

**Ministerial Resolution No. 604 of 2022 Concerning Unemployment Insurance
Scheme**

The Minister of Human Resources & Emiratisation

Having perused:

- Federal Law No.(1) of 1972 on the competencies of the Ministries and Powers of the Ministers and amendments thereof,
- Federal Decree-Law No. (33) of 2021 concerning Regulation of Labor Relations and its Executive Regulations and its executive regulations issued pursuant to Cabinet Resolution No. (1) of 2022
- Federal Decree-Law No. 13 of 2022 concerning Unemployment Insurance Scheme
- Cabinet Resolution No.(97) of 2022 Concerning the Procedures and Controls for Implementing Unemployment Insurance Scheme

Has Resolved:

Article (1)

Definitions

This Resolution is governed by the definitions contained in the Federal Decree-Law No.(13) of 2022 and Cabinet Resolution No.(97) of 2022 referred to herein, in addition to the following definition:

Certificate of Insurance: The certificate is a document that confirms the existence of an insurance policy for the employee and indicates both the certificate number and the employee's unified number. A summary of the insurance policy is provided in the certificate.

Article (2)

Service Providers of Unemployment Insurance

The Insurance Pool represented by Dubai Insurance Company (on behalf of all insurance companies in the insurance pool) is the provider of unemployment insurance services. Accordingly, the Ministry may license any other insurer or insurance pool that meets the required conditions to provide unemployment insurance services in accordance with Law No. (13) of 2022 and Cabinet Resolution No.(97) of 2022 referred to herein.

Article (3)

Unemployment Insurance Scheme Subscriptions

1. In accordance with Article No.(3) of the aforementioned Federal Decree-Law No. (13) of 2022, all government and private sector employees are required to subscribe in the unemployment insurance scheme as of January 1, 2023 by purchasing an insurance policy as per the requirements of the aforementioned Federal Decree-Law and the cabinet resolution.
2. The subscription and acquisition of the insurance certificate shall be made through the channels specified in Article (4) herein.
3. Insurance premiums are calculated based on the basic wage / salary in either of the following two categories:
 - a. **First Category** : Not more than (5) five dirhams per month if the subscription salary does not exceed (16,000) sixteen thousand dirhams.
 - b. **Second Category** : Not more than (10) ten dirhams per month if the subscription salary exceeds (16,000) sixteen thousand dirhams.
4. In cases where the basic wage is not specified in the employment offer or contract, employees on a commission basis (a percentage of sales or profits) may choose the subscription category.
5. VAT is applicable to subscription values (insurance premiums) specified in paragraph (3) of this article.

Article (4)

Channels of Subscription and Payment for Insurance Premiums

Employees may subscribe to the unemployment insurance scheme, through the following channels:

- a. Website of the insurance company.
- b. Smart application of the insurance company.
- c. Call center of the insurance company.
- d. Ministry-selected business centers
- e. ATM machines and Kiosks determined by the service provider after coordination with the Ministry.
- f. State-licensed exchange bureaus selected by the service provider after coordination with the Ministry.
- g. Smart applications for banks operating in the country, selected by the service provider after coordination with the Ministry.
- h. Text messages (SMS) or bills from an approved telecommunications provider.
- i. The Ministry may approve other channels in coordination with the Unemployment Insurance Scheme provider.

2. As part of the cooperative efforts between the Unemployment Insurance Scheme provider and the Ministry, the service provider shall define the subscription channels and the payment method for the insurance premiums.

Article (5)

Frequency of Payment

The insured may choose the frequency of payment of the insurance premium as follows:

- a. Monthly
- b. Quarterly
- c. Biannually
- d. Annually

Article (6)

Payment of Due Insurance Premiums

1. Payment of the insurance premiums is the responsibility of the insured in accordance with the selected frequency and the subscription channels described in Article (5).
2. If the insured fails to pay the insurance premiums in accordance with the selected payment frequency for a period exceeding (3) months from the due date of the insurance premium, the insurance certificate will be revoked and a fine will be imposed on the insured in accordance with article (9) below.
3. Insured's whose cases have been referred to or registered with the judiciary must pay unemployment insurance premiums until their work permits are canceled or their employment contracts terminated.
4. Insured's are required to pay all insurance premiums for the period covered by the insurance certificate, unless the certificate is canceled in accordance with paragraph (2) of this Article.

