



New Residences VAT Refund User Guide

January 2020



Contents

1. Overview of the steps required to access the New Residence VAT Refund and how to track the progress of your Refund Form	3
1.1 Creating and using your e-Services account (new online user)	3
1.1.1 Sign up.....	3
1.1.2 Verify your e-Services account	4
1.2 Using your e-Services account (registered online user).....	4
1.3 Creating a new taxable person account / Special Refunds.....	4
1.4 Applying for New Residence VAT Refund	5
1.4.1 Initiate the form.....	5
1.4.2 Steps for completing the New Residence VAT Refund Request form	6
1.4.3 Saving your progress.....	6
1.4.4 Submitting your New Residence VAT Refund Request.....	6
1.4.5 Reviewing the progress of your New Residence VAT Refund Request	7
1.4.6 Form Re-submission	8
Appendix A: Important on-screen tools and other tips	9
Appendix B: Completing your New Residence VAT Refund Request.....	10



1. Overview of the steps required to access the New Residence VAT Refund and how to track the progress of your Refund Form

Important:

1. Please don't register as a Taxable Person if you are a new user registering only for the purposes of applying for new special refunds (New Residence VAT Refund), by following exactly the steps described below.
2. If you are an existing user and currently using FTA e-Services portal as a Taxable Person, then please go to section (1.4 Applying for New Residence VAT Refund).

1.1 Creating and using your e-Services account (new online user)

In order to access the New Residence VAT Refund Form, you will firstly have to create an e-Services account on the FTA e-Services portal. When you arrive at the FTA website, you will notice in the top right-hand corner of the screen you have the option to either *Sign up* to the e-Services account service, or *Login* to an existing e-Services account.



1.1.1 Sign up

To create an account, simply click on the **Sign up** button on the home page.

To sign up, you must enter a working email address and a unique password of 6-20 characters that includes at least:

- one number;
- one letter; and
- one special character (e.g. @, #, \$, %, &, and *).

You must confirm that you are a genuine user by completing the CAPTCHA or alphanumeric verification test that you will see.

Finally, you will be asked to select a security question, provide an answer to it and a hint in order to recover your password in case you forget it.

Please read and agree to the Terms & Conditions of the FTA in relation to using e-Services and the FTA website before clicking the **Sign up** button.

Sign up
Welcome to the Federal Tax Authority

Email address

Password must be 6-20 characters long with at least one numeric, one alphabet and one special character such as @, #, \$, %, &, *

Password

Password strength

Confirm password

Enter security code:

400905

Select security question

Answer

Hint

I agree to the FTA terms and conditions of FTA.

Sign up

Already registered? [login here](#)



1.1.2 Verify your e-Services account

You will receive an email at your registered email address asking you to verify your email address.

Do this by clicking on the *Click here to verify your email* text in the body of the email that you have received.

Please **verify your email address within 24 hours of requesting the creation of your e-Services account**, otherwise the verification link will expire and you will have to sign up again.



Once you have successfully verified your email address, your e-Services account will be created and you will be invited to Login for the first time.

1.2 Using your e-Services account (registered online user)

When you arrive at the FTA e-Services portal having already created an online user e-Services account, simply click on the 'Login' button. Enter your registered e-Services username and password when prompted to do so. You will also be asked to complete a CAPTCHA or alphanumeric verification.



To change your e-Services account password or security question/answer, click on the 'My Profile' tab.

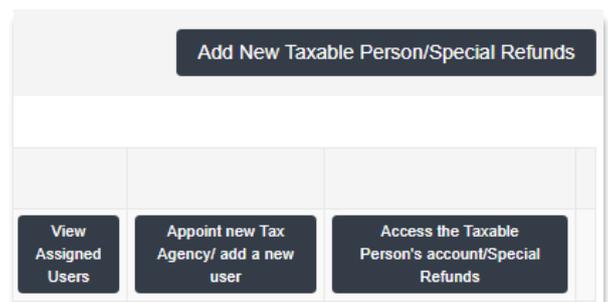
To exit from your account, click the 'Logout' button at the top right corner of the screen. A summary of who has which access can be seen on the online user dashboard.

