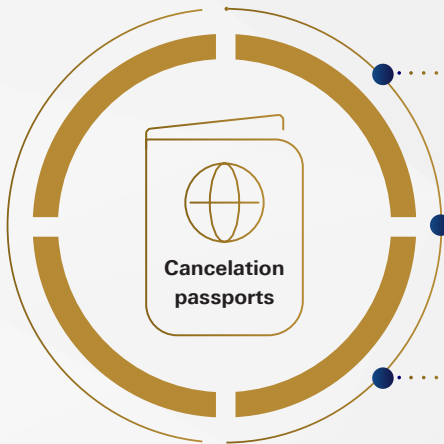
Service type



Service classification



Service fees



Service beneficiaries

Based on Ministerial Resolution No. (1-100) of 2021 regarding amending the system of diplomatic, private, and mission passports, in addition to the private offices of the royal families

Sustainable Development Goals

Goal 17:
Partnerships for the Goals

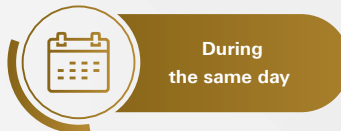
Terms and Conditions

Everyone who meets the eligibility conditions based on Ministerial Resolution No. (1-100) of 2021 regarding amending the system of diplomatic, special, and mission passports

User registration



The average service time required



Required documents



Application channels

**MoFAIC Website: www.mofaic.gov.ae
(Smart Mobile App: (UAE MOFAIC**