Article (7)

Channels and Procedures for Insurance Claims

1. For the insured to benefit from the insurance coverage, the claim must be submitted within 30 days of the date of termination of the employment relationship through the following channels:
 - a. Website of the insurance company.
 - b. Smart application of the insurance company.
 - c. Call center of the insurance company.
 - d. Any other channels designated by the Ministry in coordination with the Unemployment Insurance Scheme provider.
2. Taking into account the provisions of Article (5) of the aforementioned Federal Decree-Law No.(13) of 2022 and the provisions of Article No. (9) of Cabinet Resolution No. (97) of 2022, the details contained in the application for the cancellation of the work permit approved by the Ministry regarding the

termination of the work permit and termination of the employment relationship (dismissal or resignation) will be used to determine the insured's entitlements and benefits under unemployment insurance coverage. In addition, the employee must ensure, on his own responsibility, that the information included in the cancellation application is accurate prior to signing it.

3. Each claim is calculated on a monthly basis at the rate of sixty percent (60%) of the basic wage / basic salary (calculated on the average of the last six months preceding unemployment) and for a maximum of (3) three months per claim.
4. In accordance with the eligibility conditions and criteria, the unemployment insurance provider must respond to the claim and pay the compensation within two weeks from the date of submission.
5. Subject to the provisions of paragraph (2) of this Article, in the event that the insured asserts that the information contained in the cancellation application is incorrect, the insured may submit a request to the unemployment insurance provider to obtain coverage, provided the following supporting documents are attached to the request:
 - a. An official letter of dismissal indicating the date and reason for the dismissal.
 - b. Any supporting documents approved by the Ministry.

Accordingly, the Ministry shall determine the validity of these documents and whether the insured is entitled to benefits under the insurance policy.

6. If the insured has a complaint that has been referred to the judiciary related to the termination of the employment relationship, he / she must submit a copy of the final judicial ruling to the service provider within thirty days (30) of the final judicial ruling.
7. In the event that the insured exhausts the maximum compensation limit during the period of the insurance certificate, he / she is required to subscribe for another twelve consecutive months (12) in order to make a new claim. If the insured receives less than the maximum compensation limit (3 months), this condition does not apply.

Article (8)

Understanding the Provisions of Unemployment Insurance

1. The unemployment insurance company is required to educate employees subject to the provisions of the aforementioned Decree-Law and the Cabinet Resolution of the process of subscription and payment of insurance premiums in the system, in addition to the process and conditions for obtaining the insurance certificate, by means of awareness methods determined by the Ministry.
2. Establishments must encourage and direct their employees to subscribe to the scheme, obtain unemployment insurance policies and pay premiums on a timely manner.

Article (9)

Fines and collection methods

1. In the event that a worker / employee fails to subscribe to the Unemployment Insurance Scheme after the deadline for subscription specified in Article No.(11) herein has expired, a fine of four hundred dirhams (400) will be imposed unless the deadline is extended.
2. In the event that the insured fails to pay the insurance premiums according to the selected payment frequency for a period exceeding three (3) months from the due date, the insurance certificate will be canceled and a penalty of (200) two hundred dirhams will be imposed.
3. Fines incurred pursuant to paragraphs (1, 2) of this article must be paid by workers / employees by submitting a request to pay the fine in accordance with the controls and procedures contained in the manual annexed herein.
4. Workers/employees who fail to pay their fines for three (3) months from the due date will have the fine amount deducted from their wages through the Wage Protection System, end-of-service gratuity, or any other alternative method deemed acceptable by the Ministry.
5. The insured may apply for fine installments or waiver of fines in accordance with the controls and procedures contained in the manual annexed to this decision.