The following sections describe how can an online user complete creating the account and submitting a request.

1.3 Creating a new taxable person account / Special Refunds

Follow the steps below to create a taxable person account / Special Refunds within the online user dashboard.

An online user who has signed up on e-Services has the ability to create one or more taxable person accounts / Special Refunds to manage or view their accounts.





In order to do so, go to the Online user Dashboard, and click on the **'Add New Taxable Person/Special Refunds'** button.

Enter the Legal Name of Entity in English and Arabic (kindly ensure that the Legal Name of Entity is the same as the name on your Emirates ID) and then click on **'Create Taxable Person/Special Refunds'** button. The account will be automatically added (i.e. no approval required).

You can then access your account by clicking on the Access the Taxable Person's account / Special Refunds button.

1.4 Applying for New Residence VAT Refund

On the Taxable Person dashboard, you will see a menu item called Special Refunds. Click on **'Special Refunds'** tab to access the Special Refunds dashboard. On the page that opens, click on the **'New Residence VAT Refunds'** tab.

1.4.1 Initiate the form

Initiate the form by clicking on the **'New Residence VAT Refunds'** button as shown below.



1.4.2 Steps for completing the New Residence VAT Refund Request form

In order to save and review the form completed by you, all mandatory elements of the current section must be completed. Any field that is marked with a red asterisk (*) is **mandatory** and must be completed in order to move to the next section.

About Applicant

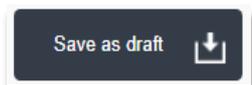
Full Name in English *

This field cannot be left blank

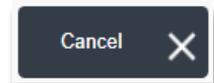
If you attempt to save and review the form without completing the mandatory information in certain fields, you will receive a pop-up message under the relevant field indicating that additional details are required.

1.4.3 Saving your progress

It is recommended that you save your progress as you complete the form. Click on the 'Save as draft' button at the bottom of the screen. **You will be logged out of the system after 10 minutes of inactivity.**



In case you wish to cancel your application at any point before submitting, you can click on the 'Cancel' button at the bottom left hand corner of the screen. On clicking 'Cancel' button you will be asked to confirm and if you click on 'Yes', the form will be deleted.



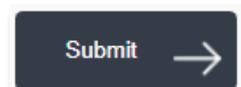
Confirmation

All your form data will be deleted. Are you sure you want to Cancel your Home Builder Refund Request?

Yes No

1.4.4 Submitting your New Residence VAT Refund Request

To submit the New Residence VAT Refund Request form, carefully review all of the information entered on the form. After completing all mandatory fields, click the 'Submit' button at the bottom right hand corner of the screen.



The status of your request on the Dashboard will change to "Pending" and you will receive an email from us to confirm receipt of your request.



If the FTA requires any further details from you in order to assist with the verification of your application, you will receive an email notification setting out the information required from you.

1.4.5 Reviewing the progress of your New Residence VAT Refund Request

To review the status of your New Residence VAT Refund Request, click on the Dashboard tab and look in the “Status” column:

New Residence VAT Refund										
										New Residence VAT Refund Request
Reference Number	Full Name in English	Full Name in Arabic	Email Address	Status	Date of Submission	Fund Type By User	Review Process	Requested Refund Amount	Approved Amount	Action
HB2019121254996	HBR Dec 12		youname@domain.com	In Progress Under Review - FTA	12/12/2019	Funder	Internal	10,000.00	0.00	
HB2019112840642	HBR One	789789	youname@domian.com	In Progress Verified - VB	28/11/2019	Both	External	50,000.00	0.00	
HB19112515554029	HBR One	789789	youname@domain.com	In Progress Under Review - FTA	25/11/2019	Both	Internal	200.00	0.00	

