

Anti-commercial Fraud

❖ Request for Consideration of Trademark Infringement Dispute.

▪ Name of Service	<u>Request for Consideration of Trademark Infringement Dispute.</u>
▪ Description (Simple Explanation of the Service):	<ul style="list-style-type: none"> • This service enables customer to submit complaint on infringement of trademarks
▪ Service Category & Type:	<ul style="list-style-type: none"> • Sub-service / Procedural
▪ Concerned Division	<ul style="list-style-type: none"> • Anti-commercial Fraud Division
▪ Service Beneficiary:	<ul style="list-style-type: none"> • Establishments • Companies • Business sector
▪ Required Documents :	<ul style="list-style-type: none"> • Official letter from the Company or its representative in the State including the details of complaint provided that it is in Arabic if possible. • Official POA notarized and attested from the official entities in the UAE from the brand owners to proceed with the complaint (if the complaint is submitted by the agent of the trademark owner) • List of Complainees • Original and counterfeit sample • Statement of similarities • Copy of registration of (trademark) registered in the Ministry of Economy (valid)
▪ Steps for Receiving the Service (Customer Journey):	<ul style="list-style-type: none"> • Request shall be submitted through DED's website or smart application • Electronic payment of fees. • Study and Verification of the Validity of Complaint • In case of approval of the complaint, the complainant is notified to pay the following fees: <ul style="list-style-type: none"> • inspection of any location at the request of the complainant from one to three sites AED 1000 • based on complainant's request AED 300 to be added <ul style="list-style-type: none"> • Inspection of warehouse at the request of complainant AED 2500.

	<ul style="list-style-type: none"> • field inspection and confiscation on establishment object of complaint • take the necessary legal action according to the list of violations • notification of complainant of the result of actions taken • closure of complaint
▪ Terms & Conditions:	• N/A
▪ Fees:	• AED 2000 plus the above inspection fees in case of approval
▪ Service Correlation with other Services:	• N/A
▪ Service Delivery Channels:	• DED's website or smart application
▪ Service Code:	• N/A
▪ Service Delivery Duration:	• (10) ten working days
▪ Limitation of the Service:	• N/A