Article (10)

Refusal of Granting New Work Permits

It is mandatory that all due fines resulting from non-subscription or non-compliance with the payment of insurance premiums be paid within the prescribed periods in accordance with paragraph (2) of Article No. (97) of 2022 referred to above. If not, the employee will not be eligible for a new work permit until all due fines are paid within the specified timeframe.

Article (11)

Deadline for Subscriptions

1. The fines stipulated in this decision are applicable to employees subject to the provisions of Decree-Law No. (13) of 2022, who fail to enroll in the Unemployment Insurance Scheme, effective 30 June 2023.
2. As per paragraph (1) of this Article, fines specified in this decision shall apply to employees subject to the provisions of the aforementioned Decree-Law No (13) of 2022, who were employed or recruited after January 1, 2023, and did not enroll to the scheme within four months of entering the country under an entry permit for work, or after they changed their status, or after the initial approval of their work permit by the Ministry in cases where a status modification is not required.

Article (12)

Amendment to the Procedures Manual

A modification to the attached Procedure Manual may be made by the Undersecretary for Human Resources Affairs whenever the interest so requires, provided that this resolution is not in conflict with those amendments.

Article (13)
Publication and Commencement Date

This Resolution shall be published in the Official Gazette and shall be effective on the day of its issuance.

Dr. Abdul Rahman Abdul Manan Al Awar
Minister of Human Resources and Emiratisation
Signature and seal appear

Issued by us on: 30th of November 2022

**PROCEDURES MANUAL FOR MINISTERIAL RESOLUTION NO.(604) OF 2022
CONCERNING UNEMPLOYMENT INSURANCE SCHEME**

First: Payment procedures for fines associated with non-subscription to the Unemployment Insurance Scheme or non-payment of insurance premiums.

Procedure Details	Workers/employees who have been fined for failing to subscribe to the unemployment insurance scheme or for failing to pay their unemployment insurance premiums within three months of the due date and wish to pay the fines can do so through the channels approved by the Ministry.
Payment Channels	MOHRE website, MOHRE smart application, Ministry-approved business service centers, Tawseel
Description of the Procedure	<ol style="list-style-type: none">1. Login to one of the service delivery channels2. Make a selection of the fine that should be paid3. Pay the fine
Required Documents	None
Terms and Conditions	None
Service Delivery Time	One working day The customer will be notified once the payment has been processed. Customers may inquire about the payment result through the Ministry's website (www.mohre.gov.ae), Ministry's smart application (MOHRE), call center at 600590000 or chatbot.
Service Fees	The service is available free of charge through the Ministry's website or mobile application. Fees charged by business service centers are limited to (5) five dirhams
Connected Services	None

Second: Payment of fines in installments or waiver of fines associated with non-subscription to the Unemployment Insurance Scheme or non-payment of insurance premiums.

Service Details	A service offered by the Ministry to workers/employees who have incurred fines associated with non-compliance with subscribing to the unemployment insurance scheme or who have not paid the prescribed insurance premiums for a period of three months from the maturity date of the premium, and would like to obtain a waiver or pay the fine in installments.
Service Delivery Channels	MOHRE website, MOHRE smart application, Ministry-approved business service centers, Tawseel
Description of the Procedure	<ol style="list-style-type: none">1. An application for the waiver or installation of the fine should be submitted through one of the service delivery channels.2. Ensure that the application meets the requirements and supporting documentation required for verification and approval.3. Shortfalls will be communicated to the employee for completion4. Upon receipt of all required documentation and requirements, a waiver/installation request will be approved
Required Documents	Documents supporting the application.
Terms and Conditions	None
Service Delivery Time	15 working days from the date of submitting the application. Upon completion of the application, the customer is notified of the outcome. Customers may follow up on their applications by logging into the inquiry services on the Ministry's website (www.mohre.gov.ae), the Ministry's smart application (MOHRE), call center at 600590000 or chatbot.
Service Fees	The service is available free of charge through the Ministry's website or mobile application Fees charged by business service centers are limited to (5) five dirhams
Connected Services	None