

### **1. How can I access the ESR Portal?**

The ESR Portal can be accessed through the MoF Economic Substance Webpage here [[link to ESR webpage](#)].

To access the Portal, the entity must have an existing MOF corporate account, and use its credentials.

If the entity is not registered as a corporate user, it can create an account by clicking the following link to the MOF registration page: <https://eservices.mof.gov.ae/Shared/Account/CreateUser>

### **2. I have not received my activation email after creating my MoF account, and cannot log in to the ESR Portal**

Please check your junk or spam email folder as sometimes the activation email ends up being blocked by spam filters. Otherwise, please send an email to [info@mof.gov.ae](mailto:info@mof.gov.ae)

### **3. I am facing issues with the ESR Portal, how can I get assistance?**

If you have questions or issues regarding MoF account registration or login issues, please contact the MoF Helpdesk on [info@mof.gov.ae](mailto:info@mof.gov.ae).

If you have any Economic Substance filing portal related technical issues (e.g. the Notification filed does not appear on the Licensee dashboard, etc.) please contact [ESRsupport@cbrain.com](mailto:ESRsupport@cbrain.com).

### **4. I have just submitted a Notification or Economic Substance Report, will I get a confirmation email?**

Yes, an email confirmation will be sent to the email address used to submit the Notification or Economic Substance Report. If a confirmation email is not received within 24 hours please contact [ESRsupport@cbrain.com](mailto:ESRsupport@cbrain.com).

You can also view your submissions through the Licensee Dashboard by clicking on “View Summary”.

### **5. I have incorrectly entered some information on my Notification (or Economic Substance Report), can I correct this after it is submitted?**

Yes, you can request to amend your Notification (or Economic Substance Report) by clicking on the “Request for amendment” button next to the relevant case on the Licensee Dashboard.

This will send a request to your Regulatory Authority, who is responsible for approving your request.

Once the request is approved, please click on the “Resubmit” button next to the relevant case on the Licensee Dashboard to access the editable Notification (or Economic Substance Report) form.

**6. I have made a request to amend my Notification (or Economic Substance Report), when will the request be approved?**

Your Regulatory Authority is responsible for approving your request for amendment, please contact them for an update on when your request will be processed.

**7. Can I amend my Reportable Period in a Notification after it is submitted?**

No, the Reportable Period start and end date cannot be changed after the Notification is submitted.

A new Notification (and Economic Substance Report, if applicable) should be submitted for each Reportable Period.

If you have incorrectly entered the Reportable Period start and / or end dates, please contact your Regulatory Authority and request them to cancel the case. You will then be required to submit a new Notification with the correct Reportable Period.

**8. I have previously submitted a Notification for the 2019 Reportable Period, how can I submit a new one for the 2020 Reportable Period?**

Please login to the ESR Portal using your existing MoF corporate account and click on “Notification” to generate a new Notification form.

**9. I am required to submit a Notification for more than one entity in my business, can I submit a Notification for each of them using the same MoF corporate account.**

Yes, please click on “Notification” to generate a new Notification form for each entity.

**10. Can you transfer historical cases to a new MoF corporate account?**

Yes, please contact MoF Helpdesk on [info@mof.gov.ae](mailto:info@mof.gov.ae) so they can collect further information for security reasons before the cases are transferred.

Please note that all cases that are linked to the previous MoF corporate account will be transferred to the new MoF corporate account.

For completeness, any correspondence related to the historic cases will be sent to the email address used at the time of submission. However, you have access to all information and correspondence through the Licensee dashboard by clicking “View Summary”.