Status	Explanation
Drafted	The New Residence VAT Refund Request has not been completed or submitted by you.
Pending	The New Residence VAT Refund Request has been received by the FTA and is pending review.
Resubmit	When FTA official requires more information after reviewing the refund request.
In Progress – Under Review FTA	Request is being reviewed by an FTA official.
In Progress – Under Review VB	Request is being reviewed by the Verification Body.
In Progress – Verified FTA	FTA official has verified your application and submitted for approval.
In Progress – Verified VB	Verification Body has verified your application and submitted back to FTA official.
Reviewed	FTA has completed the review of the Refund Request and will be processed shortly.
Reject	The New Residence VAT Refund Request has been rejected.
Approved	The New Residence VAT Refund Request has been approved and the refund amount has been processed.



1.4.6 Form Re-submission

When you submit your Refund Form; the FTA may require additional information that needs to be updated or adjusted. Your request will be in the “Resubmit” state. You will receive an email with a list of the information that you need to provide. The FTA may also leave comments in the “Comments with Date” section of the Form.

To resubmit a Form:

- Login to your e-Services online account. The status of the Refund Form will be “Resubmit”.
- Click the ‘**Edit**’ button.
- Update the information required by FTA.
- Before Form resubmission, you may leave comments for the FTA if required in field “Resubmit Comment “at the bottom of the Form.
- Click the ‘**Submit**’ button. The updated Form is sent to the FTA for review.



Appendix A: Important on-screen tools and other tips

You can change the language of the form from English to Arabic. Click on the icon at the top right hand side of the screen to do so.



For some fields you will see a small icon with an “i” next to the field. Hover the cursor over the icon to read additional information relevant to the completion of the field.

A trade name is a name under which a person conducts a business, other than its legal name. Sometimes, a trade name is called an “Operating Name”.



To upload a file, click the **Choose Files** button, select the file on your desktop and click the **Open** button to upload the file. To upload multiple files, repeat this process. To delete a file that has already been uploaded click the small red **x**.

Upload Property Completion Certificate copy *

Choose files to upload

Choose Files

To complete a field with a drop-down menu, click the downwards pointing arrow to the right of the field and select the option that applies. You will only be able to select one option in most cases.

Please select

Please select

Abu Dhabi

Dubai

Sharjah

Ajman

To complete a field that requires a date, click the Calendar icon to the right of the field and enter the date from the calendar. The date will then appear in the field in dd/mm/yyyy form.

Date of Property Completion Certificate *

« August 2017 »

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9



Appendix B: Completing your New Residence VAT Refund Request

The New Residence VAT Refund Request captures a number of details about the applicant. The following guidance is designed to help you understand the questions that the form asks in order for you to complete the form accurately.

About applicant	
Full name (English)	This is your full name in English. This field is mandatory if you are entering the refund form in English. IMPORTANT: It is important that you enter the details accurately. This name must be the same as on your Emirates ID.
Full name (Arabic)	This is your full name in Arabic. This field is mandatory if you are entering the refund form in Arabic. IMPORTANT: It is important that you enter the details accurately. This name must be the same as on your Emirates ID.
Email Address	You must provide the applicant's email address here.
Emirates ID	You must enter your valid Emirates ID.
Upload valid Emirates ID	You must upload a scanned copy of your valid Emirates ID. Accepted file types are PDF, JPG, PNG and JPEG. The individual file size limit is 2 MB.
Family Book number	You must enter your family book number here.
Upload Family Copy	You must upload a scanned copy of your Family Book. Accepted file types are PDF, JPG, PNG and JPEG. The individual file size limit is 2 MB.
Are you registered for VAT?	You must answer 'Yes' if you have registered for VAT and a TRN is assigned to you. You must answer 'No' if you are not registered for VAT.
TRN (if you are registered for VAT)	You must enter your TRN number if you answered 'Yes' for the above question.



