Requesting Additional Corporate Documents & Compliance Information

Corporate & Compliance · https://www.aeserver.com/support/additional-corporate-documentation-requests/

AEserver maintains standardized corporate documentation and compliance procedures to support legitimate legal, regulatory, accounting and supplier verification requirements.

Customers requiring additional documents, declarations or confidential information beyond our standard documentation package must follow the procedures outlined below.

1. Before contacting AEserver

Before submitting a request, please review our existing Knowledge Base resources:

- AEserver Supplier Verification & Corporate Documentation
- UAE e-Invoicing – AEserver Readiness & Implementation

These resources contain our official corporate information, tax registration details, available certificates, regulatory guidance and documentation disclosure policies.

Customers are expected to:

- Review the information and standard documentation already available.
- Consult their internal finance, legal or tax compliance department.
- Establish whether the requested documentation is necessary and applicable to their business relationship with AEserver.
- Review any relevant statutory exceptions, financial thresholds and official regulatory clarifications.
- Determine whether alternative verification methods are available.

For requests relating to FTA Decision No. 13 of 2026, customers should pay particular attention to Article 6 and FTA Public Clarification VATP048 before requesting additional documentation.

2. Information required for additional requests

Where an additional requirement remains, please provide the following information when submitting your request, on your official company's letter head, signed & stamped by a legal representative of your company along with a business registration document (such as a trade license) and a copy of the requestors Emirates ID or passport.

Required information	Description
Requesting organization	Full registered legal name and applicable tax registration number.
Requested documentation	Specify exactly which additional documents or information are required.
Legal or regulatory basis	Identify the applicable legislation, regulation and specific article or provision, where relied upon.
Purpose and justification	Explain why the information is necessary and why our standard documentation is insufficient.
Applicable exceptions	Confirm that relevant exemptions and financial thresholds have been assessed.
Business volume	Provide historical and expected purchase values from AEserver where relevant to the applicable legislation.
Intended recipient	Identify the department, organization or authority requesting the information.
Data protection arrangements	Explain how any confidential or personal information will be securely received, stored, used and retained.
Required deadline	Specify the requested deadline and whether it is statutory or internal.

Generic documentation checklists, references to legislation without identifying the applicable provision, or statements that documents are required by internal company policy may not be sufficient to establish the necessity of a request and will be ignored.

3. How to submit your request

For security, authentication and record-keeping purposes, additional corporate documentation and compliance requests must be submitted through the AEserver Client Area.

1. Log in to your AEserver Client Area.
2. Open a new support ticket with the subject **Additional Corporate Documentation & Compliance Request**.
3. Include the information specified in Section 2.
4. Attach any relevant official regulatory correspondence or supporting evidence, where applicable.

Requests should be submitted by an authorized representative of the customer organization using the account associated with the relevant AEserver services.

Please maintain all related correspondence within the same support ticket and avoid submitting duplicate requests through multiple departments or communication channels.

4. Request assessment and processing

Additional documentation requests are subject to individual review and, where necessary, management or compliance approval.

Please note:

- Submission of a request does not guarantee approval or disclosure.
- Incomplete or insufficiently justified requests may be returned for clarification.
- Confidential corporate records and personal identification documents are not routinely disclosed.
- Customer-specific questionnaires, declarations, agreements and bespoke documentation are not included in standard service subscriptions unless separately agreed.
- Customer-imposed deadlines do not automatically establish an obligation or processing deadline for AEserver.
- Additional review time may be required depending on the nature and complexity of the request.
- Review timeline: Up to 14 business days.

AEserver reserves the right to decline requests that are unnecessary, disproportionate, outside the scope of the business relationship or unsupported by an applicable legal or agreed contractual requirement.

Nothing in this policy is intended to restrict compliance with applicable statutory obligations or lawful requests from competent authorities.

5. Responsibility for regulatory compliance

Each customer is responsible for assessing its own legal, tax, accounting, procurement and regulatory obligations.

AEserver provides corporate information and standard supporting documentation to facilitate legitimate compliance requirements. However, AEserver does not act as a customer's legal adviser, tax consultant or compliance representative.

Customers are encouraged to obtain appropriate professional advice before submitting exceptional documentation requests.

AEserver remains committed to supporting legitimate regulatory requirements while protecting confidential corporate information, personal data and the security of its business operations.