

Dear Valued SIRA Customer,

- With reference to this notification kindly learn about the services provided by SIRA by reading the information available on the agency's web site www.sira.gov.ae taking into account meeting the conditions stated for the required service.
- Please feel free to contact our experienced customer services staff whenever applying for SIRA services.
- Make sure to go through the list of requirements before applying for any transaction online.
- Please inform us immediately in case of any issues in the service or defects in the products provided.

Kindly note the Refund Policy as per SIRA Policies and Procedures to avoid any unnecessary hassle.

- Customers can request a refund of any amount that has been paid by mistake by submitting an official letter addressed to the concerned department, mentioning the reason, exact amount and details within one month from the date of payment.
- The Refund letter format is provided on the website.
- The request will be answered with an official letter from the concerned manager, either by acceptance or rejection, with an explanation of the reasons.
- 100/- AED will be charged as an administrative fees.

We thank you for choosing the services of Security Industry Regulatory Agency