<p>Have you included the housing costs in your returns?</p>	<p>You must answer this question if you answered 'yes' for the question 'Are you registered for VAT?'. You must answer 'Yes' if the housing costs for which you are seeking the refund have been recovered in your tax returns. You must answer 'No' if you have not recovered the housing costs for which you are seeking the refund in your tax returns.</p>
--	--

<p>About the Claim</p>	
<p>Request Fund Type</p>	<p>You must choose one of the options for the Request Fund type</p> <ul style="list-style-type: none"> • Personal Fund • Housing Program Fund - You can select this option if your house is funded by a government body, a funder or an entity. • Housing Program & Personal Fund - You can select this option if your house is funded by a government body, a funder or an entity and personally.
<p>Funder Name</p>	<p>If you selected Housing Program Fund or Housing Program & Personal Fund in the above step, then you will need to select the name of the government entity/ body which provided you with the housing fund (if applicable)</p>
<p>Upload Funder certificate</p>	<p>If you selected Housing Program Fund or Housing Program & Personal Fund in the options for Request Refund Type, then you will need to upload the declaration letter provided by the funding body as selected in the step above. Accepted file types are PDF, JPG, PNG and JPEG. The individual file size must be less than 5MB.</p>
<p>Date of Property Completion Certificate</p>	<p>Select the date as on the completion certificate of the property.</p> <p>IMPORTANT: You must apply for the New Residence VAT refund within 6 months of this date.</p>
<p>Upload Property Completion Certificate copy</p>	<p>You must upload a scanned copy of the property completion certificate. Accepted file types are PDF, JPG, PNG and JPEG. The individual file size must be less than 5MB.</p>



Upload Building Permit copy	You must upload a scanned copy of your building permit if the property is in Al Ain or Ras Al Khaimah. Accepted file types are PDF, JPG, PNG and JPEG. You can upload multiple files. The individual file size must be less than 5MB.

Address of the newly constructed residential building

Property plot number	You must enter the plot number of the newly built property for which you are requesting the refund.
Building number (if any)	Please enter the building number of the newly built property for which you are requesting the refund.
Upload Property Site Plan	You can upload a scanned copy of your property site plan. Accepted file types are PDF, JPG, PNG and JPEG. The individual file size limit is less than 5MB.
Street, Area, City and Emirate	Enter these fields with the address of the newly built property for which you are requesting the refund.

Expenses Details

Total of the tax claimed	This must be the total of the VAT paid on the construction of the property. This will be the requested refund amount.
Have all the materials purchased been used for the construction of the building?	Please answer 'Yes' or 'No'

Banking details of the applicant

	<p>You must provide your bank details in this section. This must be a bank established in the UAE.</p> <p>IMPORTANT: You must ensure that your account details are accurate. Some accounts cannot receive payments electronically. We recommend that you check with your provider if you are</p>
--	---



	unsure whether or not your bank has made this facility available to you.
IBAN	This is the International Bank Account Number. You can find this information in your bank account or refer to the designated bank for more details.
Bank Name	Please enter your bank name here.
Bank Branch/Location	Enter the name of the branch or the location of the branch of the bank. If you are having trouble finding this information, please refer to the designated bank for more details.
Account Holders Name	You must enter the name of the account holder accurately.
Account Number	This is your bank account number. You can find this information in your bank account or refer to your bank for more details.
Upload Bank Account confirmation letter/certificate	Upload the letter/ certificate issued and stamped by your bank which includes details such as the account holder name (must be the same as the applicant's name), bank's name and the IBAN.

User Comments

Are you planning to apply for a VAT Refund for the retention of the same property later?

If you intend to request for VAT Refund for the retention at a later date, you must tick the checkbox against this question.

Declarations

I hereby declare that I am the owner (a UAE national) and all the information in this form is correct, and that the new residence for which the New Residence VAT Refund has been requested will be used exclusively by myself or my family members. I acknowledge that the Federal Tax Authority may claim the refund if it finds that I do not meet the specified conditions.

Please tick the check box next to the declaration to confirm that you agree to the declaration terms and conditions.