

تعميم Circular

Dear Valued Customer,

Greetings from Dubai Customs,

As a part of the efforts to serve the customers effectively by keeping you safe at home, the document upload functionality has been enabled in claim system while registering the online claims as attached [here](#) and hence the claims can be registered and submitted online without document submissions in the counters starting from 29/03/2020, till a further notification from Claim dept . The original documents related to the claims can be submitted later, upon the instruction from the claim dept. for verification. The claims will be suspended for additional information, if required any further clarification or documents.

For the claims registered before 29/03/2020, but the documents not yet submitted, you may amend the claim and attach the related documents as explained [here](#).

If faced with any related issue while registering the claim, please feel to free to contact us on refund.support@dubaicustoms.ae and Infosys.Praveen@dubaicustoms.ae

Regards,

Claim and Refund dept.

Dubai Customs