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Global Immigration alert

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United Arab Emirates

Emergency support for UAE citizens and Golden Visa holders abroad

Executive summary

The United Arab Emirates (UAE) Ministry of Foreign Affairs and International Cooperation (MoFAIC) authority has highlighted the availability of expanded emergency and crisis response services for UAE citizens and Golden Visa holders abroad.

This is following recent evacuation efforts by MoFAIC and the National Emergency Crisis and Disaster Management Authority (NCEMA) that assisted stranded UAE citizens and residents in returning to the UAE.

These services, part of the UAE's enhanced consular support framework, provide UAE citizens and Golden Visa holders with additional protection and assistance during emergencies outside the country.

Key developments

Recent UAE government operations have supported the return of UAE citizens travelling overseas, with authorities reporting that approximately 6,000 Emiratis have been repatriated through coordinated efforts involving air and land routes.

In a separate initiative, the UAE authorities also coordinated the return of approximately 500 Golden Visa holders and other residents affected by regional airspace closures and flight disruptions.

These efforts highlight the scope of the UAE's consular support program available to both UAE citizens and Golden Visa holders during emergencies and crises abroad.

Golden Visa holders may access the services via the [Ministry of Foreign Affairs \(MOFA\) website](#):

- Electronic return documents if their passport is lost or damaged overseas (in a country other than their country of nationality)
- 24/7 emergency and crisis assistance

- A dedicated hotline for Golden Visa holders requiring urgent help abroad
- Evacuation support, where required, during crisis situations

Services can extend to dependents (including children under the age of 18) who are formally registered under the Golden Visa holder's residence file and holding valid UAE residence permits.

For cases where a Golden Visa holder's passport is lost or damaged abroad, applications for [electronic return documents](#) can be submitted through the MoFAIC website or via the MoFAIC smart app using UAE Pass.

Applicants must upload:

- A copy of the lost or damaged passport
- A copy of the police report for the lost or damaged passport
- A copy of the valid Golden Visa
- A recent personal photograph with a white background
- A copy of the return ticket to the UAE

Return documents are also available to UAE citizens who are abroad and unable to travel back to the UAE due to a lost, expired or damaged passport. UAE citizens may apply for a [return document](#) through the MoFAIC website or via the MoFAIC smart app using UAE Pass.

Depending on the type of application, UAE citizens must upload the following documents:

- A copy of the lost, expired or damaged passport, as applicable
- A personal photograph with a white background
- A copy of the passport-loss report (for lost-passport applications)
- A written explanation of the damage or a copy of the damaged passport (for damaged-passport applications)

MoFAIC notes that, in some cases UAE citizens' applications may be forwarded to the Federal Authority for Identity, Citizenship, Customs and Port Security for a decision.

For both Golden Visa holders and UAE citizens, the return document is typically issued within around 30 minutes and is free of charge, valid for a single entry to the UAE, and valid for seven days from issuance. It is intended solely for travel back to the UAE.

UAE Golden Visa holders and UAE citizens must commit to obtaining a new passport immediately upon their return, in coordination with their respective passport issuing authority.

UAE citizens also have access to the MOFA [Twajudi service](#), which helps facilitate communication with UAE nationals abroad, provide assistance when needed, and coordinate their repatriation in the event of an emergency or crisis.

Impact on employers

The availability of expanded emergency services may help reduce travel-related risks for internationally mobile employees holding Golden Visas or UAE citizenship. Support, such as electronic return documents and 24/7 emergency channels, may enable affected staff to return to the UAE more quickly during disruptions, supporting business-continuity planning.

Employers may inform impacted employees about the support options available through MoFAIC's hotline, website and smart app.

Key steps

EY will continue to monitor these developments. Should you have any questions, we encourage you to contact one of our immigration professionals.

Roman Gusev

Partner, People Advisory Services Tax, MENA Immigration
Tel: +971 56 2430749
Email: roman.gusev@ae.ey.com

Sana Sheikh

Director, People Advisory Services Tax, MENA Immigration
Tel: +971 56 3575664
Email: sana.sheikh@ae.ey.com

Ben Willis

Partner, EY Global Immigration Competency Leader
Tel: +44 20 7951 9589
Email: ben.willis@uk.ey.com

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